Disability Description: Caller has a respiratory ailment.

Response Details: I thanked the caller for calling to let us know. I told her in the future she can contact TSA CARES 72 hours prior to her flight at 1-855-787-2227. Her information will be sent to a disability expert who will make a determination as to the best way to assist her. If necessary someone will contact her either by email or phone. When she gets to the airport, if she has not heard anything, she can ask for a PSS. She asked if this was a generic or a TSA person. I told her it was a TSA person.

I told her I would send this up to a disability expert and I would send her the RFI. She does not know if she wants to file a written complaint now.

She just wants to get the ball rolling and she feels as though she has. She would love to be contacted by someone about her medical condition.

Incident Details: Caller wants to complain about TSA s inability to handle passengers with unusual disabilities. She has a respiratory ailment. The Delta agent took her to the wheelchair attendant. She was taken to the front of the line. She had her respirator and if she did not have it she would have had a serious problem. She asked for a private screening but they did not do it, they told her to hold on to the side of the WTMD.

She asked for a supervisor. The supervisor told her she could go out, take her pills and drink. In Prescott, AZ they understood and were wonderful with her.

013 5:08:4 She has a metal cane and they let her use the wood cane they had available. Food got through, the drinks did not. Her third drink was confiscated. She told them it was medically necessary. The STSO began quoting rules and regulations. Caller said she kept talking and saying unless it was medically necessary. The STSO told her she needed to bring doctor s note next time. She had the papers but they would not look at them. She said she was being scolded the whole time. She was told that she was out of line. She raised her voice so that they could hear her and so she could get their attention.

She believes when she told them she had breathing problems they should have put her in an isolation room to figure out what to do with her.

Airport: JFK
Airline: Delta
Flight Number: 120
Date and Time: June 29 near 7am

She wants this to lead to a better understanding of how to deal with people with unusual disabilities. She wants TSOs to be educated.

Caller stated that he wants to know if there is a security specialist where he can report negligence in procedure. They gave him the patdown, and did not have him go through the metal detector. He wants to know what would have happened if he had
013 11:35:3 shoved a Saturday Night Special up his orifice. He could have gotten through with a gun. The lack of having him go through the metal detector as well makes him lose faith in the TSA, and he wants to express his issues elsewhere.

Advised Caller:
I told him that the system we have in place looks for prohibited items that are brought through the checkpoint. If a person chooses to opt out of the AIT, then they receive a patdown. The system isn t fool proof but generally items brought through are caught. I told him that they have specific procedures in process, and they were followed based off the information we have. I told him that if he wants to email his complaint in, then he can do so. TSA-ContactCenter@dhs.gov
The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being choosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

TSA Precheck allows select frequent flyers of participating airlines and members of U.S. Custom and boarder Protections Trusted Traveler Programs who are flying on participating airlines, to receive expedited screening benefits during domestic travels. Eligible participates use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. I explained that if he cannot or chooses not to be screened by the AIT, he would be screened using a patdown instead. He cannot choose the WTMD over the AIT or the patdown.

CBP trusted traveler program participants, should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure
013 1:24:0 that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.

TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or includes their CBP trusted traveler program ID when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/5/2013 9:23:24 PM
Airport : MCO - Orlando International
Date/Time of Travel : 06/28/2013 8:45 PM Airline & Flight Number : Southwest #2613 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :
Comment : This was my 2nd flight after knee replacement, I had no difficulty traveling from PHL to MCO, but on the return it was a nightmare.

I showed my medical card when entering security and was told to go through the handicapped line. I showed my card to the screening agent and was told to go through the metal detector–of course it went off.

A female security agent ran over, looked at me and said "You're in trouble now" the agent who told me to enter said "It was my fault, she showed me her card but I couldn't hear what she said so I waved her through" he was ignored and she told me to stand by the x-ray scanner and said extremely loud "STAY THERE AND DON'T MOVE"

I waited there, she returned to the cleared side of the scanners and had a conversation with another female security officer. When they were done talking, the original officer left and the 2nd one approached me and told me to go through the x-ray scanner. Since this was the scanner I went through in Philly it made perfect sense, so I did. As I exited, the first officer returned to the area and YELLED as she reached the end of the conveyer belts (I was just exiting scanner) YOU'RE IN DOUBLE TROUBLE NOW, I TOLD YOU NOT TO MOVE.

013 10:08:3 She came over to me, told officer #2 to leave, and informed me that now I was going to be patted down. I was pretty much in shock over the whole thing, everyone was starring because she was yelling, and right in the middle between two carry on conveyer belts she started rubbing her hands all over me. Ok, I realize you have to make sure nothing is hidden, but when she got to my breasts she totally groped them, squeezed, several times each breast, then stuck her hand between my legs and rubbed there, never asked if I wanted privacy, was nasty and rude, and then after she was finished she did the entire process a second time. When that was done she put the liquid on the square, checked my hands, and then rubbed that square on both my breasts as well. Afterwards she stated that once you set off an alarm this procedure is required. I told her I cold understand that, but I could not understand why she did nothing but yell at me when the agent had told me to go through the detector. I was told he'd be talk to later.

I mentioned this humiliating experience at a picnic yesterday and was told I should contact you immediately and I should check the website for guidelines. According to what is on the website, if she was going to be handling private areas I should have been offered a private screening with another attendant present. I was not checked, I was groped, squeezed, and roughly handled, almost losing my balance as she went down my legs--I am only a few months past surgery.

I was too stunned and embarrassed to think of looking at the offensive agent's name tag, but I'm 5'7 and she was shorter than I am, on the heavy side, probably in her 30's, and black.

The agent who told me to go through the detector was a gentleman, 50's or early 60's, average build/height, with greyish hair.

The 2nd female who told me to go through the scanner was older than the first, probably 50's, tall, thin, and very very light hair, blunt cut.

I think it is important to note that at no time did I argue, talk back, or not do as directed. I understood there was a problem, even if it wasn't my fault, and knew it needed to be resolved before I could continue on. I kept my medical card in my hand, We are here now but the lady at the metal detector was extremely rude to us and the people in line behind us however there was a very nice man that did apologize and helped us we don't fly often this was my second flight ever and I was a little confused. My husband and I usually don't comment but she was rude. Thank you but everyone else here has been very nice and helpful

013 11:23:2 Sent from my iPhone

Disability Description: Caller s son has a cochlear implant.

Response Details: I advised the caller that we generally do not use wands. Passengers who are deaf or hearing impaired may be screened without removing hearing aids or cochlear implants. It is recommended that passengers who are deaf or hearing impaired notify a Transportation Security Officer (TSO) before screening begins. It is also is helpful if the passenger informs the TSO of the best way to communicate during the screening process.

I explained that we do have the WTMD, similar to the wands which are metal detectors, and the AIT. She can opt out and receive a patdown for screening. I advised the caller that I will forward this information to the CSM at DFW, so that they can be aware of the situation.

The callers flight details are as follow:

Airport: DFW
Destination: ATL
013 2:42:3 Airline: American
Flight Number and Time: 1472 @ 11:30 am
Terminal: C
Gate: 27
Date and Time: July 7th, 2013 @ 9:38 am

Incident Details: The caller was at DFW today on Terminal C gate 27. She stated that her son has special needs. She stated that as instructed by his doctor that he cannot go through the machine. She stated that the TSOs laughed at her and told her that her doctor does not know what he is talking about. She stated that five other agents came to her also. She stated that they did give him a patdown and wanded him. He has cochlear implants. She stated that they argued with the agents for 20 minutes over this incident. She stated that he has a magnet in his brain. She stated that the TSOs tried to say that the device was similar to a pacemaker. She stated that they treated her as if she was a criminal. She stated that she was standing 5 feet away from the line and they told her to get away for the line.

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Caller traveled from El Paso. Caller complains that he does not have to take off his belt at other airports but does there. He said that he does not have to take it off at DFW. He claims that his belt does not trigger the alarm on a metal detector nor on the AIT, but after screening there he was surrounded by TSOs and forced to take off his belt. He wants to know proper steps to take in this situation and claims that making him take off a belt is a step towards taking away his right to vote. He says that he was screened by a short lady with short hair and 2 supervisors working now. He states that he went through 5 minutes ago and says the supervisor is named (b)(6)

:013 5:21:2
Advised caller:
The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
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Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

I advised that her sister would have had to obtain a gate pass in order to escort her son through the checkpoint and to the gate.

Incident Details: The caller indicated that her nephew traveling on 7 7 13 from DFW on American Airlines flight 1472 departing at 11:30am Terminal C. She indicated that they were at the checkpoint for Gates 17-19 between 9:45am-10am. Her nephew was traveling to ATL with a group for a camp. The caller explained that her nephew cannot be subjected to the AIT or WTMD due to the cochlear implant. The caller first asked if he could be hand wanded rather than to use any of the technologies.

The caller went on to explain that the mother requested that her son be screened via the hand wand and pat down. The caller indicated that the five TSOs laughed at her and her son at this time. She doesn t have name or a description of the TSOs.

The caller stated that the TSO kept telling her sister to stay behind the red line. The callers sister did not have a gate pass to escort her son through the checkpoint and to the boarding gate.

The caller indicated that they do not want this to happen to someone one. The caller indicated that her sister did feel sort of that her son had been discriminated against.

:013 8:03:0 I advised the following

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

I offered to provide information on how to file the complaint in writing which the caller first declined. The caller was very indecisive as to how she wanted to proceed. She at first didn t want to submit a written complaint, however she wants this to be addressed so that it doesn t happen to someone else and does feel that her nephew was discriminated against, in a sense. She seems primarily upset though in regard to the fact that her nephew and sister were laughed at, and that her sister was very upset. I emailed the RFI to the caller in the event that she wanted to submit a written complaint in the future. I advised that I would also refer the information to the CSM at DFW to address the issue. I apologized and explained that I had documented the information to the caller. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that her sister or nephew can always request the assistance of a PSS at the checkpoint to assist them through the checkpoint.

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 7/7/2013 7:47:47 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United 1742 DEN to IAH
Denver Airport
July 6, 2013 at approximately 6:00pm
:013 8:16:0 Comments:The metal detector was broken for the far left two lanes. All families with children for three lanes were being forced through one line of scanners. on top of the much heavier traffic, that particular line was moving extremely slow. There were two people looking at the scanner monitors and it appeared that one was a trainee. It took over 20 mins to get through. At the end of the line, I asked if I could make a sugguestion and was told I had to talk to a supervisor and pointed to the back counter. There I spoke with a supervisor (b)(6) He was rude, dismissive and verbally dressed me down for not knowing the proper name of the equipment (I called the metal detector a scanner). I suggested he may want to swap people around such that a trainee was not working the line with triple the flow. He told me it was not a trainee and that wait times were only 8 minutes. At the point that he got extremely rude to me, supervisor (b)(6) stepped in and said he heard my suggestion and would check in to it. He also confirmed that the person at the scanner of the line in question was a trainee ((b)(6) was being dishonest). At that point a lady came out from behind a door and cut him off and said to me, "Goodbye. You need to leave now." I asked who she was and she said, "All you need to know is that I am the manager and you are leaving. Goodbye." She was very flippant and waived me off with her hand in a very demeaning manner. She had no uniform, no visible name tag, and she refused to give me her name. She is a blond caucasian female.

I felt poorly treated and helpless to do anything about it. I could not even get her name…and she is the one that is supposed to handle complaints. She was abusive of her power.

When government mistreats the people, who then is able to check their authority?

I would like to discuss this incident. Please call me at (b)(6) or an email.
Thank you for your time.

Disability Description: Callers daughter uses an insulin pump

Information Request: Callers daughter flew from HNL to Kauai. She had a insulin pump on. She told them it cannot go through the x-ray machine. However she was forced to go through the WTMD wearing the pump and now the insulin pump is damaged. It caused a big mess with her well being. The pump company said it is common that the machine is damaged from the WTMD. Caller is very upset and wants to call a lawyer regarding this issue. Caller stated they did not allow her to disconnect from the pump. She is 14 years old and was forced through the WTMD. Caller stated it put her life in jeopardy. She was visiting her grandmother. Caller stated his wife is the main contact and provided the number: (b)(6) . Caller wanted to know if TSA can do anything now, as the pump was damaged.

Response Details: Advised Caller:

I truly do apologize the item was damaged. Security Officers receive training to exercise great care during the screening process. We monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response. We will be sending you an email with information about filing an official disability complaint.

:013 2:52:5

Recent Flight Information:

Airport: HNL
Airline: Island Air
Flight Number: 0103
Date and Time: July 8th 2013 8:55AM
Gate Terminal: Did not know
Caller did not have the names of TSO

Email Sent:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/8/2013 5:40:22 PM
Airport : SJC - San Jose International Date/Time of Travel : 07/08/2013 1:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

:013 6:12:0

Comment : This airport has no TSA prescreen lane. A suggestion would be to allow those passengers who clear pre check to use the metal detector lane like families with children. Otherwise, TSA prescreeners like myself opt out from the scanner only delaying the process for others and utilizing a TSA agent for pay down. Even though this airport has no prescreen lane, the ticket still identifies pre check and it makes sense to run them through the metal detector instead of the scanner. Just a suggestion to move the process along. 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 went through security at the airport at Harrisburg. She was immediately told to go through the body scanner and she has issues with them because they have naked images. Today she had a patdown and her private area was touched which had never happened before. She wants to know why she was not given the option of the walk through metal detector. She asked if there is a difference in people and the way they are screened such as someone who shows up with lots of clothes looking suspicious as compared ot her who was clean with no earrings and does not look like a threat. She wants to know who she can talk to about her screening and who she can write a letter to about our very civil rights violating screening process.

'013 6:44:2 I apologized to the caller and told her that our security officers are trained in the proper manner to conduct patdowns and should explain what they are doing during the process. They will use the back of the hand on the more sensitive area to point of contact and the front of the hand for less sensitive areas. I told her that screening is risk based and unpredicatable. I told her that when you opt out of the AIT then you will have a patdown for screening.

I told her to please send all written correspondences for John S. Pistole to the following address: John S. Pistole Administrator Transportation Security Administration 601 South 12th Street, TSA-1 Arlington, VA 20598

I also told her that she may dial 866-289-9673, option 5 and MDT to reach a CSM to voice her concerns about her experience today.

Caller wanted to know who to call and file a complaint. The entire experience was poor and the Helena Airport. Caller is a retired marine 17 years ago and the air traffic control manager in Hawaii. He was visiting his father. Caller traveled from Helena Airport at 3:55PM to SEA to HNL and the TSO in Helena were less then professional. Caller stated they were ignorant. Caller stated every person that went through had their bag opened up and was screened. The TSO checking the ID against the boarding pass took an excessive amount of time to very the ID. He kept looking at the ID and back at him. Callers wife cannot be screened by the WTMD due to a neurostimulator. Caller stated it was very humiliating for his wife to get the patdown in the public. Caller had bow cases with archery equipment and went ahead of time. Caller requested that after TSA checks these, he would like to zip tie them shut. The bag check lady assured him that if they zip ties were removed it would be placed back on. She told him to leave them unlocked and they will lock it back up. They asked the lady at the counter to see if they were zip tied shut. She came back and said it was zip tied and locked up. They arrive home and the archery case lock was gone. The zip ties were connected. The other case was opened, it was $1000 bow and $139 arrows. All arrows were popped out of the holder and they tried to take the tips off them. Caller had a second bow case different colors and the second case was fine. The quiver was wrapped and the TSOs unwrapped and it was not placed back. They did not put it back in the same condition. His wife s luggage also had a NOI. There were 4 one gallon bags with toiletries that were opened and left open. They were all closed when the bag was checked. Caller stated there was gel all over her items in the suitcase. Caller did not want reimbursement. Caller wants someone to go through the Helena Airport because they are to excessive and are they are not putting checked luggage together right. Caller stated other customers were getting upset, during the screening too. Caller stated a TSO started to open an iPad case at an angle. Caller told him it must be opened flat. The TSO did not even open it after he was told to open it flat. A TSO asked for a supervisor because a passenger asked the agent to be careful when taking papers out of a bag. Caller flys a lot. The experience in Helena did not do TSA any good. It could be better because it is a small airport. Caller stated nothing was damaged. However, the TSOs are short, curt and excessive. Caller stated you cannot see them when luggage is checked and they do not believe the TSOs are following the proper training. Caller stated arrows were not placed back in clips. There were NOIs in all the luggage that was checked.

2013 2:18:1

Advised Caller:

We regret that you were not satisfied with the service you received. We seek to provide the highest level of security and customer service to all passengers. Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened your belongings are returned to the same condition they were found. We monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this incident to the Customer Support Manager (CSM) at that location.

Airport: HLN
Airline: Alaska Airlines
Flight Number: 2326
Date and Time: July 9th 2013 3:55PM
Baggage Tag Number: (b)(6)
NOI: Nothing written or stamped.
Description of Bag: Dark blue skyline suitcase with big red heavy duty tags stating (b)(6) and a Black Bow case with the same tag (b)(6) made by Plano.

Caller went to the airport this morning with his 11 year old grandson for his return flight. Ticket had escort for round trip via Delta, he goes through security with his grandson, put his cellphone in his pocket and went through the WTMD and it beeped, took off watch and glasses and placed in the bin, he stepped through again and no noise. One of the TSA reps took the bin with his items while he sat down for a random check.
Saw his watch in the bowl and his glasses weren t in the bin and behind a couple pieces of luggage his glasses came through smashed and bent. There were approx. 6 TSOs there and one said they should call a supervisor, one TSO attempted to insert the lens back into the frame and didn't do anything to correct the bent earpiece. The supervisor said he needed to fill a form out and he said he had to get his grandson to the gate for the flight. When he returned to the checkpoint there was another supervisor there and he didn't say anything.
States they were Rimless Glasses and the incident happened at the Fayetteville, NC airport.

2013 4:07:0

Caller said his daughter paid $350 for the escort ticket for the child and $35 for the checked bag and when he took his grandson back to the airport he had to pay $35 again for the bag, why was it not included in the ticket price she paid initially?

Response:
Apologized to caller and explained how to complete the claim form and submit (caller had already printed claim from the website). Advised he must estimate the value to either repair or replace his glasses.
Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim.
Explained baggage is priced by the weight and must be paid for each direction of the flight. Referred to airline for their policy regarding baggage fees.

"Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own."

My wife can walk through metal detectors on her own, but she needs a simple cane for balance. We take a metallic quad cane which goes through the screening device used for shoes, backpacks, etc so she can't use that. If TSA had a standby simple wooden cane available to temporarily lend her for balance, she could walk through the metal detector on her own. In my experience, no such cane has been available or offered to her. Having one would save lots of time for everyone by avoiding a patdown. Once through, her shoes could be taken off and run through the same screening device used for her metallic cane.

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

2013 6:36:5

Date: Tue, 09 Jul 2013 13:20:08 -0700
To: TSA-ContactCenter@dhs.gov
From: (b)(6)
Subject: time-saving suggestion re people in wheelchairs

Due to a stroke, my wife is unable to walk through the TSA security gate without her shoes on and perhaps an outstretched hand on either side of the gate (or better yet a standby wooden cane) for balance . As a result, she sits in a wheelchair for ten to twenty minutes while a TSA woman checks her out for explosives, etc. This has happened on our last eight to ten airplane trips. She does need a wheelchair to get to the departure gate because of the long walking distance.

I don't understand why she can't walk through the gate with her shoes on and a little help for balance, sit back down in the wheelchair, take off her shoes and run them through the security check just like all other shoes. That would save lots of time.

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

Caller is wanting information on the Precheck screening and if it will give her a pass through screening to where she will not have to wait 30-45 min everytime for a same gender officer to give a patdown.

CCR informed her:

2013 8:50:2

There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.
She can write her suggestions about adding more patdown screeners to HQ if she would like to.
If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit http: www.globalentry.gov . There will be a online application, face to face interview and a fee that can be clarified on that website.
Caller wanted to know why he s forced to go through he AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it s not fair. He s currently at Charleston and he experienced it at JFK on his flight down there as well.

:013 10:10:

I apologized and advised him:

I cannot tell him why he s not being permitted through the WTMD. I attempted to tell him of other screening lanes for specific passengers and advise him maybe that s what he s noticing but he interrupted me and wouldn t let me finish. He asked why he was being subject to the AIT. I told him I don t have that information but the AIT is optional and he will be subject to a pat down. If he feels discriminated against I can take his complaint and forward to the appropriate office for review but I would need his contact information and a basis for discrimination and more specific details from his complaint. He refused to provide me the information and said he just wanted to make a complaint.

To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.

2013 4:20:3 I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

Regards,

(b)(6)

"Get used to a different way of looking at things. A change in perspective brings a whole new world of opportunity"
My pregnant wife is stopped from walking through the metal detector while a person with a dog is allowed to walk right through without question. They told us they were not using that machine and right in front of us they open it to let a pet through. That is ridiculous!
Sincerely pissed.

2013 4:20:5 (b)(6)

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

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I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm in the Charlotte Airport.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

2013 6:10:4 Regards,

On Thu, Jul 11, 2013 at 3:08 PM, (b)(6)

To whom it may concern:

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I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.
Dear TSA,

I am a 57 year old Grandmother, born and raised in the USA. I have never been arrested. I am a hard working law abiding citizen. I am also a licensed mortgage broker which requires me to register with NMLS, the National Mortgage Licensing System. I am also licensed with the state of Florida. These licenses require credit checks, background checks and finger printing annually. I am also a Clear card holder which means more finger printing and an iris scan.

I refuse to go through your full body scanners and fail to see how making me do so would help national security. Therefore I am constantly subjected to pat downs when there is a perfectly acceptable metal detector standing near by but only used for traffic control. I fail to see why, with the information just stated, I can't be allowed to only go through the metal detector machines.

!013 10:04: I do not believe the safety information given on the new scanners. I believe it will be years before we know if they are harmful or not. I also don't think they make a huge difference in our national security. But my main purpose for writing is I think it's ridiculous to force me to choose between a potentially harmful scanner and an invasive pat down. I should probably be writing this to my newspaper, television station or politician if I really expect any results but since you're the direct connection, I'm stating my case.

Sincerely,
(b)(6)

Caller s mother is diabetic and wears an insulin pump and cannot go through the WTMD and she ask for a pat down but was not allowed to have a pat down and was forced to go through the AIT.She does not speak good English.
!013 10:20: Explained how to relay the incident to the CSM through option 5 on the IVR and recommended she have all the details from her mother to give an informed report directly to the CSM.
Advised in the future for her to call TSA Cares with her flight information 72 hours prior to travel so we can forward her information to the ODPO so they can relay her needs prior to travel.

animals. She says the person ask for a private screening and was told by the officer they did not have the factilities to have a private screening. The caller wants to know if this is true that some airports do not have private screening locations.The passenger had a kitten with her. Her organization is called Where is Jack for a cat that was lost at JFK and it was lost by American Airlines.

Told caller
I wasnt sure why the passenger was told they could not have a private screening. I would be happy to send her complaint to the CSM at DFW. She did not have all the flight information but I told her I would send it anyway.

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.

Airport: DFW to Seattlle

2013 9:54:3 Airline: Alaska

Flight number: NA

Date and time: 7-7-13 Departed around 1

Baggage claim number: NA

Was there a NOI, was there anything on it: NA

Terminal or gate: NA

Baggage Description: NA

Items Damaged: Passenger was told they could not have a private screening with a cat

I have emailed the caller some information for screening with animals as well.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/13/2013 1:14:25 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/13/13 1:00 PM Airline & Flight Number : Airtran Flight 270 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) : Female checking boarding passes at entry to security Comment : We received rude treatment from both your African American female who checked boarding passes and ids before entering security, and the Caucasian female at the metal detector. We are polite travelers and your employees are incredibly rude. It's a shame we travelers have to take such abuse because these people have the authority to prevent us from traveling. I don't know why they do not display common decency, but it takes the pleasure out of flying to deal with such poor levels of professionalism from people whose salaries we pay.
2013 3:31:4 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

From: (b)(6)
Sent: Saturday, July 13, 2013 2:05 PM
To: tsaexternalcompliance@dhs.gov
Subject: SJU airport American Airlines Terminal

Dear TSA,

I am a Flight Attendant for American Airlines. On July 9, 2013 approximately 6:55 in the morning. Going thru security I was harassed and humiliated in front of passengers and co workers. I have been flying out of Puerto Rico for 20 years now. I have gone thru security the same way before TSA took over the airport. All these years I go thru the lane that is for employees and wheel chairs. In uniform we pass the people in wheel chairs and go to the agent, show our ID and continue to the metal detector. This day I did the same but was told by the agent whose hair was red that I had to wait. I said okay. She said no, behind the line. I said ok I am sorry I guess things changed. I tried my best to get behind the line but there were wheel chair passengers waiting there. Then another agent came over and called me up who was supervisor (b)(6) I went to show my ID when he started yelling at me telling me you do not step up to my agent when she has passengers and I am to wait behind the line until I am called up. I started to explain why I did that and he cut me off saying there is a sign there. I asked to explain, when I told him that not only myself but all the employees are used to passing the wheel chair people and going straight to the agent. This is the first time I am hearing that we need to wait. I said if things have changed we should be notified so we don't do it again. He said well you got your notice and you will never do it again. I said I won't but it really needs to be communicated to everyone. I asked for his name so I can let my supervisor know procedures have changed in San Juan to notify all crew members and airport personal. He ignored me and walked away and I then asked him again. He told me its (b)(6) and do what ever you want with it. Walking away from him to the metal detector I said to myself such harassment. Next thing I know he is screaming to the agent at the metal detector he is not going thru here. He just called me an ASS. I look over and I am shocked. I told the TSA agent opposite to where I am putting my luggage asking her what is wrong with your co worker and to why he is treating me like this. She said to ignore him and don't let him ruin your day. As I am waiting to put my luggage thru he comes over and stops me and tells me you are not going thru here. No one calls me an ass. I said to him what are you talking about? I never called you an ass. I asked for the supervisor and he said I am the supervisor. I told my co worker (b)(who just passed thru to get a supervisor. Standing there being humiliated as he pushes my bags out of the way to let the other passengers go thru. Finally a supervisor from American Airlines comes over and I explain what happened to her. Then there was another lady that came over and I believe she was a TSA supervisor. He then talks to them in spanish and I hear him say in english a asshole. I told them he is bold face lying. I never said that to him. They told him to let me go thru. I went thru then spoke to the American supervisor and the other lady I can't believe how he has embarrassed and humiliated me in front of everyone treating me like a criminal. The whole situation had me shaken up. My two co workers (b)(6) and (b)(comforted me and said lets go to the airplane to calm down. The American supervisor said she will let everyone know the procedure now. The other lady apologized to me and said she will have a talk with (b)(6) The other TSA agents witness to what happened. Antje my co worker also said the red haired agent was not nice to her. His actions stopping me would of canceled flight 572 because we were operating with minimum crew. This would of disrupted approximately 184 passengers lives on that flight also the crew and to where that airplane was to go next. I would like for you to view the video tape for this day to see how Supervisor (b)(6) was out of line the way he spoke to me. He was unprofessional. He is also a lier. He should not be in a supervisor position. He needs to learn how to speak and communicate with people. You can also view the videos for other days to see how all the employees are accustomed to going to the front of the line. I know feel intimated to go thru security in San Juan because of the way I was treated. I respect and I am very appreciative for the job TSA does for keeping me safe on the airplanes that I fly everyday. I will like assurance when I go thru SJU again I will not be harassed by (b)(6) I witnessed something that offended me deeply. Recently I was at the Nashville airport (Wed. morning). There were a bunch of U.S. Army soldiers in fatigues. They went right to the front of the line to get their boarding passes/IDs checked. So far so good. But then they were held up and treated like common citizens at the metal detector/bomb detectors. It was absolutely RIDICULOUS. Its almost as if they got more harassed than the rest of us. They had to take of their infantry boots and I saw several of them have to go through the detectors multiple times. It was an embarrassment. I was so embarrassed to be a U.S. Citizen at that point. These soldiers should have valid military IDs that should fast track them directly through security with minimal disruptions. We TRUST THEM to defend the constitution with their LIVES, but we don't trust them on commercial airlines.

SHAME SHAME SHAME ... TSA needs to be strongly reprimanded for how it treats active members of the armed forces. Disgusting! Please bring this to the appropriate authority's attention.
2013 9:44:2

--
(b)(6)

615-376-9426 fax
HYPERLINK (b)(6)
(b)(6)

The caller said he went thought screening on 7 13 2013 at 3:30pm on Southwest Airlines flight#2350 from Denver. The caller said he went through the checkpoint with his wife and 4 kids. The caller said he was able to go through the metal detector with his children but his wife had to go through the AIT. The caller said he is upset because he was standing in front of his children and his wife was behind the children trying to get them through the line. The caller was worried because his wife was not able to help his children through the line. The caller stated he talked to a male TSO and the officer told the passenger that it is a new TSA policy that 1 parent can go through the metal detector with their children and the other parent has to go through
2013 2:04:1 the AIT. The caller stated he did not get the name of the TSA that told him about the new policy. The caller wanted to know why he was not aware of the new policy. The caller said he was going to write a letter to his congressman.

I told the caller I have never heard of the new policy. I told the caller I would forward the information to the CSM for further review. I forwarded the record because the caller stated he was going to write a letter to his congressman.

Information about the person who experienced the civil rights/civil liberties violation
Name: (b)(6)
Phone #: Cell (b)(6)
Mailing Address: (b)(6) Los Angles CA 90005
Email (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.
July 13, 2013 - 3:30 PM (Estimated Time) Denver International Airport Flying on SouthWest Airlines Flight #2350

To Whom it may concern,

I was flying with my family (Wife (b)(6) Son, (b)(6) 11 years old, Son (b)(6) and Daughters, Thea and (b)(6) both 3 year old twins.

We put all of our carryon baggage onto the x-ray belt and then I let my 11 year old go through the metal detector, then sent my 5 year old through and then my two 3 year old daughters.

2013 4:17:0 I then went through the metal detector and to gather up the children and our carry on.

My wife was supposed to follow right behind me to help gather the children but was being put through the x-ray scatter machine.

We where not told that this was a new policy to only allow one parent through the metal decector before hand and by not having both my wife and I to gather our children it put them in immediate danger. Young children under the age of 5 need to be attended to. They can easily be knocked over by a back or another passenger in a hurry to get their belongings off of the belt. My wife and I travle often with our children and this was sprung upon us.

I strongly voiced my concerns to both the TSA agent working the end of the security belt and the supervisor and the both strongly agreed with me that this new policy is not safe and is inexcusable.

Where did this happen? Place (name of the airport or other facility): Denver Internation Airport
City: Denver State or Country: Colorado

Who treated you unfairly?
The older gentelman TSA agent that was working the metal detector seemed more interested in talking to the nice young lady than insuring the safety of the young children that where coming through his station.

I did not catch his name or badge number but it would have not been good if any of our children where hurt while going through TSA security. If you are going to put in new policy it is VERY IMPORTANT that you make parent aware of the new policy so

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 7/14/2013 4:23:46 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/13/2013 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A security checkpoint TSA Employee: (If Known) : Field Comment : OMB 1652-0030 I have used a wheelchair as a result of a spinal cord injury in 2004. I have flown domestically over 50 times since then, and each time I fly I get patted down because I can't go through the metal detectors on account of having too much metal from surgeries.

On June 13 I was flying from Sacramento to Denver for a wedding, and was expecting a routine security screening. Because I have been screened so many times, I know what to expect and prepare myself well by removing anything from my wheelchair and person that could be a problem. However, I do utilize a urinary drainage bag strapped to my right thigh most of the time. I almost always mention it to the screener at the beginning of screening, and it has never been a problem.

I was screened by Employee (b)(on June 13, 2013, and as I normally do, at the beginning of the screening I told him I had a urinary drainage bag on my right thigh. The bag was empty at that moment but when he came to the part of the screening where normally employees use the back of their hand to feel the groin area, he used the front of his hand and felt extensively, asking what was under my pants. I reminded him that I was utilizing a urinary drainage bag - and again, it was obviously empty at that moment.

2013 5:15:2 He continued to feel around in my groin area with the front of his hand until I asked him to stop. He then said he would need to inspect the drainage bag. I told him I didn't think that was necessary as it had never been requested in previous screenings. He then said he could just swipe it and do a chemical screening on it. I declined because I wasn't going to have him reach down my pants. He said that I could touch the device with my hand and then he could swipe my hand for the chemical screening. Again, I declined as this would have required me to reach down my pants in a very public - and already embarrassing - situation.

At that point he seemed to not know what to do and wasn't going to let me through the checkpoint, so I requested to speak with his supervisor, the supervisor came over and I requested a different screener. He asked why, saying that Employee (b)(6) was one of his best screeners, but Employee (b)(6 was still there so I asked to speak to him (the supervisor) privately. I told him it made me feel very uncomfortable to talk about it in front of Employee (b)(6 He did not seem to consider my request.

So I again asked for a different screener. Finally the supervisor agreed. Another employee came and completed the screening without incident and I went on my way, though embarrassed and feeling incredibly uncomfortable after being unnecessarily groped in public.

The good news for me is that on my return flight I decided to try the new body scan screening method - as I can stand up for short periods of time - and there were no problems.
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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/13/2013 7:13:17 PM Airport : BNA - Nashville International Date/Time of Travel : 07/10/2013 8:00 AM Airline & Flight Number : Southwest to Houston Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I witnessed something that offended me deeply. Recently I was at the Nashville airport (Wed. morning). There were a bunch of U.S. Army soldiers in fatigues. They went right to the front of the line to get their boarding passes/IDs checked. So far so good. But then they were held up and treated like common citizens at the X-RAY/metal detector/bomb detectors. It was absolutely RIDICULOUS. Its almost as if they got more harassed than the rest of us. We all watched in disbelief. They had to take off their infantry boots and I saw several of them have to go through the detectors multiple times. It was an embarrassment. I was so embarrassed to be a U.S. Citizen at that point. These soldiers should have valid military
2013 7:50:5 IDs that should fast track them directly through security with minimal disruptions. We TRUST THEM to defend the constitution with their LIVES, but we don't trust them on commercial airlines.

SHAME SHAME SHAME ... TSA needs to be strongly reprimanded for how it treats active members of the armed forces. Disgusting! Please bring this to the appropriate authority's attention.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/15/2013 2:48:23 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 07/14/2013 5:15 PM Airline & Flight Number : Delta 4464 Checkpoint/Area of Airport : screening TSA Employee: (If Known) :
Comment : My daughter wears an insulin pump and was told by the company to request a pat down instead of going through the metal detectors along with her insulin. A pat down was requested and denied. Can you please advise what action I
2013 4:03:0 should take due to the detector deactivating her insulin pump? Where do I need to file a claim to have the insulin pump and equipment replaced.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/15/2013 3:58:33 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2013 6:08:0 Comment : why am I not permitted to pass through a metal detector for screening but a parent with two or three children is allowed to do this? How is that parent any less risk than I am and why is a metal detector adequate for the parent and child(ren), but not acceptable for me?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller and his wife traveled Saturday from Oakland and went through TSA screening. They put their bags through, his wife took off her ring and watch, and they put them through the x ray machine. They were signaled to go through secondary screening. Her ring was gone when they retrieved the carry on. Her watch was not there either.
Caller also asked me why he was selected for secondary screening

Flight Details:
Airport: Oakland
Airline: Southwest
Flight: 1540
Date and Time: July 13th between 11am and 12pm
2013 7:04:1 Terminal 1
Baggage Tag: N A, the bag was grey, a small woman s purse with small chrome spikes inside of a white bin
NOI: N A
Email Address:(b)(6)

Caller Advised:
I will forward the information to the Customer Support Manager for review and also send him claim forms to evaluate this for reimbursement.
There are many factors to consider. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
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(b)(6)
Coral Springs, FL 33065

July 17, 2013

Transportation Security Administration
HYPERLINK "mailto:TSA-contactcenter@dhs.gov"TSA-contactcenter@dhs.gov

To Whom This May Concern:

2013 9:58:0 On July 2, 2013 in the late afternoon prior to taking Southwest flight #3515, my 6 year old grandchild went through the metal detector without setting it off. I then went through and, as expected because I have a knee replacement, set it off. Because my granddaughter was traveling with me, they insisted on patting her down as well and terrified her. Why does a little girl who never set off the metal detector have to be subjected to a horrific experience?

This occurred in Terminal 1 of the Ft. Lauderdale Airport. I hope you will educate your personnel so this does not happen again.

Sincerely,

(b)(6)

(b)(6)

cc: Southwest Airlines

From:(b)(6)
Sent: Wednesday, July 17, 2013 8:22 AM
To: 'TSA-contactcenter@dhs.gov'
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 7/17/2013 8:00:31 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Frontier Airline
Terminal C
Louis Armstrong International Airport (MSY)
2013 9:09:5 Gate C9
Comments:On July 8, 2013 at approximately 16:15, I was accompanying relatives through checkpoint Charlie to gate C9. As we began our screening process, I was instructed by TSO (b)(6) who was positioned as DO, to step in line to undergo screening via the AIT machine. I then informed him that I was medically unable to lift my arm up due to shoulder complications resulting from a surgery I underwent. He acknowledged my injury, asked how my healing process was going, and instructed me to proceed through the metal detector once he was in his proper position. I went through the metal detector without alarming and proceeded to gather my things. While walking to the conveyor belt, I spoke to and acknowledged a few of my co-workers, whereas STSO (b)(6) was watching and quickly walked pass me, ignoring as I spoke. As I was putting my shoes on and retrieving my purse & cell phone, STSO (b)(6) approached me by pushing my purse and cell phone out of my hand back into the bin, nastily and rudely saying "You need to go back out on the other side." I then asked, "Why? I was already screened and cleared." STSO (b)(6) then began to raise her voice saying "You need to go back on the other side to be screened." I then informed her that I was unable to lift my arm to go through the body scanner and didn't understand what the problem was. She then said "That's no excuse, you need to go back out and be patted down." Frustrated, confused and embarrassed, I walked back though checkpoint and stood outside of the gate next to the X-Ray #1. TSO (b)(6) looked at me confused and asked, "What happened?" and before I could respond STSO (b)(6) approached TSO (b)(6) and said, "Winston, you know better, she needs a pat down." I asked "Why do I have to be patted down? I didn't refuse screening with the AIT, I CANNOT lift my arm to go through, and was cleared when I went through here [the metal detector]. That's not the proper procedure…this is ridiculous." STSO (b)(6) then rolled her eyes and walked away. TSO (b)(6) then called for a female assist, where as I had to wait over 5 minutes because by STSO (b)(6) disappearing, there were no available females on the floor and had to wait for TSO (b)(6) to be "tapped" from her AIT position to come pat me down. While waiting LTSO (b)(6) walked past and jokingly asked, "Are you up here causing trouble?" I replied "No, that's you're supervisor making me get a pat down after being cleared and telling her I couldn't lift my are to go through AIT (b)(6) this isn't right." He acknowledged that he knew, and relieved TSO (b)(6) to come and get me. I explained to TSO (b)(6) that I didn't understand why I was embarrassed and humiliated and forced to be patted down because I could not lift my arm to go through AIT, and that I couldn't lift my arm for her to properly pat me down. She acknowledged my concern and proceeded to pat me down.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Sunday, June 23, 2013 5:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

:013 10:11:

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

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

2013 9:35:4

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

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.
Caller said she had an Apple Phone 4S cellphone that came up missing at the checkpoint. Caller said she had gone through Customs and then when she went through security, her bag was pulled and they unzipped the bag because they wanted to look at something in her bag. Caller said her cell phone was already out of the bag and she had placed it in a bin by itself. Caller said she then went through the metal detector. Caller said she could not find her find her cell phone after she finished her screening. Caller spoke to someone on the phone who told her the phone was not listed on the manifest and suggested she call the TCC. Caller said she was told the phone should have been transferred offsite, but whoever she spoke to could not find any record of the missing phone. Caller will file a claim online.

Airport Miami
Airline American
Flight numbers 970
Date and time of incident 07 18 2013 7 pm
Baggage tag number N A
2013 9:20:3 Description of bag, color, style, size, brand - Black backpack, Filo Brand
NOI with Writing N A
Terminal or Gate American D517
Contact information (b)(6) - husbands cell phone

I offered to send the caller a claim form, but the caller said she will get a claim form online. I told the caller I will send her complaint to the CSM.

I gave the caller the lost and found number:
Miami
Miami International Airport
305-421-2410

Caller refused to provide his name or contact number.

Was at the JNU airport and was subjected to a pat down after her opted out from the AIT machine. There was a TSO there at the checkpoint who was allowing women women to just go through the metal detector and onto their flight. When he asked her why he was subjected to the patdown she told him that she did not have to tell him and it was none of his business. He also indicated that people are not nice and unfriendly. He also stated that the TSO was biased towards women.
2013 5:24:3

Advised caller:
That it is at the discretion of the TSO at the checkpoint. However if he feels he was treated differently or the TSO was biased towards women...

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.
Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(6) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

2013 9:44:1 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.

Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(6) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

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Caller stated there is health problem with having to take off his shoes and walk barefoot through security. He requested a patdown and he was required to go through barefoot where many other people walk barefoot in DEN.

Advised Caller:

Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. 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.
'013 11:36:

You can write your concerns about the policy to headquarters at:

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

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: 7/21/2013 4:35:14 PM

Name (b)(6)
Email (b)(6)
2013 6:07:5 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):EMPLOYEE: (b)(6) (sp?) (b)(6)
LOCATION: EWR Airport, 21 July 2013, Approx 13.40, Terminal C Premier Line/United Airlines
Comments:I was removing my computer from my bag & taking off my shoes to go through the metal detector/send bags on the belt. No one was behind me. (b)(6) (sp?) (b)(6) approached with more plastic trays as I was doing so. She said to me, very rudely, "You need to move, I'm adding these." I said I would be happy to move as soon as I could but I needed to get my shoes off. She says it needs to be "now" although no one is behind me, there are few people in the area in general, and trays remain in the tray area. I repeated I was going as quickly as I could and would soon be progressing. As I am finishing organizing my items and moving my trays forward, another woman came up behind me in the line and (b)(6) tells her (though this woman has yet to remove shoes etc. so if she went ahead she'd slow the situation down more), "Go ahead. Go before [me]. [This woman] is too slow." That is, (b)(6) was telling people to cut in front of me in line, in effect. At this point, I asked (b)(6) her name and said I'd like to talk to her boss and she says, "Do whatever you want. I'll be here, anyway" very rudely. In fact, she was so rude the woman (who (b)(6) instructed to pass me) asked, "Is that TSA employee giving you a hard time?" I travel over 100,000 miles/year. I'm not holding up lines; I know how to organize in security. (b)(6) simply decided she didn't want to wait 45 seconds for the space between the end of the belt and the plastic trays to open up so she could add them. She is rude an unprofessional and shows a blatant disregard for supervision - apparently she has tenure at TSA and can mistreat anyone and everyone and will still be back at work in the morning? This is unfortunate -for folks like me (just back from Europe and was happy to be home after 5 months!) and for visitors who see a side of the U.S. that is simply rude - no other explanation nor justification. I hope she will be instructed in respectful treatment of others. Thank you.

Caller has PTSD and major depression and he has severe back and neck issues. He said that he flew three days ago from ATL. He was traveling with a service dog. He has metal in his body and can not go through the metal detector. He said that the TSO asked the same question over and over again. He kept asking him where the metal in his body is. He said that he told him that he does not know. He said that he was asked four times. He said that the TSO made him break down. He said that the supervisor told the TSO to give him a patdown like any other person. He said that he is member of Precheck. A different TSA agent took him to the gate and Delta escorted him from there. He is not military and does not qualify for wounded warrior. He was a civilian Army employee who is now on disability. He said that he is treated like a worthless piece of person. He wants the same benefits as the wounded warrior. He said that all of his information is in a packet with the dog and anyone should know that. He stated that he did not want the information on filing a complaint. He asked if he should go through the handicapped line or the PreCheck line. He does not have a flight scheduled at this time.

I gave the following information: 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
2013 9:21:4 disabilities and medical conditions.

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

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
I told him that when he calls TSA Cares they will provide him with information on what he should do and expect at the checkpoint.

-----Original Message-----
From: (b)(6)
Sent: Sunday, July 21, 2013 8:36 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) Los Angeles CA 90034

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

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

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

What was the date and approximate time of the incident?

Disability Description: Caller is a breast cancer survivor.

Information Request: She would like to be able to go through PreCheck, and she cant find information on how to do that. She wants to know if she can contact Alaska Airlines, if she flies with them all the time to see if they can send her something.

Response Details: I told her that I would send her an RFI that she could fill out to send in her write-in complaint, and I would also send this up to make them aware of the incident and that she feels discriminated against because of this.

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.

For more information about the Trusted Traveler program, including enrollment, please visit http: www.globalentry.gov .

I told her that she can contact her airline to get information about it and see if they can send her an invitation.

Emailed the RFI and information on enrolling into PreCheck to the passenger.

Incident Details: Caller stated that when she walks through Gate B with Alaska Airlines. She goes through the WTMD, and the last few times she does this, they have her go for additional screening. The last time she went to leave to go to Portland, they canceled the flight and sent her through LAX. The only time she has a problem is going through BUR. She feels discriminated against because she wears a bra that has additional padding because she is a breast cancer survivor. She went through the WTMD and it set off, and they pulled her off to the side and conducted some additional screening of her. This is the only airport it happens at, and she feels this is happening because of the bra she has to wear because there is extra padding. It only happens at BUR, and the most recent date was today, 7-22-13. There is no extra metal in this bra, she only has extra padding in it.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 7/24/2013 9:22:21 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/13/2013 Airline & Flight Number : Caribbean airlines to Georgetown Guyana-BW527
Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : Traveling through this terminals security checkpoint at about 11:15 pm while trying to catch an international flight to Georgetown, Guyana that was leaving at 12:15 am. The people working the checkpoint were the most unorganized and unhelpful TSA I have ever experienced. There were lots of foreign passengers going through this checkpoint who obviously didn't know the process. The TSA was doing nothing to keep things moving or help direct these people through. Once I got through the metal detectors, the guy working the screening monitor/conveyor belt started speeding up the movement of people's items so fast that the plastic bins were hitting each other and it caused several to derail and hit the ground. One of which was my bin that contained my laptop computer. Fortunately, my computer works. However, I still said something to the guy working the monitor that he needed to be careful. I have never experienced such behavior at any checkpoint. The crew working was the worst I have ever experienced. No regard for the flow or helping those that clearly needed assistance. I even asked the guy working on the front end to help the large family in front of me. His response "they don't speak English, what am I do to?" We'll continuing to stand there with your hands in your pockets isn't belong either.

013 10:05:

My comments are direct as again, this was the worst experience ever at a checkpoint. Maybe it's because it's an international terminal, that it was late and this was the end of their shifts. Whatever the reason, I and whoever is over this group, would expect a higher level of interaction.

I have a friend who is a manager at the Charlotte airport and thy suggested I wrote in.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards pdf.

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

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 10:44: A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit http: www.tsa.gov press releases 2010 02 17 tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Caller wants to make a complaint.
She was at Phoenix AZ (Sky harbor) and had problems at screening.
7-23-13 at 4:30 AM to board a Delta Flight #1492 bound for Minnesota and on to Louisville, KY at 7:AM.
They were at Gate A5.
She was traveling with her daughter (b)(6) and her cousin (b)(6)
The name of TSO was (b)(6)
He did a swabbing with something blue on her cousins hands. She asked her daughter and she thought they were checking for chemicals.
There were several people in line and they were the only ones that were chosen to be checked.
At that point she made a remark to her cousin that maybe she should not have but she said to her: maybe we are being racially profiled.
She feels he heard her remark and that started it.
Once he sent her cousin to her lane, when she and her daughter came into the line they put their things in the bin.
He followed them over and said something to the other Officer.
When they ran her things through they were told their things needed to be checked again.
They ran them through the scanner twice and even opened them.
He was standing there with the other Officer laughing at them. That made her angry.

013 11:31:
They also took her cousin to another lane and patted her down. She told them she had a catherter and a coloscopy and they made her raise her skirt.
Her cousin (b)(6) was offered a private patdown but refused it. After she would not go to another room with them they told her to raise her skirt.
She will have her cousin call us since she was not with her and does not know all the details.
Told her we will be happy to take her complaint so please have her call us about it.
I explained I take calls off the computer but any agent can assist her Cousin.

Another Officer was very nice but she does not have his name but he gave them the name of Officer (b)(6)
She stated right after they came through a lady came by and set off the metal detector and told Officer (b)(6) she had a metal knee and he told her to go on. He was too busy with them at the time.
She does not know why they seperated her and her Cousin.
They did not go through her Cousins bag, just her and her daughter.

I asked if she feels she was discrimated against or does she feel it was a Rude Screener

She stated it is a Rude Screener issue.

Told her I will send her complaint over to the Customer Support Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 7/24/2013 3:45:03 PM

2013 4:09:1 Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Salt Lake City Airport: Terminal 2 Screeners
Comments:Machine showed something on my thigh and I have on shorts where you can blatantly see nothing was on my thigh. I was then subjected to a full body search which really made me uncomfortable and brought me to tears. Of course nothing was found and the only explanation provided to me was that I must have a feminine item inside if me which was not the case at all. I feel as though a machine that takes an X-ray of my body should be able to detect that I had nothing on me and feel as though this machine is faulty. I feel that the only option given to me in order to fly was the body search was inappropriate when if I would have had a kid who was a teenager flying with me i could have just used the metal detectors and not had any of this happen. I feel only letting those with "children" use the metal detectors and subjecting others to what I was is wrong. I feel they really need to check their machinery or its operators. The whole situation was embarrassing and unsettling especially since no explanation was provided or could be provided. Also just because I am traveling with a kid who is old enough to travel on their own I should not get special priveledges to skip the full body scan. Seems very discriminatory to me.

Caller wants to know if they have to touch your breasts and groin. She says that she has a complaint. She says that she and her husband had been visiting their son in Florida. Her husband has stage 4 pancreatic cancer and she is disabled as well. They were both in wheelchairs. She says that when she got to the WTMD, she was asked if she had anything on her. She had change in her back pocket and put it in a bin. Then she went through the WTMD. The officer then asked her again if she had anything on her. She says that the officer then performed a patdown in public. She says the officer touched her breasts and groin. She says that the officer then sent her through the AIT machine. After she went through this, the officer asked her for the third time if she had anything on her. The caller told her that she had already been searched and been through the machine. The caller told her that if she had anything, she would have found it by now. The officer then sent her bags back through x-ray screening and inspected them. They then told her she was clear. She says that they even checked the wheelchairs, which belonged to the airport. She says that she was harrassed. She says she doesn t know why she was harrassed, but she was. She
2013 6:54:3 says that the officer was rude, nasty, and didn t like her. Caller says she had a 10 hour delay. She gave me two flight numbers, 3120 and 2186. She doesn t know which flight these go with. She says she traveled from Orlando, to Washington, D.C. to LGA via US Airways. She does not know which airport in D.C. this happened at. Caller says she will call her lawyers and let them handle this. Caller says that this all started when she presented her EBT card because she didn t have her state issued ID. She says that her EBT card is government issued. She was complaining that the airline took her boarding passes and there was a delay of 10 hours.

Advised caller:
The patdown process requires every part of the body be patted down, including breasts and groin. The officers have to go up the leg until they meet resistance. Advised caller that additional screening is done if a valid, government issued ID is not presented. Her EBT card may be issued by the government, but it is not an acceptable ID. I could send her complaint to the CSM if I knew what airport this occurred at. Advised caller that her complaint about the delay and her tickets being taken away is for her airline. Advised caller that she should call US Airways, obtain her airport, correct flight number, gate boarded through, arrival time from Orlando, and flight time. Then we can send her complaint to the CSM.

The caller stated that she has a disability, pregnancy. She stated that in the ADA, it clearly states that pregnancy is a disability. She flew from Orange County and wanted to go through the metal detector instead of the AIT. She did not want to be touched and receive a patdown. However, they would not let her be screened by the metal detector and performed a patdown. She already had papers that she printed off from the website regarding disability discrimination and she did not want me to send her the RFI. She asked for an email that states passengers cannot choose to go through the metal detector.

!013 11:27: Advised caller:
AIT safety has been verified. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration
According to TSA policy, passengers cannot choose to be screened by the metal detector. If you opt out of the AIT, you must receive a patdown. You can always request a private screening and be accompanied by a traveling companion.

Sent email.
The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO s if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don t use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condesending. The caller wanted to make a complaint about Helena refusing to use a wand.
!013 11:38:

Advised Caller: I advised the caller that TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her coplaint would be forwarded to the CSM.
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have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experiance there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She stated that they made her stay in the checkpoint until the patdown was complete. She stated that she would prefer the AIT.

She stated that she was told that Colorado Springs was getting the AIT a few years ago, however the lost the funding for construction. She stated that she was informed the other day that Colorado Springs was undergoing construction for AIT placement. She stated that she spoke with (b)(6) and Colorado Springs regarding the situation, and they told her that they were getting the AIT, however instead a different airport got their machines to replace the back scatter machines in place at that location. She stated that they did not get the scanner and this is obsurd. She stated that the other airport had too many complaints regarding private areas showing during screening by the back scatter, and they had the replace the machines. She stated that TSA is choosing those individuals complaining over a disabled person.

She stated that the WTMD is not safe for screening, because people can place bombs in there underwear and get through, just like the underwear bomber.

I explained that I am not aware of this happening, nor do I know why Colorado Springs does not have the AIT. I explained that we have screening process in place, such as ETD testing of belongings, and passengers, patdown inspections randomly administered, and other process. I explained that I am not firmiliar with the underwear bomber.

I explained that the website has a list of AIT locations and scheduled AIT locations. However, Colorado Springs is not on that list.

2013 2:27:2 Where are imaging technology machines located?
A. Currently, there are more than 740 Advanced Imaging Technology machines located at almost 160 airports nationwide.

Airports that have, or are scheduled to receive, imaging technology:

Cedar Rapids Eastern Iowa Airport (CID)
Charleston International Airport (CHS)
Charleston Yeager Airport (CRW)
Charlotte Douglas International Airport (CLT)
Chattanooga Metropolitan Airport (CHA)
Chicago Midway Airport (MDW)
Chicago O'Hare International Airport (ORD)
Cincinnati/Northern Kentucky International Airport (CVG)
Cleveland International Airport (CLE)
Columbia Metropolitan Airport (CAE)
Corpus Christi International Airport (CRP)
Cyril E King Airport (STT) (Virgin Islands)

I am a very frequent traveler (TSA Precheck, GOES) who never comments on anything but I really think that having to show a boarding pass a second time when it is on your cell phone is a recipe for a lost phone. After you show it at the metal detector, you need to put in a separale bin and hope that you remember it when you collect your other belongings. This was started only recently and it does nothing to enhance security or safety. All the TSA agent does is look at a bar code from 4 feet way. It could be barcode from anything.

Thanks for reading this and for everything the TSA does to keep us safe in the skies.

(b)(6

2013 4:26:0 (b)(6)

(b)(6)

Ledgewood, NJ 07852

P (b)(6)

F: 973-584-4992

TSA,

I'm concerned about the authoritarian and communist aspects of your program Screening of Passengers by Observation Technique, it reminds me of programs initiated from very restrictive regimes from around the world. Will American citizens be detained or refereed to law enforcement for refusing to talk with you if the otherwise comply with the body x-ray, metal detector, etc?

2013 9:03:0

Thanks,

(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Friday, July 26, 2013 12:39 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) Homstead Fl 33035

:013 10:08:
Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

Which U.S. airport were you traveling through?
Gen. Edward Lawrence Logan International Airport

What was the date and approximate time of the incident?

TSA agent who could not get the woman to stand on her own, which should have been apparent from the start, almost dropped the woman in the scanner when she was requesting her to stand in the "position". Al

Dear TSA,

I am writing you due to what I experienced this past week with Delta and what I saw at JFK airport when boarding my flight on Wednesday morning. I included my Delta complaint below which talks about TSA scheduling of agents (highlighted in red).

As a traveler, WE should not have to WAIT as long as we do. If you think so, you are wrong. We are the customers, not you. You should do as you are told, since we PAY your salaries.

My complaint here is specifically to what I saw that morning. An elderly woman in a wheelchair, who could barely stand with a cane, much less without one, was helped into the body scanner with the help of one to two TSA agents. The female I while this is going on, the elderly lady is hearing her daughter or care taker, "I'm right here", "I'm right here", which meant that the elderly woman was "out of it" and scared that the TSA agents were going to drop her. Then, the TSA agents decided that they had to have her walk through the metal detector instead. This took a full 5 minutes to get the elderly woman to walk through, which backed up the line since the TSA agents did not allow any one of us to go around her. That was ridiculous since our wallets, luggage and laptops were exposed on the other side of the screening device. [Don't give me that crap that "we have cameras", since cameras do not stop theft, they only record it.] I shared my disdain with your agents over the handling of this elderly woman and the holding of the line. They just smiled. They smiled not at my complaint, but happy that they were able to piss off so many at one time. It is like a game with them and that is pathetic.

In my opinion, this incident looked like the first time TSA ever dealt with a handicap person. In my opinion, these ill trained TSA agents had NO BUSINESS putting this elderly woman through this type of testing. In my opinion, TSA should have a lane
013 12:01: dedicated to elderly/handicap and families where they take the longest time to go through. Why should the PREPARED/EXPERIENCED traveler be subjected to the long lines created by those who need more time. [Don't give me that crap about all of us being equal either, or you should cut out the First Class and Dignitary lines.]

I believe in security and I appreciate what you all TRY to do, however you need to TRY a little harder in reducing the lines. If you need help doing that, I would be more than glad to offer my services at $150 an hour. That is a cheap rate and I can guarantee you a better experience for us frequent and infrequent travelers.

Sincerely,

(b)(6)

cell

HYPERLINK (b)(6)

cc: Senator Marco Rubio and Senator Bill Nelson

Delta Air Lines, Inc.

Disability Description: She is a passenger who is blind and has a guide dog that she has traveled with through many airports.

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.

2013 2:39:4 Also sent caller a claim package for the damage to her carry on items. Emailed the RFI to the passenger.

Incident Details: Caller says that she had a horrific experience. She is a passenger who is blind and has a guide dog that she has traveled with through many airports. She states that she took Delta flight 2001 and had an incredibly rude screener who was very condescending. Caller said that she would like to put her dog on sit and walk through the WTMD herself with her service dog following on a long leash. Caller states that the TSO refused to allow this and also refused to allow her friend flying with her to hold the dog while the caller went through and even chased the friend away and would not let her be with her while she was being screened. She says that she was forced to walk through the WTMD at the same time as the dog, which of course set off the WTMD due to the collar. Caller says that her dog does not like to be touched while in a harness, so she started to take the harness off for the patdown. Caller states that she was screamed at and told dont do that and then the TSO took the whole harness off and put it through the xray and did the patdown taking an excruciatingly long time saying where she was going to put her gloved hands and asking questions like Are you capable of moving your foot? and Are you capable of moving your arm 2 inches? . Caller feels that the patdown was excessive and vengeful; furthermore caller says that the TSO did not test her hands for explosives and did not pat down the dog, but destroyed her purse and removed an expensive sleep preventative for the dog without telling her, only leaving the open box and instructions. Caller said that she requested a supervisor early in the process, but no supervisor was brought until near the end of the process. She says that when she complained to the supervisor, the supervisor gave her a comment card and said There is nothing you can do just take the card. She says that neither the TSO nor the supervisor gave their names even when asked for their names but her friend said that the supervisor was named (b)(6) Caller states she was told that all dogs are screened the same and told them that hers was a service dog and was told that they did not care.

I was pre-check cleared at IND on Friday 7/26. Upon arrival at the pre-check screening point, I asked for a scan as opposed to a metal detector and pat down due to a hip prosthesis. I was advised that I would have to undergo a pat-down as the scanner had been taken from the pre-check screening point. A deactivated scanner is sitting unused in lane 7 at IND. I have undergone all processes and background checks to be able to use trusted traveler program and the pre-check process. It is ridiculous that I should have to have a pat down, when a perfectly good scanner sits unused. Please fix this situation. Thank you.

(b)(6)
(b)(6)
Office: (b)(6) Mobile: (b)(6) Fax: +001 404 474 2595
Email: HYPERLINK (b)(6)
Skype (b)(6)

:013 12:15:

(b)(6)
World Class Aviation Safety Consultants :: Changing Cultures : Reducing Risk : Driving Efficiencies

This message is sent in confidence for the addressee only. It may contain legally privileged information. The contents are not to be disclosed to anyone other than the addressee. Unauthorised recipients are requested to preserve this confidentiality and to advise us of any errors in transmission. Thank you.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/29/2013 11:24:21 AM Airport : BNA - Nashville International Date/Time of Travel : 07/27/2013 12:30 PM Airline & Flight Number : Southwest, 1708 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : no name tag displayed Comment : BEFORE buying tickets, I called you folks and then emailed. I was assured that traveling with my wife and daughters (9&7) would exempt us from any pat downs and the body scanner. After my wife and daughters walked through the metal detectors, an agent put a chair in the way and stopped my walk. He then rudely ordered me to go to the body scanner. I WAS separated from my family (unlike what your website says). When I questioned this process, I was told only ONE parent goes through the metal detector and that TSA has discretion with the body scanner and who goes through it. None of this happened at the SMF airport when we went to Tennessee a week prior. Why did this happen? This may stop my further air travels.

:013 12:15:

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 traveled from Phoenix left two expensive bracelets in the bin. She contacted the Lost and Found Dept and they found one bracelet. She took them off to go through the metal detector and then got her things but forgot her bracelets. She stated that since they found one, they should have the other one and would like to know how they can this situation looked at and someone watch the video cameras to see if someone just took it or it fell under the table or something.

Carry-on Item Missing

Airport: Phoenix Sky Harbor International Airport
Airline: US Air
Flight Number: 2977
Departure Time: 07-28-13 at 4:49
Arrival Airport and Time: Santa Barbara Municipal Airport
2013 1:18:2 Description of Bag: Put bracelet in a Grey Rectangle Bin at the checkpoint
Was there a NOI? No
Location: Checkpoint A at 4:00
Terminal: 4
Gate: Gate B
Contact Information (b)(6)

Advised the caller that this information will be sent to a Customer Support Manager for further review.

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.

The caller was complaining because TSA is getting rid of the AIT machines, which save her a lot of the time from having to undergo a patdown procedure. She said that she is 79 and has both knees surgically repaired. She said that when she travels through an airport that does not have AIT, she has to undergo a very invasive patdown procedure. She wants to know if there is any other way to be screened than a patdown. She said that she usually flies out of ABE, FLL, PHL and RSW.

2013 4:13:2 I told her that TSA is replacing the old rapiscan technology with new technology, AIT s are not being completely removed. I reviewed the list of airports that have, or are scheduled to receive, AIT. I told her that the only airport that she travels out of that does not have AIT is ABE. TSA has modified the screening procedures for passengers under the age of 12 and over the age of 75 to allow multiple passes through the AIT and WTMD, to try and keep from a patdown procedure. However, if those technologies keep alarming, a patdown procedure must be used to resolve them.

http://www.tsa.gov/ait-frequently-asked-questions

Caller stated that he had an bad experience at JFK that was very disturbing to him. Caller stated that he has a metal implant in his shoulder and after he was informed the TSO s at the checkpoint about the metal implant he was still prompted over to go through the WTMD. After he walked through and the alarm sounded the TSO gave him a patdown instead of wanded him like they have at other airports. They then proceeded to do Explosive Trace Detections on his hands, shoes and computer. Then the person that was scanning his carry on had a couple other officers help her with dumping the items out of his bag and going through it more thoroughly. Caller stated that he didn t think that the workers were very professional with how they did the additional screening.

Caller never stated that he felt singled out due to his metal implant, just felt that the staff at JFK wasn t very professional.

2013 9:24:(After he went through his wife went through the WTMD and she has a metal knee. She proceeded to explain her metal knee and they quickly examined her knee and sent her on through and she didn t have to go through all the stuff he did like taking off his shoes even tho he is older than 75.

Caller stated that he was flying on May 26th, 2013 around 3:00PM. The flight was a connecting flight from Moscow to ATL. Flying through Delta. Caller stated that he thinks he flew in from Terminal F and had to go through Terminal B which had him go through the TSA checkpoint.

Advised Caller:
I apologize but anytime that you re alarmed through a WTMD the TSO may prompt you over for a patdown and do a ETD to make sure that you ve not been exposed to any kind of explosives. That is part of our policy. I apologize that he had to go through all the additional screening but it sounded like the experience that he went through is all part of our policy when an alarm is made through the WTMD. I would send a copy of his complaint on to the CSM at JFK so they know of the complaint.

Dear Transportation Security Administration Contact Center,

Recently I just got back from Vail, Colorado with a group of wounded warriors, and we were there with the Vail Veteran program for recreational therapy. We left out of Ronald Reagan Airport in Maryland, and arrived in the airport in Denver. There were absolutely NO problems or concerns when leaving from Maryland. We were not stopped or pulled over the side for further searching from security. The security in Maryland really worked with us and made sure the wounded soldiers with us were not made to feel uncomfortable or put into more pain. I was extremely pleased with the service we received from the curbside at the airport until getting on the plane. I don't think I could ask for better service and all the wounded warriors with us were pleased also. The staff there made sure everyone was treated with the accommodations they needed and they had all of our bags taken off the bus and checked in before we could make it to the ticket desk to check in. I wish I could say the same thing happened when we left out of the Denver Airport upon our departure.

After our visit to Vail, Colorado we arrived at the airport in Denver and someone was there right at our assistance and made sure they got our bags from us, handed our tickets, and made sure we were set to go before reaching security. We were all thankful we didn't have to go through the trouble of getting our tickets and waited for the rest of our group to arrive and headed towards security. When we reached security we were allowed to skip the line, but we had to deal people all around us making rude comments because we were allowed to skip the line. These rude comments were not only upsetting, but uncalled for and these soldiers should not have to deal with this. We made it through the rude comments and then the searching started. My fiancé was told five different times to take on and off his shoes and was told other times he could keep his sling on and then to take it off and everything just kept getting him confused. He was then pulled over the side along with the two in wheelchairs that were with our group and they began the alcohol swabs and they had my fiancé and the two in wheelchairs standing up and making sure they were not "hiding" anything. After all the alcohol swabbing my fiancé still wasn't done and they pulled him over the side. The security officer told him "this will be the last test and if you don't pass this one, you will be escorted to the back for a rectal exam ".

2013 4:05:5

My fiancé was hit by a 107 rocket in Afghanistan on May 16, 2013 and just recently became out patient and is staying at Walter Reed Hospital in Maryland. He suffered a broken collar bone, a foot of intestines removed because of shrapnel that has entered his body at many different angles , and nerve damage that caused him to loose the bicep movement in his dominant hand (right). These trips are to help wounded warriors become more comfortable in society and to be able to cope with the fact they were hurt overseas. My fiancé gets very anxious in crowds and doesn't like to feel overwhelmed so when the security officer told him all these things and had him up against the wall and pressing down all over including his arm IN A SLING, he was pretty upset. My fiancé was even showing the different pieces of shrapnel that has made it to the skin and that was why he set it off, but the officer didn't want to hear him out at all. His arm is extremely sensitive to touch, and I couldn't believe that they actually had the men out of their wheelchairs (one is a double amputee, and one experienced radiation where all of his muscles are slowly diminishing) and searching for things and causing more pain.

I know that these officers were doing their jobs and I know the security of other people on the aircraft is very important, but is it really necessarily to put all these wounded warriors in difficult states when they have shrapnel that has entered their bodies and we know why the detector is going off? Is it really necessary to threaten someone with a rectal exam if they were fighting for your freedom overseas and was hurt? Do these officers really think that these wounded warriors are trying to get things onto a plane?

I do believe that if these security officers that help with airport security were more understanding of wounded warriors and knew that there are things that these soldiers cant do that other normal citizens can they wouldn't be pushing them to do certain things. Wounded warriors have many things that could set off the metal detector such as prosthetics, shrapnel, and many other things. I believe if these security officers were more accommodating they would see that these soldiers have nothing to hide, and its just things that come along with their injury. Not only are these soldiers dealing with the physical problems from their accident, but they are dealing with the mental problems as well. Becoming overwhelmed in the airport because they are setting off the metal detector because of the shrapnel in their bodies should be the least of their worries. I fully understand the importance of security in the airport, but I don't believe in make these wounded warriors feel uncomfortable.

Thank you,

(b)(6)

From: (b)(6)
Sent: Tuesday, July 30, 2013 2:53 PM
To: TSAExternalCompliance@dhs.gov
Subject: Incident at Newark (EWR) Airport July 29, 2013

I'm writing to bring to your attention and file a compliant with the TSA regarding one of your employees at the Newark airport security line on Monday July 29th, 2013.

2013 6:02:4

Below is the information for the flight I boarded on Monday July 29th.

Your Confirmation Code: HYPERLINK (b)(6)

Who's Flying

new machine that returns a nude image. She says that she feels like she is being viewed nude by the AIT machine. On the 13th of June the TSO poked her in the right breast. At approximately 9:00 a.m. that morning she had a procedure on that breast. The TSO tore a stitch and dislodged the drainage tube. She once again states that the pain behind this was blinding. She said that she was bleeding pretty badly for a good length of time. She made her flight to Seattle. The airline helped her stop her bleeding. Alaskan airlines is who the lady that helped her worked for. When she arrived in Seattle she spoke to Alaska airlines and they found her a hospital. Her hospital classified her as a victim of a violent crime. The doctors had to reinsert the surgical tube and re-stitch the wound. She now has a horrible scar were there should have been a very little one. (b)(6) would do nothing for her about this situation and (b)(6) has hung up on her a few times. He stated that there will be no consequences to the TSO that did this to her. She is mad about this response from (b)(6) Her letters that she has written have been returned endlessly to her. We sent her an email that said TSA contact center has referred you to the office of chief council. She received an email stating that her previous email on seeking how to file a criminal complaint has been received. TSA can not give you legal advise is what she was told. She has been referred to the office of internal affairs, the department of Homeland security, the FBI, and the U.S. Department of Justice. She read a report to the German parliament. She said that it stated the L3 screener was rejected in Germany. The caller stated that there are major stockholders with TSA and that s why the L3 scanner is let in. She also stated that the L3 gives a 50% false positive on people it scans and 100% false positive on people with disabilities. She also states that this report is only readable in the German language but can be found on the internet. All the blogs and complaints she has read that TSA are making children taking off their braces. She has read about amputees have to take off their artificial limbs. She stated that is kind of like asking her to take off her underwear and show you her crotch. She stated that breast milk does not have to go through X ray it can be accordingly screened. She read a blog post were TSA made a lady miss her flight. They would not let her through the checkpoint with her breast milk because it was over 3.4 oz. She states that she read another blog about someone who had already been cleared and they stopped one of them to pat them down for additional screening due to breast milk. The caller is flying again in September. She wants to know how to stop the ones who think it's their job is to torture and torment the disabled. She states that the callers who call to file complaints with us just get laughed at. She went to court over this issue. The court told her that they did not have jurisdiction and that she needed to go to Washington to the federal court system. The CSM at SMF (b)(6) has stated that there is nothing he will do for her. The caller stated that he is playing a game of alphabet soup which is the way the federal government plays the victim. She states that her person was violated and tormented. The FBI called her and told her the same things. She lost her temper and she said that (b)(6) best fashion accessory would be an unmentionable a second time. She stated if she sees an obituary for (b)(6) that she would have a street party. She would not be the cause of that obituary, but she would celebrate it. The caller states that she
2013 9:49:4 follows the teachings of Ghandi, and she would never hurt anyone under any circumstances. She said that the FBI said they only investigate people who offend their public officials. She stated that someone sent her more contacts: the office of civil rights, internal affairs, and inspector general for the DHS. She asks what she can do to prevent any further torture from SMF. She stated they should not be touching her at all PERIOD! She should be able to walk through the L3 machine, which she still knows doesn t give a cartoon image of her, or the WTMD without further molestation. She states that she is physically able to go through the AIT machine. She states that anything keeping her from traveling on an aircraft is a violation of the interstate commerce clause. She states obviously SMF is not on her side. She declares that Sacramento is not on her side. The caller states that the FBI or attorney general are not on her side. She also believes that the Federal Securities director is not going to be on her side. She does not believe that ODPO is going to be on her side. She told the emergency room to send all her medical treatment against the TSA as we are the direct cause of all of her injuries so we should pay for them. She states that disabled people get a lot of abuse because they do not have a lot of money. She got a phone call from the FBI today that caused more abuse to her being a disabled person. She states that she has never had a problem at any other airport except SMF. She has to look at an ugly ragged scar on her body. BLOOD...HAS...BEEN....SPILLED..... She stated. There is nothing she can do to minimize them spilling more blood she asked. She stated that she feels sorry for me because I have been educated by them. She stated that a good 4 year degree from Ole Miss, would help my education. Then she reiterated to say maybe I should go to Notre Dame were they would make fun of my accent. She then told me to NEVER thank her for calling the TSA and just to tell her to have a good evening.

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA s intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate her situation to the CSM and to ODPO. I then explained to the caller what ODPO was. I advised her that we have no specific time frame on how long it will take for her investigations to complete. If they do contact her it will be via an email or a phone
Dear Sir or Madam,

When I am traveling out of my uniform, with my airline ID badge visible, I have found that there is absolutely no consistency among TSA agents in allowing me to go through the metal detectors instead of the body scanners. I believe the whole point in allowing crew members to opt out of the body scanner is to lower our exposure to radiation. Over the course of a typical career a flight crew member is exposed to twice the radiation of the average population due to the effects of altitude alone. When going through security, we are not less prone to radiation when we are not in our uniforms.

Occasionally, when getting a pat down, the procedure is explained in a somewhat condescending tone and the procedure itself can be over reaching. Last month, while leaving Chicago, I got in a lane that was sending passengers through a metal detector. Then, all of a sudden, they closed off the detector and started sending passengers through the body scanner. When I asked why I couldn't go through the metal detector, after showing my ID, again I was treated with condescension and
2013 8:18:2 rudeness.

Why are your agents wasting time patting down crewmembers when it seems that they should be performing more worth while tasks?

Sincerely,

(b)(6)
United Airlines

Caller traveled from EWR at 6AM and there was an incident. Caller said the TSO pushed her buttons. She was wearing her grandmothers bracelet which is 18k gold and it beeped. She put the bracelet in the plastic bowl. Caller asked if she could she put it with other items and the first container had her shoes, she put her bracelet in the second bin. Her daughters items were behind hers. She went through and cleared the WTMD. The bowl came out empty with both bracelets missing. Caller had to argue with the officer running the machine. The caller said she put it in the bin the and the TSO said no she did not. It got loud and a supervisor walked over and said, this matter better be rectified immediately. Another TSO came over and confirmed that she did place the items in the bin. After that they said, "oh they found them".

Caller said they were not nice. If her daughter had not been traveling behind her it would have been worse. Caller was in a rush and did not get any names, no numbers. Her daughter said do not start here. They took both items and it took them 4 minutes to decide to hand it over. Caller said a TSA worker stole the items.

Advised Caller:

013 12:37: 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. Most airports are under video surveillance. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this incident to the Customer Support Manager (CSM) at that location.

Airport: EWR to Orlando
Airline: Jetblue
Flight Number: Did not have the information
Date and Time: July 22nd 2013 6:00AM
Old lady bracelet hand sculpted pure gold. Middle eastern jewelry.
Location: Gate 5
Caller did not remember any identifying information about the TSO.

Wanted to voice concerns about violations of rights TSA doing. Like mulistation and he was profiled a few years ago for having darker skin. Was patted down and had to have ETD 6 years ago he is italian. He states he doesn t feel safer by having people pat him down. Caller felt we are all just drones here and don t see how we are blind to all of the bad things TSA does. Also our company should not be growing but shrinking

2013 3:48:0 Response:
Apologized that he felt this way and had a bad experience but officers are trained to perform patdowns so they do not violate a persons rights they will use the back of their hands when going over sensitive areas. Also the only way anyone will receive a patdown is if they request this or they set off some form of alarm when going through the AIT or WTMD machines. Explained that TSA is here for the safety of passengers. Asked if I could place him on hold to see what else I could for him if he felt he was violated and other people were being violated however the caller would not allow it he continued to state how we were no good and only there to violate people. Also advised that TSA will never perform a strip search.
Caller states that she is contacting us in regards to an incident that happened on May 13 that she contacted us about on May 25.

Caller states that the officers at the time of the screening never advised her of the screening procedures as they ran her and her service animal through the process. She states that after they went through the WTMD and were ETD swabbed, they were then taken to a private screening after needing to wait for several minutes. She and the airline assistance both began voicing their concern that she was going to miss her flight. She believes that the officers then took more time to make certain that she missed her flight.

2013 4:01:3 Previous record:

Caller went through inspection at the OAK airport on 05-13-2013 at 4:30 pm flying on US Airways flight 325. She was flying from OAK to PHX to FLL. She has mobility problems and has an emotional support animal. Caller had to go through private screening along with her pet. Due to the screening process she missed her flight. Caller said that the airlines told her to blame TSA for missing her flight. She wanted to file a complaint. Told caller that I will document her complaint, told caller how she can contact the CSM at the OAK airport about the screening procedures.
TSA,

I wanted to provide comments and feedback on the lack of availability of the TSA Pre-screening lane at LAX. The lane was down this past Monday morning, one of the heavy travel days of the week at Delta. The reason provided was the metal detector was now and they were waiting for it to be fixed.

2013 4:10:3 I would like to suggest that there should always be a TSA Pre check line open, and if there is any broken equipment, it should be a priority to repair. As a routine traveler that has gone through the TSA Pre check process, I feel this is a reasonable approach.

Thank you,
(b)(6)

My name is (b)(6) active duty military member proudly serving in the US Navy as a Seabee. I want start my letter by complementing the thoroughness, patience and professionalism your teams show while doing their job. I travel all over the world, out two weeks out of the month from Ankara Turkey, to Sasebo Japan and everywhere in between, and know that your team's hard work and dedication keep us safe.

On 13 July 2013 I was flying out of Regan National Airport on official orders, my flight was scheduled to depart at 1400. Knowing the area I decided to show up at 1130 to avoid the crowds and have time to relax while I waited for my flight. While in line at the security check points, I placed all my valuables in the X-ray machine, did exactly as I was told, everything out of my pockets, PC out of its case, ect. But I failed to notice my Oakleys, (HYPERLINK "http://www.oakley.com/products/6419/23732"Polarized Fuel Cell) were on my head. As I was about to pass through the metal detector, one of your agents politely asked me to take the sunglasses off, luckily I was able to place them on top of my other items in the plastic tray and she politely waived me trough. As I recovered my Items I failed to pick up my glasses and walked away. After no more than 20 yards away I ran back and asked the agents present if she has seen my sunglasses, not even one minute had passes and no one has seen anything. I was polite and patient, but I was treated as if I were crazy. I asked politely again to see if they has seen or found and turned in top the lost and found and again I was treated like a fool. I then stopped being polite and demanded someone point me out to the lost and found. After that, which I think is totally unnecessary, they listened and "helped" me.

The glasses were never found and I was brushed off and all they said is ",,.Trust me Sir no one here wants your sun glasses." I use my sunglasses as part of my gear; they are not only for protecting me from the sun, but safety glasses while shooting, a $150 piece of safety gear. This is the first time I've ever lost anything while traveling. It is also the first time I have been treated so... strange. I was not at all disrespectful or demanding asking for something unattainable, if they would have just gave me the respect I gave them everything would have been OK.

:013 8:26:1 I do not expect anything from this e-mail; I just can't let it go without at least saying something. Again, I commend TSA on a job well done and I recognize the hard work that is performed and that thanks to you guy's we are safer as a country. I know this is true, I appreciate it more than most because of the amount of travel I do, and I hope my little gripe will help you guy's fine tune the TSA screening system, when or if a small issues like this ever happens again.

Very Respectfully,

(b)(6)

Office – (b)(6)

Cell- (b)(6)

his wifes bag was not re-locked and she had items sticking out of the bag. His wife used to work for United.

He says they showed up at 4:15 am, they went through the line. He told the gentleman that worked there he was disabled, he doesn't have toes. He told the officer he could not take off his shoes, he cant walk without his shoes. He had traveled before through Dulles and used the machine for screening and swab his shoes for him, he went through the WTMD for this flight. He told the officer he could swab his shoes. He was told by a black man and a blond headed man with blue eyes that he can't have his items back. The plane began to board and he says they were about to miss the plane. The blond headed man told him he did not care if he missed the plane. The blond headed man gave him a patdown and touched him in a sensitive area. He did not offer him a private screening for the patdown. He had offered to the officer to show him his toes were missing. He says the officer was very rude and crabby, he was sweating. He did not get the screener's name. He feels his 4th amendment rights were violated.

At first I understood he said he worked or TSA but he then stated he used to work at a airport he was a taxi cab driver. He was wearing a watch and told the officer the alarm was caused by the watch. The officer gave him a patdown anyway. He was unhappy at how the screening was handled. He says the officer should have told him to take the watch off for screening. He says the officer did not care if he embarrassed him in public or that he was about to miss his plane. He says the officer did not respect him, he has spoken with an attorney already.

He says the officer was not a police officer and had no right to speak to him like this. He is upset he almost missed the flight because it took so long to go through screening and the officer told him he should have arrived earlier. He does not remember the officer offering him a private screening for the patdown. He says he has traveled a lot and knows how screening should go with TSA and this is not how it should be. He was upset at the patdown but more upset at how the officer handled the screening.

013 10:38:1 Told caller
I could take his flight information and send it to the CSM at the departing airport so they could be aware this happened.
I told the caller I was sorry this happened.

Anytime there is an alarm the officer will give a patdown to clear the alarm.
He should remove all personal items before screening starts so there may not be an alarm.

He was very upset so I again told him sending my record as a complaint to the CSM so they could be aware as well. They would have to handle or address his complaint for him.

Airport: San Luis
Airline: United Express
Flight number: UA5348
Date and time: 7-26-13 departed at 5:50 am
Baggage claim number (b)(6)
Was there a NOI, was there anything on it: Yes, nothing extra on it
Terminal or gate: There is only one gate and terminal
I am writing to express my frustration when I go though TSA screening. I am an airline employee,and work in Minneapolis but travel to Detroit and Fort Lauderdale often, I always seem to have a problem when I go though TSA screening. I have several health concerns,I have had 3 back fusions, arthritis ,I have an implanted pacermaker/defibulator, and have breast cancer. When I go out of Minneapolis I go though the employee check point, there always seems to be several TSA agents there. I can not go though the metal detector as it would stop my implanted device,which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the to the other end of the terminal to go though the Advanced Imaging Technology. I go though the employee line because it is shorter so I don't have so far to walk. I can not go though the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait, I am always told I should go the the Imaging technology, I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there. I told her it was my expander from my mascetomy. Which after all this time(I had my surgery last November,and fly at least twice a month) has been the first time it has been an issue. I was taken to a private area and should her what it was. I am curious why no agent before her ever questioned it. I get a pat down often.
013 12:12:3 In Detroit I go though the imaging, which I don't like to do(I get a enough radiation which all my medical issues) and was asked what my defibulator was, I was told to remove it, I told the agent(again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove you device I will getting a supervisor. My response the was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay,and I was cleared. In Fort Lauderdale I was told I had to go though the Imaging and could not be patted down(this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 911 and accept that,however agents need to be more sensitive and accomidating when it comes to the disabled. I could stay on disabilitiy and may have to some day, for now though I work and think as a citizen deserve more respect and empathy. (b)(6)

Caller wants to complain about discourteous treatment from a TSA agent. Caller and his wife flew on Saturday. Caller and his wife usually opt out of AIT and request a pat-down. He requested once at the line, that he be able to walk through the WTMD. The officer raised his voice at the caller, and was very, very negative telling the caller go to an area that left the caller unable to see his carry-on luggage.

Caller waited in this area with his wife for around 5-10 minutes for the pat-down. Lead Officer (b)(6) was the name of the TSA employee. As the caller and his wife finished with their pat-down, he walked by the officer to see his badge with the officer saying: "Oh my he is going to complain" and the caller felt he was trying to embarrass him.

Advised.

013 1:52:5 Airport: BWI
Airline: Southwest
Flight Number: 3952
Date and Time of Incident: 7:45 AM on July 27, 2013
Location: Checkpoint C
Contact info (b)(6) (b)(6) is his work number (b)(6) is his evening home phone number

Advised caller that I am sending this complaint information to the CSM at BWI

Dear Sir: After reading the news about TSA theft this AM in the local and national newspapers, I felt that I needed to address a loss that we suffered last year at Jacksonville International Airport. My granddaughter (b)(6) (13), went through the security check point on the morning of 13 October 2012. She was catching a flight on Southwest from Jacksonville to Denver and was told by security that she had to take off her ear rings prior to going through the metal detector, which she did and placed them in the bin. (We were later told that taking off ear rings was not necessary prior to entering the metal detector.) Her grandmother had just given her a pair of diamond ear rings (to celebrate her 13th birthday) prior to her flight home to Denver. On the other end of the security line, she found only one of the ear rings in the bin. We immediately scoured the empty bins and made a report to the on duty TSA supervisor. The ear ring was not found and the supervisor gave me the lost/found phone number to follow-up later, which I did.

This note is probably too little too late, but I wanted to bring in to management's attention. Thank you.

013 2:41:1

Sincerely,

(b)(6)
Jacksonville, FL 32210
(b)(6)

From (b)(6)
Sent: Thursday, August 01, 2013 11:50 AM
To: TSAExternalCompliance@dhs.gov
Subject: Travel Experience

To whom this may concern,

013 2:41:4

My husband and I recently traveled from Billings, Montana where we were visiting family to our home in St. Louis, Missouri this past week. We arrived at the airport with plenty of time to get through security and to our gate without being rushed. However, that all changed when we noticed that TSA decided to shut down the right side of the line. There were nearly 20 TSA employees standing around, some working and others just talking and laughing, while only one line was moving. Prior to the two lines being closed down to one, there was just a body scanner and a metal detector, however, only the body scanner was the one being used. As I am pregnant, I option for a pat down because I do not want to endanger my child. I know the protocol and the rules that come with it. However, prior to even getting patted down, the 8 people ahead of my husband and I all had to have their bags checked and scanned multiple times. Everyone's belongings went through the machine twice holding the line up. Finally my husband got through the body scanner and his bag needed to be checked again....They were suspicious of my breastpump which I clearly need as a mom and a mom to be. They took everything out of the breastpump bag and touched all of my babies bottles and products that I use. Never in my life have I been so violated. They touched all of my things that go on my body and feed my child. I did not have anything to use to clean or sanitize it with after my belongings were dealt with like trash. They were not gentle with any of my things and fiddled and threw things as if they had no meaning at all. I am disgusted with how your service treats moms and parents alone. It is extremely rude and a violation/destruction of ones belongings that are very personal. It is 2013. Figure it out. A breastpump is not a weapon. Your employees were so worried about my pump that they failed to see that I had accidentally left a liquid in my purse that was not in a plastic bag. How does that happen? How do your employees find interest in a breastpump, but not in a liquid that was not in a bag.

I am disgusted with the TSA. Something needs to change!

not board her plane. Caller stated she had nothing on her feet. She had to go into a private area barefoot and without her jacket. Caller stated she was wearing her shorts, shirt, bra, underwear and that is all.

She was singled out and searched, she does not know why. She went through WTMD. A female TSO told her to stand over there. Caller stated the TSA agent said they were going to strip search her. They took her luggage off the conveyor belt as well as her purse, hat, four pieces of luggage, and all the items she put into the bins. They took her into an area behind the checkpoint.

They told her they were going to full body search her. She told the screeners they were not going to touch her. There were many female TSOs in the room. One of the female TSOs went to get a big male TSO who came in and asked what was going on. Caller stated that she would not allow anyone to touch her.

The TSOs called the police and a Mexican officer named (b)(6) came in and began to interrogate her. He asked if she takes drugs. She said no. He asked if she uses alcohol. She said no. He asked if she was taking any medication. She said she was and they could call her doctors. She told him that she was not going to answer any more questions. She told him to give her her phone. Two other police officers came in.

She said at this point she was circled by female TSOs and the male TSOs and three police officer. Caller stated she did consider running away. By this time she was crying.

One police officer asked what was going on. Caller stated she would like to know but no one would tell her. She stated that she had been traveling and that someone tainted her along the way. Caller said all the TSA women were laughing and chuckling. The Officer (b)(6) had a smirk on his face. She told him to take the smirk off his face. He took two military steps toward her and asked if she would talk to authority like this. She said yes when you treat me like this.

013 2:45:1

People all over the airport were looking at her. She said she felt like a terrorist. The second officer who had come in told the Mexican officer to back off that he would take care of this. The Mexican officer took two military steps back and went around behind the others in the room. He said They do this to all Americans. She said they do not because she did not see anyone else being treated like this.

She believes this is abusive. She said she is 71 and was traveling alone from Rochester and now was leaving SEA.

She is going to call (b)(6) SEA Police Department, her Congressman and report this. She is going to tell her medical doctors, her son who was a military police officer, FOX News. She will get this publicized in local and national newspapers and get on the radio.

I offered to email the information on filing a formal complaint. She said she did not have email and wanted to know why it could not be mailed. I told her it was not set up to be mailed. She wanted to know who made that rule. I told her I did not know. She asked if it was Congress or TSA. She said old people do not use email and some people are too poor to have a computer. She said some young people do not use email. She wanted an answer as to who made this rule. I told her I did not know, but I could give her the information. She told me now I was getting upset with her. I asked her if she wanted the information.

I told the caller that if she wanted to file a formal complaint it must:

-----Original Message-----
From: (b)(6)
Sent: Thursday, August 01, 2013 3:23 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

:013 4:04:2 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

Which U.S. airport were you traveling through?
Gallatin Field Airport

What was the date and approximate time of the incident?

government told me Agent Orange was safe in Viet Nam and we all know what happened with that), I was watching an old women, 78 years old, being taken out of a wheel chair by a group of TSA agents and manhandled into the radiation machine. This poor old woman could just barely stand up, barely walk and had extreme difficulty standing upright with her arms up so she could be properly radiated. It took a group of TSA goons on both sides of the machine to get her in, get her radiated, and get her out without her falling down. While all this was going on, people were zipping through the metal detector so I wonder how important the x-ray machine really is.. What bothered me most is the lack of consideration for an old women, obviously somebody's Grandma and obviously NOT threat to our security.

First of all, has the government lost all compassion for America' elderly and for American citizens??

Secondly, one look at this woman who is obviously someone's grandma and could hardly be considered a threat so why go through the exercise?

:013 6:05:2 Do the TSA line personal have less sense than our government as a whole?

I'm a combat disabled and decorated veteran of the Viet Nam war which was fought supposedly to contain communism, I'm also a citizen and a taxpayer. I believe that those machines are a violation of my Fourth Amendment rights against unreasonable search and a violation of the Bill of Rights against being searched without being charged with a crime. The pat down is absolutely criminal because I've not been charged with anything. I went to war to protect those rights, at least that's what they told me when I enlisted. I understand that in these days and times we need to be vigilant, but this exhibition was just unconscionable in addition to a violation of rights afforded us by the Constitution and the Bill of Rights.

On another topic, the TSA agents told me that flying is a privilege not a right. Is this true??

I would like a response to all of this.

I would like to report a lack in security at Miami International Airport.

I fly thru MIA often, as it is my home airport. I use the PreCheck line every time, since I have Global Entry and am also Platinum with American Airlines. At MIA, the PreCheck line is on the left side, with a dedicated agent and metal detector. This morning, at approximately 8:30 a.m., I used the PreCheck line at MIA. I noticed that a separate line with travelers that did not have PreCheck was feeding into the PreCheck lane. Just like myself, these travelers did not have to remove their shoes, and take out their toiletries and electronics. I asked a few people in line with me if they have PreCheck, and they had no idea what I was talking about. It seems that in order to relive congestion in the regular security lanes, an agent was sending travelers without PreCheck thru the PreCheck lane. I feel that this decision compromises my security, as well as the security of other travelers, as those passengers have not been prescreened. I hope the next time I travel out of MIA this error has been corrected.
013 10:14:1

Thank you for your attention.

(b)(6)

Sent from my iPad

Dear Sirs/madams:

I just went thru security at Newark intl airport, united airlines, terminal A.
Going thru the metal detector a buzzer went off and I was told that I was randomly selected to be checked. I then waited 13 minutes for a supervisor to come and check me. The security people were rude and ridiculing while we asked what the delay was about. They ran out of bins, were rude to other travelers etc.

When the supervisor arrived,she was apologetic and explained that people had not shown up for work.

TSA- we can do better than this!!

(b)(6)

!013 2:07:3 (b)(6)

This e mail is for the named addressee only and may contain confidential information. If you are not the intended recipient, please inform me and delete it from your files. If you do not wish to receive commercial emails from me in the future and like to "Opt-Out" please reply back to your sender with subject "remove me from your list." All information is from sources deemed reliable but is subject to errors, omissions, change of price, prior sale or withdrawal without notice. No representation is made as to accuracy of any description. All measurements and square footage are approximate and all information should be confirmed by customer. All rights to content, photographs and graphics reserved to (b)(6) is not authorized to third parties. Real estate contracts are only established by duly executed agreement between the parties.

Disability Description: Caller has a hip replacement and is retired from Pan American and he worked for Delta. He is a veteran as well.

Incident Details: He stated that at Reagan the TSO offered him to go through the AIT and he told him that he has metal implants and even told him he may keep on his shoes. He is 80. The experience was nice and smooth.

On his return from LaGuardia, he got in line and he told the guy he has hip replacement and the TSO told him to take his shoes off. He told the guy he is 80 but he still made him take off his shoes. He ended up going to the end of the line. He alarmed the WTMD. When the TSO was finished screening him the caller asked if he was done and put on his shoes to leave. He saw two TSA agents talking and pointing to him. He said he took 10 steps to leave and the second guy, who was a supervisor, came running toward him and made him come back and take off his shoes off for a second time. They tested them for explosives. He thinks this was retaliation. He called the Americans with Disability Act and filed a complaint. He is getting the runaraound and was told that he needed to call TSA. He is an active Democrat and he is not going to let this go. He said that this is age discrimination and other things. He is very upset and said that he is going as far as to speak with his Senator. He said that the American people have no voice.

!013 3:24:4 Response Details: I apologized to the caller that he is unhappy with the service that he received. I asked him if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

He stated at this point that he had already filed the complaint and he said that I could forward his information to a CSM on his behalf but he did not have any of his flight information other than the airport. He stressed that he was not interested in providing any information or receiving any information on how to file a complaint in writing regarding this incident.

I referred this to a CSM and ODPO as a FYI.

The callers were flying from Fiji to Honollulu. The caller had a stop over in Western Samoa and was told they have a contract with the US government for screening. The airport is APW. The caller wanted to inform TSA that crimes were committed. The caller stated he was horrified that US passengers travel and get treated bad. They were suppose to stop for an hour and all the passengers were forced off the plane and go through security again. The caller took off everything and went through the metal detector. The security did not ask him or give him any information about a patdown. The security just started doing Patdown and touched everyone in very inappropriate ways. The items that the passengers purchased were from Fiji and security took and gathered up everything and left the building. The passenger never has been so humilated and touched so profoundly or treated so horribly. There was no reason for a patdown or physical searches to any passenger. The caller stated they
!013 6:01:5 were forced off the plane without any word and were touched in bad ways. The caller was told that there is a new contract with Western Somoa and TSA to do screening.

Response:

Advised the caller that TSA is not in Western Somoa and that we have no information on who he will need to talk to. Advised the caller to see who does the screening there.

From: (b)(6)
Sent: Friday, August 02, 2013 4:48 PM
To: Agrasto, Mary
Cc: TSAExternalCompliance@dhs.gov; mayormyrick@cityofithaca.org; omara@nysenate.gov; seward@nysenate.gov
Subject: Re: Complaint Re: ITH TSA Screening

Ms. Agrasto,

013 6:15:4 I think your indifference to the issues brought to your attention is a direct reflection of the problems in your organization and with your employees.

Additionally, for you to claim that I am naive is simply ignorant. As an army transportation officer and a commander of a unit, I closed five bases in Iraq on my last deployment, to include supervision of air and truck terminals. I trust you cannot share the same experience. That being said, I certainly understand that there are times when threats exist, and there are times when threats do not exist, to include varying threat levels. Your organization, and self-serving individuals such as yourself, can claim that there is always a threat, because you simply do not want to resign and provide the opportunity for someone more competent to take over those positions that will do the proper assessments. And claiming that there is always a threat is a way of keeping your jobs and your current budget, because most people do not want to be bashed by people like you who pretend to have an inherent competence.

But you are not being paid to say that there is a threat then to go back and drink your coffee, while you treat everyone as a threat, that type behavior is the definition of ignorance in this regard.

All of these things are very clear to me. But it is all beside the point, in this case, I believe I have a valid complaint, and I believe that you should properly address it with the source of the problem, which are your TSA employees in Ithaca and elsewhere, not by accusing me of ignorance.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8/2/2013 6:05:38 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX Airport
United Premier Security Terminal
UA Flight 222 LAX to JFK
013 8:05:4 Gate 77
2:35 PM August 2nd
Comments:I have been traveling via LAX for years and have always found it to be a pleasant experience. Today, even, the TSA screeners were upbeat, friendly, and courteous. However, the woman stationed at the x-ray machine at the United Airlines premier security line was so inappropriate with me, I feel compelled to share my story.

At about 2:35 PM today, I was waiting for my carry on bag to go through the x-ray machine. The family in front of me had held up the line due to inappropriate carry on items, so the rest of of travelers were dealing with a long line and a backed up conveyer belt. As a result, the handles of my bag got caught on another passanger's bin. My bag (a purse) tipped over, and all of my personal items fell onto the conveyor belt. I alerted the TSA agent (a middle aged (b)(6) hair in a bun). She proceeded to berate me in front of other flyers, saying I hadn't put my bag in right. As I scrambled to collect all of my personal effects, which were scattered because of the incident, the TSA woman yelled "YOU'RE WELCOME, miss," in front of everyone. I apologized and thanked her for stopping the belt, but she gave me a dirty look. I do not understand why she felt the need to berate a frazzled traveler. I was planning on thanking her for her help, but regardless, that is no way to speak to a traveler. Everyone else was professional and courteous despite the long lines-- especially the guard who politely asked me to take my necklace off when it set the metal detector off.

I did not get the woman's name, but I believe she should be reprimanded for being so egregiously rude and inappropriate with a frazzled traveler just trying to make her flight. I am a very quiet, unassuming person who is respectful of TSA employees and their demanding jobs-- but this situation was so embarrassing and insulting, I had to say something.

Thank you for your time, and for all the hard work you do to keep our airways safe.

Dear Sir or Madam,

I would appreciate some clarity on carry-on liquids, as I have experienced different interpretation of policy by TSA agents.

My 7 year old son has severe food allergies, so we must carry on liquid medications and also a few juice boxes (single-serve, branded) over 3.4 oz. Have a doctor's letter on medical necessity.

Flying out of Philadelphia, we declared the medications and juice boxes. My wife and I went through AIT. TSA agent opened one of the medicine bottles for testing. No problem. Smooth process and kid-friendly TSA agents.

Flying back home a week later from Orlando, FL: Same liquids and doctor's letter. We were told that since the TSA couldn't open the juice boxes, one of us (me or my wife) would have to be patted down. I asked the agents (2 different agents) why I couldn't just go through AIT like I had at PHL --- no answer given at all -- just that I had to be patted down. OK, no big deal, I went through pat-down. But what's the official policy here? And why couldn't I get an answer to my question? Not consistent. And, what is the logic to having one of us being patted down and the other 3 going through simple metal detector? No testing was performed on any of the liquid medications in bottles that could have been opened.

My other comment here is an overall attitude of the entire TSA team at Orlando. Every time I've flown out of Orlando with my family (3 times now), the TSA experience has been poor. Worst of any airport in the US --- and we've traveled a fair bit. I would think Orlando TSA would be among the best with children, given the Disney location.

013 9:13:0

Example: agent at x-ray machine feed-in kept telling me I had to push my bags onto the feed-in belt to the x-ray machine, then asked me why I kept pushing when the belt was stopped. Simple answer: I couldn't see if the belt was moving from where I was standing because I had a long line of luggage on tables, kid car seats, etc, with my kids in front of me in the line. I'm a frequent business traveler with an IQ north of 150. I know how the x-ray machine feed belt works. All the agent had to do was communicate clearly or simply help me push the luggage into the machine when the belt was moving instead of standing there making unhelpful comments.

Example: Agent at Orlando security line intake, upon being presented with multiple boarding passes at once (with my two kids standing next to me) tells me each passenger has to present their own boarding pass. I told him I'm not going to have my children hold their own boarding passes, due to their ages and likelihood of passes being dropped --- we're all standing right there together. Attitude..... Again, no problems in Philadelphia, and no attitude from the agents.

I'm all for keeping everyone safe in the air. Seems to me PHL agents did their job just as well or better than Orlando agents, with a much better experience for my family.

Other observation for lack of consistency: Some airports' TSA demand that boarding passes be kept in hand when going through metal detector/AIT (Newark NJ), while others do not, and in fact insist that nothing can be in my hand at all when going through AIT. What's the policy? When I put my boarding pass in a bin for x-ray, with other materials, and the TSA agent at the metal detector wants to see it, it's already in the x-ray and the agent's not happy....

Sincerely,
(b)(6)

The caller was coming through Phoenix Sky Harbor Gate B. He stated that they had the line open for the AIT machine but the WTMD line was closed down. He stated that the line was very long and that he was separated from his personal affects because of the long wait time. He just wanted to call and inform us of this issue.

013 11:52:2

Advised caller:

Apologized for his experience. Advised that all of our records are recorded and his complaint would be documented.
Caller flew from Las Vegas to San Diego on Friday on Southwest flight#: 1622, she had several sets of keys for homes that she owns in her bag. The keys are now missing. There was no NOI in bag. Caller also wants to let us know that she went through the WTMD on another flight and the machine hurt her arm. She said that her arm became painful right after she walked through the machine, and her skin on her arm formed bumps. She went to the doctor several days later and discovered that her blood had thickened. She wants to warn us about the dangers of metal detectors.

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

013 7:03:4

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.

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Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 8/4/2013 7:48:29 PM
Airport : MIA - Miami International
Date/Time of Travel : 08/03/2013 11:30 AM Airline & Flight Number : USAirways 718 Checkpoint/Area of Airport : J TSA Employee: (If Known) :
Comment : I was traveling with an adult with a severe/profound intellectual disability (think 2 or 3 year old) who uses a wheelchair for distances. When we flew out of PHL screening went great. When we flew out of MIA they refused to let my son walk through the metal detector and then screen the wheelchair which is what we did in PHL. So they insisted on a patdown. I was fine with that. When they asked him to put out his arms we told them he would not understand and do that so just continue
013 8:11:0 with the patdown. My son stood up and they didn't start patting him down. Then he started to wander away and they didn't do anything to stop him. My daughter jumped up and ran to get her brother and held his hand to keep him standing still while they patted him down and of course she was then subject to a patdown. I have no objection to a patdown but to let a person with a severe intellectual disability walk away and make no attempt to stop him was ridiculous. He has no concept of safety and could have easily been hurt. (My daughter at one point once she was helping told me she told the guy if he was afraid to touch my son he should get someone else to do it.) As far as I know there was no reason to refuse to let him walk through the metal detector and since he was wearing a diaper it would have been more effective to do it that way. I admit I forgot to call TSA Cares before MIA but we set nothing up as a result of my call before we flew out of PHL. Your staff needs to understand that if the parents/companions are not allowed to assist in a patdown (and I read that if they were under age 12 parents are allowed to hold their hands) they need to do something other than letting the person walk away.
Would you like a response? : False
Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller and her son flew from MSP to MDW on 8-1-13 and went through screening around 5:30pm through the middle checkpoint.

The callers son has Hydrocephalus. He has 2 shunts. One in his Brain and the other in his spine. The caller requested a patdown because one of his shunts is magnetic.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

I emailed the caller the information.

013 9:43:5 Incident Details: The TSO asked her son why he could not go through the AIT machines. The son told the TSO he could not go through the machines as well as the the mother told the the TSO that her son could not go through the machines. The officer got rude with her and was suggesting to her son that he should go through the machines. The caller states the officer was very rude with her telling her that he did not have time to educate her about the machines and took her son to be screened and at that time she could not see her son. The caller states the officer wanted to pat her son down and the son told him that he wanted to wait on his mother. The mother states the officer was very firm when he did the patdown on her son. The caller states the officers put her in a position of trying to explain to him what her sons disability was and she does not think she should have to educate the officer about her sons disability. The caller states a supervisor came and helped her and was very friendly but states the TSO was very rude. The caller states the officer did accommodate her sons disability needs. The officer in question was officer (b)(and he was at MSP. The callers son was 14 years old.

The caller states the officer was very rude and condescending and her nor her son were treated with respect, dignity, and courtesy. The caller states the officer yelled at her. The caller states that she should not have to give her sons medical history to the officer to be able to get a patdown.

Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she cant fly to SFO.

CCR informed her:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. If subject
013 3:34:5 to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:
601 South 12th Street
Arlington, VA 20598

Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she cant fly to SFO.

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013 3:34:5 to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:
601 South 12th Street
Arlington, VA 20598

The caller stated that she has been flying a lot over the last few years and has never had a complaint about TSA, until now. On 8-5-2013, she took Jetblue flight 1059 from BOS to PHL at 3:15PM. When going through screening, she was in line for the WTMD. She was screened by the WTMD multiple times and it kept alarming, even after she had removed all of her jewelry and anything else that could have been metal. She was patted down and cleared through the screening checkpoint. She later realized that she was wearing a new bikini top that had a metal decorative piece on the top of it. She was upset that she got through screening and this was not caught. She asked why the AIT was not used to pin point this metal piece and she wondered if it would have pin pointed the metal piece.

I told her that the patdown is used to clear a person through screening if they alarm the WTMD and cannot be cleared by the WTMD. The patdown procedure is used to verify that the person does not have any prohibited items on their person. If she was already in line for and used the WTMD, the TSOs would not send her through the AIT. The procedure is to clear an alarm of the WTMD by using a thorough patdown. I cannot specifically state that the AIT would have caught this as an anomalies
013 12:26:3 or not.

She was not happy with this answer and stated that she could have got through screening with wires attached to her body and that she needs to speak with someone else. I placed her on hold to talk with a CSS here at the TCC. I spoke to CSS Wayne and he felt that this was not a security issue.

I told her that our CSS did not feel that this was a security issue, as the TSOs followed standard protocol.

She requested to speak with someone else. I turned the call over to (b)(6)

Caller works at a hospital. One of her patients has a new defibrillator. What information about screening does the patient need?

Advised caller:
013 5:43:5 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.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/6/2013 3:59:01 PM
Airport : EWR - Newark International
Date/Time of Travel : 08/06/2013 4:45 PM Airline & Flight Number : United #UA4511 Checkpoint/Area of Airport : Terminal A - Gates 20-28; line 4 TSA Employee: (If Known) : Unknown Comment : I observed this happen to another person, and also to myself. The TSA Agent manning the metal detector was demanding that he see everyone's boarding pass, after it had already previously been checked, with our IDs by the front TSA agents. When told a boarding pass was mobile by both the other person and myself, he demanded that we bring it up on our phones or he wouldn't let us through, but we're also not allowed to go thru the metal detectors with our phone. The other gentleman this happened to could not get the network on his phone to come up and was being told he could not continue through the metal detector (his carry on bags were already through the scanner, waiting for him on the other side). Additionnaly, when the TSA agent finally asked someone else, they decided that since it was on the phone, he didn't need to see it.
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

From: (b)(6)
Sent: Tuesday, August 06, 2013 4:15 PM
To: TSAExternalCompliance
Subject: Harassment Complaint

August 6, 2013

Transportation Security Administration

Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 South 12th Street

Arlington, VA 20598

To whom it may concern:

It had been several years since I have flown, and the last time I went through security you all had the old metal detectors. I am very cautious when going through security at the airport, always waiting for instruction from the TSA agents to give me the go ahead to continue through the designated area. I never want to do something wrong, because I know how serious airport security is. I waited on the other side of the new scanning devise, and the agent never instructed me to enter the machine, she simply stared at me, so I continued to wait in fear of going too soon and getting yelled at. Eventually, I asked if she was ready for me, and she replied, "Do I need to go get security!? Are you really going to hesitate and be uncooperative??" I said, "No ma'am, I was just waiting for your instruction so as to not do anything I wasn't supposed to." She then said, "Um no you're hesitating and not cooperating!" I said, "No ma'am, I'm more than willing to cooperate, I was just waiting for the go ahead from

Disability Description: She is 72 years old and uses a wheelchair.

Response Details: Advised caller that when a passenger is wearing a head scarf, we do have to do some additional screening. Advised caller that if the ETD tests positive, which could be from any number of things, we do have to conduct a patdown. This is the same screening procedure for everyone, no matter what race.

If you believe you were 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 or have a claim of racial discrimination, 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 discrimination or are you calling with a different concern such as poor customer service?

!013 2:38:0 Advised I would send her the instructions for filing a written formal complaint.

Incident Details: Caller recently traveled. She says that she was in a wheelchair, but did go through the WTMD. She was wearing a head scarf, so after the WTMD, the officer told her that she could rub her head down and they could test her hands, or they could do it. She told the officer to do it. The ETD tested positive. Caller says that the woman s hands could have been contaminated for all she knows. Caller says that a white woman told her she would have to take her to another area. Caller told the officer that her traveling companion who is 89 years old, cannot see, and is also in a wheelchair, would have to come with her. She says that they done a patdown on her. She says that she has had the same nappy hair on her head for her entire 72 year life and has never had a problem before. Caller says that she told the officer taking her for the patdown that her people had lived here for 450 years and have never hijacked one of your (whites) planes. She says that the officer threatened her with the police. The caller continued and explained that she is a descendant of slaves. She says that we (whites) took her voting rights away and murdered the little boy recently. Caller says this was discrimination and poor customer service. She says her complaint is not going to go anywhere.

Caller stated that she has a Breast Prosthesis and the last time she flew she stated that she was given a hard time when she went through the screening Check point. She stated that she had no idea that she was suppose to tell the officers at the check about her prosthesis and was given a hard time and had her hands swabbed for explosive traces. She stated that they are getting ready to fly again on 08 30 2013 and needs to know if there is any way she can avoid all of the hassle s again at the check point.

Gave the caller the following info:

!013 3:41:4 A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/7/2013 7:27:33 PM Airport : OAK - Metropolitan Oakland International Date/Time of Travel : 08/07/2013 3:00 PM Airline & Flight Number : Alaska 2610T Checkpoint/Area of Airport : Baggage check TSA Employee: (If Known) :
Comment : My experience going through the security screening process is unacceptable. Using PDX as a comparison, OAK TSA is inefficient, unorganized and lacks in quality of service.

I started going through the security line, it was about 100 people deep with what seemed like one person checking boarding passes and IDs. It took about five minutes for the one line to break into three, but there was only two agents checking documents, ONE passenger at a time. I left Portland the same time of the day with about the same amount of people in line, and while there was one line, there were three agents with two lines on either side of their table checking IDs. The line went fast. At Oakland, it felt as though their thoroughness was hidden behind the slow service.

!013 8:05:2 Also in Portland, they have the option to go through the body scanner or the metal detector with no pat down if it is cleared. I felt punished in Oakland's Airport for opting out of the body scanner. Not only did I have to wait in a separate line, I was expected to be pat down regardless as to whether or not the metal detector went off or not (it didn't in my case). I waited 15 minutes out of sight of my valuables and personal items including my boarding pass, ID and laptop for someone to become 'available' to pat me down. When I asked agents around me if I could watch my stuff or how long it would be, they told me too bad -- I have to wait and they walked away. Meanwhile, agents were chatting with each other. When I finally did get through the metal detector, I was thoroughly pat down. I felt physically violated.

I do not feel safer knowing that this is a requirement of the Oakland airport. I would rather spend more money flying out of other local airports than dealing with being treated like I am being punished for not going through the body scanner.
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.

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

'013 8:28:1

"The professor's purpose is to think otherwise" (b)(6)

(b)(6)

Boston, MA 02215
(b)(6)
HYPERLINK (b)(6)

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Sunday, August 04, 2013 3:08 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

013 12:07:5

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) pompton lakes, nj

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

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

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan.Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

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.

!013 1:07:4

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan.Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

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.

!013 1:07:4

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Caller and his wife signed up for speedy or Global Entry. His wife has a pacemaker and is a diabetic. He says the practically strip her down for screening. He says he heard about pre screening while waiting on the phone. He wants to know if his wife has to be screened like that everytime?

Told caller
I explained to him for screening we have 3 means. We have the AIT, WTMD and the patdown. If his wife has a pacemaker she probably opts out and she would receive a patdown for screening. If she want able to use the technology for screening they will have to give her a patdown for her screening.

I explained what the expediled screening was,
!013 3:04:3 Expedited screening could include no longer removing the following items:
Shoes
3-1-1 compliant bag from carry-on
Laptop from bag
Light outerwear jacket
Belt

I told him this probably would not help his wife because this screening also includes using the technology for screening, she would still have to have a patdown for screening.
I explained to him we can never assume any one passenger was fine to go through without screening, we have to make sure everyone on the plane was safe to travel.

Response Details: I explained that the information on our website is current and up to date.

I advised that his written complaint should be sent to
TSA s Disability Branch, Disability and Multicultural Division.

I advised that I would email information on how to file a complaint in writing that would include the address to submit his complaint.

I advised that I did not have specific information on what his rights are under the American With Disabilities Act are, and advised that I would refer this inquiry to the Disability Branch as well.

He may be contacted by phone.

The caller indicated that he would prefer to be contacted via email rather than by phone.

!013 3:14:3 Incident Details: The caller indicated that he visited our webpage prior to traveling regarding medical conditions and disabilities, particularly in regard to passengers who cannot remove his shoes.

He indicated that the information indicates that passengers who can t remove shoes should inform TSO before screening begins of this and can still be screened via the AIT,WTMD, or a thorough pat down.

He indicated that generally when he travels he advises that he cannot remove his shoes and passes through screening without being required to remove them. The shoes are often swabbed.

He traveled from BOS and SAN and at both checkpoints he was required to remove his shoes. TSO directed him to go through the AIT screening with his shoes on. He was then permitted to sit while he removed his shoes. His shoes were placed in a bin and went through xray screening.

TSOs at both airports advised that if he did not go through this procedure he would not be permitted to enter the checkpoint and be screened.

The caller asked what is different this year in regard to the screening procedure. He indicated that he makes this trip every year and has done so for the past ten years.

He asked when there was a change in policy and what rights he has under the American with Disabilities Act.

The caller asked where the written complaint would be sent and requested that the information on how to submit a complaint in writing be emailed.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Thursday, August 08, 2013 3:12 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

!013 4:03:0 CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

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

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

Dear TSA Agents:
Today, at the Wichita Falls airport, I had the sad experience that I was (what they called randomly selected) selected for a second security check. I know that seems normal, but when it is the 4th consecutive time, it becomes weird and it looks like profiling. Today, 8/8/13 was my fourth time from my last fourth trips out of SPS-Wichita Falls Municipal Airport that I was randomly selected for a check. I proceeded like i normally do in this checks, but I first asked the TSA agent why I was being selected? and I was told sarcastically that I can ask that to the metal detector machine. I told him and to another one that this is very weird that I am always selected when going through this security check point, but I have never had any problems in any other airports. I will like to request a review of the process in this airport. I understand that one person complaint is not enough to make it valid or important, but I will be sending this email to the blogs and social media as well to some news
!013 4:03:1 channels. I am just tired that in this small airport, the agents think in profiling people because they color and race. This is very disgusting and insulting. You need to teach them to be respectful of the integrity of others.

(b)(6)

Sent from my iPad

I sent the following inquiry last night (just below) seeking information on TSA policy. I received a response (the following document below), which I much appreciate, but which did not answer the main question I asked. That questions is: first, what is the policy regarding what TSA agents can say/do when a traveler "opts out" (i.e., can they query that traveler about why they are opting out, forcing them to defend that traveler's request -- the agent I talked to in Boston this past July 18 [JetBlue security, c. 8:00 AM] was adamant that the TSA should not ask the traveler why he/she was opting out, and should in no way make that traveler feel defensive about the request); and, second, is that policy in writing? As I said, my wife had a bad experience last night in Boston -- including, by the way, with the supervisor to whom she complained! -- and I would like to know my rights the next time I travel.

Thank you.

(b)(6)

My original email, sent last night, August 7.

Hello.

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that
:013 4:03:4 agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

Your response, received today, August 8:

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

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

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.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/9/2013 9:18:31 AM Airport : DEN - Denver International Date/Time of Travel : 08/07/2013 12:30 PM Airline & Flight Number : United 5380 Checkpoint/Area of Airport : Don't remember TSA Employee: (If Known) : 2 female security agents Comment : I am 7 weeks pregnant & my doctor advised against using the metal detectors. I told the employee I could not go through the detector & she rudely asked me if I was "opting out" & that they were short staffed & I would have to wait. In the meantime all of my luggage had been scanned including my work computer & she refused to move it to a more safe location. Everytime I asked her why it was taking so long she just said "you opted out", as if I really had a choice! It took at least 15 minutes for someone to come & do the pat down, to me this does NOT seem like there is really an option to not use the screening
013 10:05:1 machines! I am flying again today from a smaller airport & I am anticipating getting the same treatment, if TSA wants to say that every passenger has a choice whether to use the machines or not than I expect that the choice should be honored in a timely & courteous manner!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

TSA appears to have abandoned its responsibility to make sure we have no explosives on commercial flights. At peak traffic times I found that TSA is shutting the lines to the scanner and sending people through the magnetic machines because it is faster. Dummy me. I thought that the purpose of the scanners was to make flying safer because the scanners could tell if we had a shoe or underwear bomber with explosives trying to get on the flight.

The following story explains how I found this out.

I flew to St. Louis, Mo. in February to do a commercial. When I was returning I was at Lambert Field and waiting to go through the scanners when I was told that the scanner wasn't working and that I had to go through the old metal detector. I refused to because I have 3 metal joints and I always set them to ringing. I told the attendant that I wasn't going to be patted down when there was a perfectly good scanner setting there.

And then I asked what was wrong with the scanners. Nothing I was told. It is too slow when there is a lot of travelers and just use the old style metal detectors. I didn't think too much about it until the second incident in Atlanta. But back to St. Louis.

The attendant took me to the rear after I asked to speak with a supervisor. I sat on a table and smiled at all of the passengers going by who were cleared to their gates. When the third supervisor came, she asked how long it would be until my flight. It was about 1 PM and my flight was at 5:30. So she went to get the 4th level of supervisor.

At the 5th level I was finally told that I could go through the scanner but woe to me if there was a problem because I would still be patted down. I cleared and was on my way.

2013 1:09:0

Fast forward to July and we are going to London and departing from Atlanta. I got the same song and dance but my flight was in an hour so I had no choice but to submit to a pat down. While being patted down, I ask to see his supervisor. The supervisor came over and admitted that the rules came from "above" and when they were busy, they would shut down the scanners and use the old methods.

What was the point of spending billions for scanners if we aren't going to use them? Does TSC do a profiling behind the scenes or are they just praying that no one with explosives wants to board at that time?

Oh, TSA did have a bomb sniffing dog working. It was in the basement where we picked up our bags after clearing customs on the way home. I have a picture of the 85 year old lady whose bags were being checked the TSA officer. Really, she just got off of the plane and now you are sniffing her bags?

If doesn't make me feel good to know that no one on the plane went through a scanner. Why did we waste the money?

(b)(6)

(b)(6)

Greer, SC 29651

Hello!

6 of August 2013 my family (my wife, our 4 years disabled daughter, our 2 month son and me) were in the airport of Miami. We had a flight to Moscow (SU111, Aeroflot) from gate F17. On the security control it was a very huge queue because only one line was open and passengers were minimum for two flights. We have spent about 40-50 minutes waiting for control (from 4:00 pm till 4:50 pm). There were no exeptions for passangers with small kids or anybody else. So we quitely were waiting our turn.

When we finally reached a control people from ICA asked to give pushchair of my 4 years disabled daughter for inspection. I gave it to (b)(6) take a daughter into my hands (because she can not stay or walk) and have gone to transporter for handbags and metal detector. There we spent several minutes passing all these devices.

After metal detector I have come to (b)(6) (still with my daughter on my hands) asking for our pushchair because our pushchair was standing near (b)(6) But he refused. Because he had suddenly remembered that he need to gave it to a special control. So when we were passing metal detector and transporter for previous several minutes he was staying doing nothing and even forgot to give our pushchair for special control.

2013 9:14:5

As it was rather heavy to hold my daughter I asked (b)(to help us with our handbags and shoes on transporter. We needed them to take on and not to block the work of transporter, (b)(6) also refused to help us. He continued to stay and doing nothing. He was not involved into control of somebody. He was just staying. And he even didn't call anybody to help us.

So I was slaving to hold my daughter next several minutes, transporter were blocked with our handbags and shoes, a huge queue was waiting to pass the control, but (b)(6) was staying idle and didn't help us and didn't ask anybody else to help.

During 3,5 monthes spent in Miami we never saw such indifferent, arrogant, rude, ruthless and arrogant attitude to us. I was in several other government and local authorities like Department of Highway Safety & Motor Vehicles, Florida Department of Health and others. And nowhere we have met such an awful attitude.

I can understand that (b)(6) may be doesn't like tourists and kids at all. But why then he is working on the border with tourists. May be he will fill himself better like a security in some prison with murders and rapists?

Hope for you understanding,

(b)(6)

I recently received a pat down when my carry on luggage triggered an alarm. I had already gone through a metal detector without triggering the alarm. Are the rules that I receive a pat down rather than just my luggage being searched? The agent only said that this was how they resolved any luggage alarms. However, I don't see anything that says a person receives a pat down because of a carry on alarm. Looking for clarification.

2013 8:13:5 Thank you,

(b)(6)
Sent from my iPhon

Caller has a complaint regarding Hilo Airport. She forgot to take her 3-1-1 bag out of her carry on. She had a bag that contained liquid medication for her kids in sealed bottles.
Security noticed the bag inside her carry on so they ran it through the equipment again. As the Officer asked her to come over to the station she asked her about the medication.
The Officer was looking inside the bag. The Officer asked the passenger to open the bottles of medication and she told the Officer she would rather she not open the sealed bottles.The officer asked her to stand while she patted her down. When she asked the Officer about why she was being patted down, the officer replied it was due to not wanting the bottles of medication to be opened.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening.
It is important for those to be declared because of the LGA rule.

She stated it is difficult to remember everything and she did forget to declare her liquids.

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

2013 9:53:2 I explained because she did not declare her LGA s she had additional screening.

She was not satisfied with the explanation given.

They ran the bag through twice so she does not know why more was needed.
After she got upset with the Officer, the Officer claimed she had told her she could open the medication or have a patdown.

Her name was Office(b)(6) She thinks the Officer was having a bad day.
She was at the checkpoint 8-11-13 at Hilo at 6 PM at Terminal (She does not know) At Gate 6. She was going to fly Hawaiian Flight #381 bound for Honolulu.

She asked me for the CSM number.
Told I do not have that available for her but she can obtain it from the IVR but if she is going to call direct we should not refer this over.
Told her I will forward it to the CSM.

She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question.

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Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dred locks.
Now my question is, is it "standard procedure" for some one to have to get their hair examined when there was no type on metal clips, bobby pins etc. in their hair. I hope that I can get a better response because I don't want to have to take legal actions.
Thank you
(b)(6)

On Aug 3, 2013, at 5:44 PM, tsatcc_do_not_reply@senture.com wrote:

> Thank you for your e-mail in which you inquire about the reasons for secondary screening.
>
> 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.
:013 12:04:
>
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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 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.
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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. 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.

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Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From (b)(6)
Sent: Monday, August 12, 2013 12:31 PM
2013 2:08:1 To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 8/12/2013 12:30:34 PM

Name:

(b)(6)

Email:

I was traveling out of Ft Myers last week and I have a question about screening. I was traveling with my 9 yr old son and wife. My son and I went through the metal detector. My very attractive wife was sent through the scanner. There was no reason for this other than the thrills of the man looking at the monitor. I actually overheard the female "officer" standing next to him say "ya liked that one". I started to tell her to opt out but she would then have been groped for 30 min. I would like something to be done about this. I have yet decided what I can do myself but this is ridiculous. The tsa goes against our rights on many fronts but sexual enjoyment goes into a whole new direction.

2013 8:07:0 Disgusted and mad,
(b)(6)

Sent from my iPad

The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

Flight Details:
Airport: IAD
Destination: Miami
Airline: American Airlines
2013 3:24:0 Flight number: AA993
Date Time of departure: 08 13 2013 2:40PM
Checkpoint: Unknown
Approximate time of screening:12:30 PM - 1:00 PM 08 13 2013

Advised the caller:Advised the caller that if he is not authorized to file the complaint on behalf of the passenger then the passenger would need to file the complaint in writing themselves for it to be considered a formal complaint. Advised the caller That I could email him the form to provide to the passenger if she wished to make such a complaint. Advised caller TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Forwarded to MB
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Forwarded to MB

Caller said that he is a founding member of homeland security. He has a bilateral hip replacement. He said that every time he flies he receives additional screening. He screening is because his metal implants set off the alarm. He wanted information on filing for TRIP. He thought that would stop the secondary screening. He said that he has a TWIC card. He said that the notification card is a waste of taxpayer money. He said that the additional screening because of the hip replacement is harassment.

I gave the folowing information: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• traveler's belief that they are on a government watch list.
• situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• difficulty printing a boarding pass at home or at the kiosk.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

2013 8:06:0 Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.
A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.
Disability Description: Caller stated she had a complaint about the screening process at an airport.

Response Details: Advised caller I would send to the CSM at FLL airport for review.

Called the passenger to ask if she felt this was a failure to accomodate or discrimination.

:013 10:17: Caller stated she felt like it was a failure to accomodate. Advised caller I would send her some information through to her email address about the incident and she would need to send the complaint in writing about the incident.

Incident Details: Caller stated she was flying with her disabled son who is in a wheelchair from FLL to PHL on Southwest Airlines. Caller stated she went through the screening at the airport and she advised the screener that her son couldnt walk unless he had assistance through the checkpoint. Caller stated the TSO screener made her son get out of the wheelchair with a cane to go throuugh the WTMD and when her son got up he fell to the ground. Caller stated when her son fell to the ground the screeners was nice and then he was screened while he was in the wheelchair. Caller stated the screeners were rude and unprofessional at the checkpoint but she didnt get their names. Caller stated she wanted to make a complaint about the screening process.

All the bins, about 3 of them, crashed together and fell to the floor.
Her glasses were broken and she needs them to see and drive. She stated they look like a truck ran over them.
She is sure if she tried to get them fixed at an eyeglass center they would laugh at her.
Her watch face was cracked also. So far her cell phone seems to be working.

She did talk with a supervisor and he took photos of her glasses and other items.

She stated she is going to have to order glasses from Rochester and she does not want to pay for them.
She wanted me do to something today.

Told her I am very sorry that happened
I can order a claim form.
That must be processed through the Claims Management Branch.

She said her son wants to know if she files will TSA reimburse her
013 11:37: Told her I could not speculate on the outcome of a claim.

She stated the Officer at the checkpoint gave her a form and took photos. He could not believe her glasses got so damaged.

She stated the claim form he have has McNeal Security and it is 2 pages.

Told her I am sorry, That airport has a private contractor and she would need to use the form provided to file to that company.
She would not use the TSA standard form.
I would suggest she copy anything she sends off.

Caller told me she was putting her son on the line. Her son (b)(6) said he is a pilot and he knows there has to be a way to contact McNeal Secuity.
He tried calling the phone # off the internet.
The form itself did not have a phone # on it. It only had an address to send the claim to.

He had to go so he put caller back on. She is in Chicago and said she is not doing without her glasses for a week and wants something done about it today.

Told her the best thing she can do is file the form she was given.

Information Request: Last time she could not see her stuff while she has the patdown.
She does not want someone having her bag because her ID is in it and her camera.

Last time the wheelchair attendant had her stuff but she does not like not being able to watch it.

Nothing was missing but she likes to watch her things.

She walks at screening but it is hard for her to not do the wheelchair assist with all that walking. She thought of not getting a wheelchair assist this time but thought why should I suffer.

!013 12:43: Response Details: 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 she went to a room for a private patdown.

She stated she had it in the public area.

Told her since last time the wheelchair attendant collected her things trying to be helpful it may be she could just ask them not to do that.

TSA will watch her belongings when she cannot see them.

She began to tell me nobody likes the TSA and the liquid rule is ridiculous.
She sees no point in it.

I asked if she had a question.

The caller flew from LEX yesterday, and he is pilot on ASJ express. He stated that he filed a complaint regarding the sensitive WTMD at LEX. He stated that he removed his shoes, watch, personal items, and he had the patdown, with nothing found. He stated that he feels as if his civil rights violated by the patdown and the system, and they ran there hands up his crotch and all over his body. He stated that he is a known traveler, pilot, and he has a CrewPASS. He stated that two other crewmembers went through with no issue. He stated that he filed a complaint at the airport and he felt as if it would fall on deaf ears. He stated that the flight was delayed because of the additional screening.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

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.

Flight-deck crewmembers who use this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

I explained that we can forward his complaint to the CSM at LEX for review.

2013 1:32:2 The callers flight details are as follow:

Departing Airport: LEX
Destination Airport: ATL
Airline: Xjet airline (DELTA)
Flight Number and Time: 5364 @ 6:00 am
Terminal: B
Gate: B4
Date and Time: August 13th, 2013 @ 5:15 am

I explained that no matter his complaint or his creditials, there is no way to guarantee that he will not be subjected to additional screening.

The caller stated that her son traveled from Tokyo to Kennedy Airport and that he has been subjected to a patdown and ETD and wanted to know why he was selected for this. The caller stated that her son had been selected in advance as the boarding pass had SSSS printed on it and wanted to know what it meant. The caller wanted to know why he was selected and if he was on a federal watch list. The caller did not know if the officers had been professional or not.

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

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the
2013 2:01:2 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.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.
TSA Contact Center

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Caller said he had items stolen from him at a checkpoint. Caller said he had a small razor phone stolen from him. This happened in SFO. Caller said he filed a claim and got paid for the phone. Caller said he has a $500 Ipod and he does not want to lose this when he travels to Hong Kong. Caller asked if he can ask for a supervisor to screen his IPOD so it does not come up missing. Caller said he wants to avoid having his IPOD stolen. Caller asked if he can bring a BIC razor and his toothpaste and toothbrush.

I told the caller SFO is screened by private contractors.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their
2013 5:26:1 heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre\u2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre\u2713™ when flying on a participating airline at a participating airport.

I told the caller he can bring his toothpaste if it is 3.4 ounces or smaller.

Response Details: I advised the caller that if a passenger has an internal medical device, such a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

The AIT is not a metal detector, however it does create a 3D image of the body, highlighting any foreign items on the body.

I explained that if a passenger is not able to use the WTMD, they would be directed to the AIT. They can opt out of the AIT if preferred.

I explained that I can forward this information to the CSM at JFK, and to a disability specialist.

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

2013 5:27:1 The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. They can call 72 hours in advance of the flight for assistance and information that may be needed.

I advised the caller that if they feel that they need any assistance with the screening process, they can request a PSS from the Travel Document checker, and they can assist them through the screening procedures.

Email sent.

Incident Details: The caller called about 5 minute ago regarding a complaint. She stated that her elderly parents flew from JFK. She stated that he was forced to used the AIT and he has a pacemaker. She stated that he has a doctors note that states that he cannot be screened using a metal detector. She asked what the AIT is exactly. She stated that this is disrespectable. She stated that they had an airline wheelchair and attendant.

She stated that she feels as if this was a customer service issue, however they did not have any concern for his medical condition, or the documentation submitted. She stated that this is a failure to accommodate his medical condition.

She stated that he has had the pacemaker for a short time and they are not aware of our technologies, and she is concerned for him.

Airport Departing: JFK
Destination SJU
Airline: Jetblue

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

Information Request: He was advised to call 72 hours in advance of his flight. He has requested a wheelchair at the airport as walking a long distance and standing in a long line is difficult.

The caller asked if the new rule allows passengers who are 75 to leave shoes on.He asked if he had to remove his belt.

Response Details: I advised that TSOs may check their gloves for explosvie material and this is a standard part of screening. I explained that passengers are chosen at random for additional screening. Additional screening, including a patdown, is required to clear alarms and anomalies.

I advised that TSA has phased out the use of hand wands.

72 hour advance notification is only required if the passenger is requesting a specific assistance at the TSA checkpoint. The caller indicated that he did not want to request such assistance.

2013 7:04:2

I advised that many passengers with metal implants prefer to be screened by AIT. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

Passengers who appear to be 75 years of age and older are permitted to leave shoes on. TSA recommends that belts be removed and placed in a bin before passing through the WTMD or AIT to reduce the need of an alarm.

Incident Details: He indicated that the last two times that he went through security at LAX, the WTMD alarmed and he received a patdown.

The TSO walked over to his desk and removed his gloves. The TSO explained that he had to check for gunpowder residue. The TSO advised that the radar doesn t pick it up. The caller indicated that he is elderly and not a threat. He also expressed concern that other passengers did not receive additional screening of this nature and could have had gunpowder residue on them. He indicated that many passengers went through the checkpoint without receiving a patdown.

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can t they use the wand.

Cell Phone: (b)(6)
Mailing Address: (b)(6) Jacksonville Beach, FL 32250

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.
I was at the TSA screening checkpoint at Jacksonville International Airport (KJAX) on August 09, 2013, to catch a Southwest flight, when at approximately 6:25 PM, I opted out of the body scanner screening option. I asked if I could go through the metal detector instead of the body scanner and was told that I could either go through the body scanner or receive a pat-down. Even with a DoD ID (I am active duty Navy), I was told, the metal detector alone was not an option. I witnessed a Sailor in uniform and several families walk through the metal detector with no body scanner and no pat-down. I was told that these two groups were exempt from the body scanner.

I was taken to a pat-down site a few minutes later and given the pat-down instructions. The agent began his pat-down, then stopped when he was about to pat-down the lower, front section of my body. He informed me that he would be touching sensitive areas. I requested that the agent not touch my genitals. At this time, the agent called his supervisor.

The supervisor came over and went back over the pat-down instructions with me.

I assured him that I understood the instructions, just did not want my genitals touched. After a little bit of back and forth, I found myself surrounded by TSA agents and a police officer. I explained that all I wanted was for my genitals to be left untouched during the pat-down process. The supervisor could not assure me that my genitals would not be touched during the screening. I asked the supervisor if he would like his genitals touched by strangers, at which point I was threatened by the police officer to comply with the search, or gather my belongings, leave the airport and miss my flight. I then gave in to the intimidation and told the supervisor to conduct his search. He patted me down with much firmer hands than the previous agent, touching my genitals in the process. After the search, I gathered my belongings, and continued on my way.
2013 9:01:4

When did this happen?
1830L 09 August 2013

Where did this happen?
Jacksonville International, Jacksonville, FL

Who treated you unfairly?

Original TSA Agent: Name unknown
Supervisor: (b)(6)
Police Officer: (b)(6) Badge Number (b)(6)

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

Disability Description: Caller has metal implants.

Information Request: She said that every time she flies she is practically raped by the TSO s because she alarms the metal detector. She wants to know if there is another alternative because she doe not want to be felt up.

I asked her if she is referring to a patdown and she stated that (if that s the terminology you want to use).

She said that they do not have a AIT at Portand, Maine, so every time she alarms.

Response Details: I told the caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). The AIT will reduce the chances of having a patdown but not eliminate the chances of a patdown.
2013 1:11:5

I told her that if there is no AIT then she can use the metal detector and if there are alarms then they would have to do a patdown. TSO s are trained to be courteous and respectful during this process and they should explain what they are doing in the process.

I told her that if she gives us her itinerary within 72 hours of her flight then we can send a request for assistance for her at the checkpoint. Also she may ask for a PSS while at the checkpoint if she needs assistance.

Caller did not have her flight information yet.
She also did not want email.

Dear Sir or Madam,

I just went through a busy security line at Midway Airport in Chicago. While nothing unusual happened to me personally during the check, I feel compelled to report some unnecessarily rude behavior that was exhibited by a "lead officer" toward the woman in front of me. TSA Officer (b)(6) (as his name tag read) told this woman not to come through the open metal detector line, but instead to stay in the longer full-body scan line. She did so. After a moment, a female TSA officer told the same woman that she could now go through the metal detector. As the woman started to follow that direction, (b)(6) yelled at her to stop. She said "sorry, she told me to go," referencing the officer whose direction she was dutifully following, to which Patterson snapped, in an extremely rude, condescending, and angry tone "AND NOW I'M TELLING YOU NOT TO." It may seem like a minor incident, but it was really uncalled for conduct, especially inexcusable from a TSA employee whose name badge denoted him as a "Lead Officer." This woman was perfectly polite, was just doing what she was told by a uniformed officer, and did nothing to deserve to be yelled at. TSA is supposed to make us safer, not to make the airport feel like a police
2013 6:14:1 state.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/16/2013 5:43:45 PM Airport : ITO - Hilo International Date/Time of Travel : 08/15/2013 6:15 PM Airline & Flight Number : Hawaiian Checkpoint/Area of Airport : Gates 3-9 TSA Employee: (If Known) : Female, Middle-aged, White Employee Comment : My complaint is directed towards a single employee at the security checkpoint. I don't know her name, but she was a middle aged white woman. I choose to "Opt Out" of the screening and be patted down. The female TSA employee that I spoke to asked me to walk around to the far side of the security checkpoint, where I would not be able to see my belongings come out of the x-ray machine, in order to bypass the scanner and metal detector, even though there was a gate right in front of me that I could have walked through and be able to watch my belongings. I responded by saying I'd like to keep an eye on my things the whole time. She gave me attitude, made me wait, which I didn't mind, while she let a family walk through the gate right in front of me first. I was able to watch my belongings come out of the x-ray machine, but only after I asked and asserted my rights.

Once I was standing on the yellow footprints. She went through the rehearsed speech about the procedures of the pat down, which I have heard many times, since I always opt out and travel frequently for work. After the speech, she put on gloves and proceeded with the pat down and told me her opinion in a way that was bullying about why I don't need to be afraid of the scanning machine and I should just go ahead and go through the machine instead of opting out. I did not ask for her opinion nor
2013 6:33:5 did I appreciate being scolded while in a very vulnerable position of being pat down in public. It is my right to be able to opt out and hearing a TSA employee talk down to me about my rights is unacceptable.

I am a cancer survivor and the reason I do not go through the scanning machine is because my I'm following my doctor's orders because she doesn't believe that the machines have been tested enough to know if their effects could bring my cancer back. I told this to the woman who then continued to tell me her opinion and said that my doctor was incorrect.

I do no mind taking the extra time to be pat down to avoid cancer again and have always followed directions of the TSA employees during this process, but I do mind being told their personal opinions. It is none of her business why I choose to opt out and it was unprofessional for her to try to tell me otherwise.
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,

I left KCI airport on Tuesday Aug 13, with about $3 to $4 thousand in my pocket and was questioned about the amount that
I was carrying. The money was mostly brand new from the bank $100 bills all put together in the left pocket of my jeans. Once I walked through metal detector a female TSA employee asked whats in my pocket and with no hesitation I pulled out my money to show her thats the only object in my pocket. She demanded that I hand her my money which I thought was strange but I did because I didn't know what else to do. She proceeded to go through my money which got me upset and I questioned
2013 9:10:3 what she was doing. I was told that quote you guys can't have a lot of money going on plane or we will take it. Now 1st of all I'm a black male in my 30s, a husband, father and owner of 2 businesses and My wife has a degree in finance and makes good money. Their is no reason for me to be questioned or embarrassed for having my money in my pocket, what right does TSA have to do that? I don't want to turn this into an racial incident but upon further research I'm starting to see minorities are getting profiled when having cash on them, wow didn't know that to be a crime in this country. So I'm writing and documenting this letter in case this event happens again in the future I can go to my Congressman, Senator and perhaps the NAACP. Now whats funny is the only thing on your website that mentions currency say's $10,000 or over must be declared to customs on international flights. So if their is a limit on currency on a flight it is your obligation to let the traveler know this ahead of time instead of your TSA employees embarrassing minorities.

Thank You

Feedback Type : Request for Information
Categories : Other
Current Date Time : 8 17 2013 1:32:21 PM Airport : Select One Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : I don t feel the full body scan is safe and feel it is embarrassing to be scanned. At the DFW airport, I opted to do the body search rather then the body scan and was treated very rudely by the security officers
2013 3:12:3 #1 I would like a list be sent to me of what airports use the full body scan and I will not travel to those areas.
#2 If a person does not want to be subjected to the full body scan, they should be allowed to go through the metal detector or at the very least be treated in a professional, considerate manner by your employees for the body search.
Your Dallas Ft Worth employees need more training on how to treat the airlines 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: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

Response:The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by applying new risk-based, intelligence driven screening procedures and enhancing its use of technology, while also improving the passenger experience at security checkpoints.

2013 6:40:0 As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

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

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Airport security checkpoints are only one part of a multi-layered system for aviation security.
Also advised him would send this to the customer support manager at that airport.

To whom it may concern:

I am a parent who was recently picking up my son from a family summer visit from United Airlines at LAX. I can't begin to tell you first of all, in all my travels, and all the times I've been to the airport, how professional and courteous most everyone has always been. I have had a lot of experience or enough to know when things are done well, necessary (all be it frustrating at times) for our safety and security, and even when some employees go above and beyond to listen and be helpful to get you through the process or help you make your flight on time. I will take this opportunity, first and foremost to all of those employees and your management for placing those people in the right positions and for giving the right personnel the training and tools to take on the responsibility of utilizing the authority to protect and our Nation's security from any harm.

Now, with that said, I would like a formal inquiry into the actions of a specific employee on the evening of August 11th at approximately p.m. PST. My mother and I went through security to get passes and then through the routine security scan etc...My mother, who has an artificial Hip replacement, knew she would register the metal detector and did which was not a problem. She went to the side and allowed the necessary search and cleared with no problem. The women was also very nice and courteous and professional. She asked to see her things and went through all the proper questions, used gloves and performed a routine pat down and search. I went just to support my mother and everything was fine. I was putting my things in the plastic container down on the counter and putting my belt back on. Keep in mind, I was not under suspect and my items had been cleared in the x-ray and routine examination. I returned upward to the plastic container and was blocked by two agents standing at the counter (space is limited there) I was patient and waited, then asked politely if I could get to my wallet and keys. During this time, my mother and I both realized that the male agent was rummaging through my personal items. He did respond and we heard him say"Oh this looks interesting, I haven't one like this....'Did someone leave this here'. I said, excuse me can get to my things. He seemed startled and put my wallet and items down and walked away. I expected him to ask to
2013 9:22:1 search my things or say I needed to search the items or something, but it was obvious that something else was happening when he just quickly walked away. Bewildered, I asked the women who searched my mother "Hey , what was that about." She shrugged her shoulders and said I don't know. I repeated myself and so the agent came back over. I asked why he was searching my items and not asking or answering me. So he stepped closer to me and said rudely, Ok sir! Can you open this for me? When I flicked the lighter he said, "There, now you have to surrender it." On the way out to take it back to my car as one option that was given, he made a snide comment. I turned and asked to speak to his supervisor. On the way to the supervisor he stated another comment. "I wasn't going to make a big deal out of it and let you keep it (as in the terminal) until you had such an attitude". After speaking to the supervisor she was shocked at the comments he had made. Everyone refused to give me a name or ID # of any kind, but two people referred to him as (b)(6). This "agent" has short red hair and is about 5'8" 170'#. After all the things I stated above, I don't even have a problem with them sending me to the car and am glad that there are precautions even if I'm not that aware of them. But, there are boundaries and you train your officers to handle situations in the same way with every person for a reason. In this instance, Burt did not follow protocol, did not inform anyone that he was searching personal affects and did not protect the airport according protocol because he was stopping me from taking a lighter onto terminal. He was abusing his authority with complete disregard for protocol and was caught in a dishonest act. This man should not have a badge, he should not be in the position he is in so that he just can abuse his authority with others. I ve had contact with many TSA and airport personnel. He slipped through the cracks of your background checks. He is not the type of person who should be at that position. As I stated, I would like a formal inquiry and at the very least would like a punitive letter placed in his file for his next review. Furthermore, I would be happiest to come down to the TSA office and sit in room with a supervisor and an internal investigator to make him feel how he tries to make others feel when they just trying to comply and travel or get to their family members. Concerned citizen.

Most seriously,

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/17/2013 7:34:15 PM Airport : MCO - Orlando International Date/Time of Travel : 08/16/2013 11:40 AM Airline & Flight Number : JetBlue 928 Checkpoint/Area of Airport : Terminal A, West Security Checkpoint, Airside 1 TSA Employee: (If Known) :
Comment : In November I had spinal fusion surgery which resulted in a titanium implant in my lower spine, and I carry a card from my doctor stating that fact.
After waiting 45 minutes to check in at Jet Blue, I was in severe pain from standing so long. When I went to the security area, I saw an overhead sign saying, "Wheelchair Access, Medical, Families, Liquids." Believing that the TSA agent located here could be of assistance, I chose that line and waited for several families ahead of me to be processed.
Beyond the agent were two lines of passengers proceeding further to the actual screening area. The left line had perhaps 75 people in it; the right lane had about 10 wheelchair-bound passengers and those accompanying him.
After he checked my boarding pass, I offered the TSA agent my implant card. He had no interest whatsoever in looking at it. I clearly explained to the agent, a black man perhaps in his mid- to late 20s, that I was in extreme pain, and asked whether I could please be admitted to the right (wheelchair) lane, hoping to at least lessen the additional time I would have to stand. He adamantly refused. Incredulously I said to him, "It doesn't matter that I have this card from my doctor verifying what I'm telling you?" His response was, "I'm not a doctor," and again refused to assist me.
I made it clear I was not asking for anything more than permission to enter the shorter of the two lines. I had approached "his" line because the overhead sign indicated that people with medical needs -- as I do -- could reasonably expect the TSA agent stationed there to be responsive (or at least receptive) to such requests. And many of those accompanying passengers in wheelchairs were more fit than I am.
2013 9:23:0 At this point, another TSA officer (b)(6) [I may have misspelled his name] approached the area where I stood, while solving someone else's problem. When he was finished, I asked him if he could assist me. He took one look at my card, and not only allowed me access to the shorter line, but escorted me all the way to the metal detector and stood by me while I ridded myself of shoes, wallet, belt, etc. in preparation for the scan. He then met me on the other side of the scanner unit and saw to it that I was alright.
As a 66-year-old retired school teacher, I don't ever remember wishing (or needing) to identify someone by his race, and I personally find it distasteful to do so, but regrettably in this case this and his age are the only two descriptors I have that might aid in identifying the agent who refused to assist me. If this gentleman is to be stationed again at the entrance inviting those with medical needs, I believe he needs significantly more training in how to deal with simple requests, more compassion and at least some sense that he is there to assist people as well as protect them.
I also wish to commend Officer (b)(6) for service far beyond anything I expected. His compassion and willingness to assist were commendable reflections of what I otherwise have always experienced from other TSA agents in my travels. I filled out a comment card on his behalf at Orlando, but again wish to thank him for his exceptional kindness and assistance.
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; Screening Current Date/Time : 8/18/2013 9:37:15 AM Airport : HOU - William P. Hobby Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
:013 11:13: TSA Employee: (If Known) :
Comment : I am an airline employee. A few years ago when the nude o scopes were installed we were told employees(badged) not in uniform would not have to go thru the machine. Only the magnetoscope. If i am badged and it says CREW why do i still need to opt out for the WTMD? I still have the same access to all areas of the aircraft if i'm in uniform or not. I have asked supervisors and have been told the standard tsa answer "It's at the discretion of the operator..." Would you like a response? : True Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

My name is (b)(6)

I took Southwest Flight 1643 on Sat. Aug. 17th from Tampa Int'l Airport to Chicago Midway. One of my checked luggage pieces had a note inside that indicated that the TSA had inspected my bag at 2:53 pm (5:10 flight). I am not sure what made the TSA inspect the bag, HOWEVER, also in the bag was two pairs of cufflinks that were in plastic and safely put away. I believe they have been stolen. They were extremely meaningful to me and in my frantic search for them in every bag, have decided they have been stolen by the TSA.

I have called TSA only to get recordings, even called the Tampa customer service TSA line and left my name and phone number for a return call.
2013 1:05:1
Because I am disabled I had to go through the NON-metal detector, but it was not at that point that I had my luggage. It was my checked in luggage that had been inspected.

I expect a call (1-630-880-2270), to discuss how the cuff links mysterious disappeared. There is someone checking luggage that should not be.

(b)(6)

Went through terminal 2 minneapolis, humphrey terminal, at 12:10 pm sunday august 18, 2013. Why would someone be subjected to a patdown after going through adv security screening? I have a hip replacement and travel often from both chicago airports and have never never never been patted down after this type screening. When going through basic metal detectors i have been wanded and briefly patteddown but today was subjected to a pat down which i considoed to be abusive by a female tsa staffer, who also patted my breasts down even though i informed her of the hip.

In addition, my husband has been informed numerous times by tsa staff to hold cashand wallet, without any metal, above his head during these type screenings for security purposes and to not put cash etc on the conveyor line due to possible theft by travelers or even staff. Today the same female staffer took his wallet gave it to another staffer who then sent it through the conveyor line screener. Normally a staffer will open and inspect in front of him but this female staffer said you cant do what he
2013 3:10:0 did though he always does it in full view of tsa. While this took place his wallet was completely out of view.

It appears that the female staffer whose name i did not get due to her curt and abrusque nature requires some counciling and re-education. In addition what are the proper procedures? I have never complained about this whole inconvenient process until today. The female staffer appeared to be in her 60's, with salt and papper hair, pulled back, and she wore glasses.

Thank you.
(b)(6)

8/18/13 10:43am
I just went through TSA and fortunately I was here ahead of time because there were 10 agents standing around talking to each other not working and only one agent checking IDs! Three more agents were sitting in a side room. The TSA only had one screening area open, while the line of passengers was backed up! The father, son, and grandmother in front of me all were allowed to go through the metal detector. I told the agent directing individuals into the machines that I had a diabetic sensor on my abdomen and he wouldn't let me go through the metal detector,he said it will be fine, and made me go though the radio wave detector. I went through and as I was leaving the screening area to get my bags on the x-ray machine, I was stopped by a female agent that said she had to pat down my left side. I said no it is a diabetic sensor and the agent I told before I went thru machine said it was fine. She did not listen to me and reached out and touched exactly where I told her not to! I said no Do not to touch it and after the fact said oh sorry did I move it? I said you need to listen to people and not touch a device that someone tells you not to! I am so sick of my civil rights being violated every week with your Gestapo staff!
2013 5:25:2 Then I proceed to the x-ray machine to get my carry-on luggage only to have my lead glasses (which I pull out of my work bag every week going through security as a courtesy) have 2 agents pull them out look at them. I told what they were prior to the agent opening up the box to examine the glasses. Then he says I have to run tests on all the boxes for explosives! Excuse me? I fly with these 3 wks/month for the past 3.5 yrs! So I had to wait why he put on exam gloves then slowly swiped each of side of the four boxes! Just because the idiots that work for your TSA don't know that lead glasses are for radiation protection in hospitals used by doctors and staff doesn't mean I have to go through this scrutiny in order for me to do MY job every week!
(b)(6)
Business Traveler
Southwest A-List Preferred

We arruved at JFK at 7:00 AM for 9:59 AM departure to Grand Cayman on JetBlue Flight # 765.
The baggage check-in lines were very long and not moving. When it was finally our turn at the counter, we were told by JetBlue personnel that it was too late to board the flight. We explained that we had been on the line since 7:00 AM.
After much discussion, we were lead by JetBlue personnel to the TSA security carryon and metal detector check point, at which point our luggage was put through the TSA scanners. At that point, TSA opened our three suitcases and removed over $500.00 worth of shampoo, soap, medicine, perfume, make-up and discarded it.
Had we known we were going to have to throw out all of our liquids that we packed in our LUGGAGE, not carry-ons, we would have insisted to take a different flight or have the baggage sent on a different flight. We attempted to discuss this with the TSA personnel but they were at the very least, uncooperative.
2013 6:15:1 As a result, we had to purchase all new shampoo, etc in Grand Cayman, where everything is twice as expensive as it is in the U.S., plus the USdollar/Cayman dollar exchange rate.
When we arrived in Grand Cayman, I filled out a report with JetBlue but never got a response.
I have sent a picture of the products.
It is ridiculous that we weren't informed by JetBlue or TSA that following JetBlue and TSA personnel's directions would result in over a $1,000.00 expense that we didn't budget for.
I look forward to your response.
Thank you,
(b)(6)

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I look forward to your response.
Thank you,
(b)(6)

Dear TSA staff,

As an archaeologist I travel frequently between the US and Kenya. I recently returned from Nairobi, departing last Thursday (more than a week after the fire destroyed the Arrivals area of Jomo Kenyatta International Airport or JKIA). I don't know who to report this to, but I want someone to know that the security screening for departing passengers at JKIA is not as rigorous as it used to be.

Before the fire, there was a good security chain like elsewhere in the world: You would have all bags screened as you entered the airport, check into your flight, pass into an immigration area for passport stamping, head up an escalator to the gate area, pass thru a rigorous gateside security check specific to your flight, where bags would be passed thru metal detectors before entering your walled-off gate area. There was no backtracking, no serious choke points, and no commingling of passengers on different flights after gateside security checks.

The Kenyans have clearly tried to get things back up to speed after the fire, but the new system has all three of these flaws.

Now you have all bags screened as you entered the airport (same), check in to your flight (same), pass into the immigration immigration area for passport stamping (same). So far so good.
1. But then you backtrack BACK from immigration to the main terminal, mixing with all the other passengers again (thus there is the opportunity to switch passports or identities with someone after "clearing" immigration).
2013 6:15:2 2. Everyone heads down to the end of the hall where there are two X-ray machines to handle a screening of carryon bags for ALL passengers together. Often two or three flights are departing near the same time so lines are long and backups are severe at this choke point. We were not asked to take our laptops out: I had a Macbook and two Netbooks in my bag, removed none of them, and passed without comment. Clearly the security staff are detecting SOME stuff, as the line of water bottles, swiss army knives, etc attested (the Chinese lady ahead of me was asked to find/remove the fork from her bag). But things are way too high pressure for the screeners to do an effective job.
3. Once thru, passengers for all flights congregate together out on the tarmac before being called to their flight. It is not isolated like a gate area. OK, I'm sure there are some guards looking to make sure nobody enters/exits, but when you're talking about easily 2-300 people standing outside on tarmac AFTER DARK with, frankly, not much light, I find it easy to imagine circumstances in which this "isolation" could be violated. Plus people can have physical contact with people who are on different flights.

Again, I'm sure the Kenyans are doing the best they can. But I think TSA needs to know that basically any flight arriving in Europe, Dubai, etc from Nairobi has passengers that have not been optimally screened. Hopefully nothing will come of this, and hopefully more robust facilities will be put in place in Nairobi soon. But I just thought it would be good to "say something."

Thanks so much.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 8/18/2013 8:10:23 PM

Name (b)(6)
Email (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SJC on Saturday the 17 th at around 18:15
Comments:I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.
2013 8:29:5
The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staf were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

Finally, the older officer came back (after yet anoter request being called out) and took me aside for a full pat down.

My issues with this experience are:
1) I waited around for the better part of 15 minutes in an empty airport with staff just standing around.
2) If other parents can go through the metal detectors (they haven't lost their effectiveness, obviously), then why was I not able to without the extra, unnecesary, hassle to collect my unaccompanied minor?
3) Metal detectors work just fine (the rest of the world uses them and we still trust them enough to let parents and several other groups through) so why are we treating people who choose not to use the AIT like terrorists? Last I checked, we were meant to be The Land of the Free, not the land of the pointlessly paranoid.
4) The staff member who patted me down (I didn't get his name) was gruff and obviously incensed that anyone would opt out of AIT scanning.

Disability Description: The caller thinks she was publicly raped by TSA due to a hip replacement. She flew from GTF and was patted down.

Information Request: The caller states that she flew under (b)(6) The caller states that she is patted down ever time she flies from every place that does not have a body scanner. The caller states she cannot take it anymore. The caller states that her son is getting married September 14th in Buffalo and states she does not even want to go to his wedding because she has to be patted down. She would be flying from ANC to BUF and from BUF to ANC. The caller states that a female officer in GTF groped her breast and did not use the back of her hand. The caller states that it does not matter whether they use the back of their hands or not she is tired of being raped. The caller wants to know why TSA does not require every airport to have a body scanner to prevent patdowns. The caller wants someone to help her so she will not have to have a patdown. The caller wants to know if they screen all turbans.

Response Details: A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. The passenger can request a private screening at any time.

2013 2:22:1 I advised the caller that if she has medical documentation she could present it to the officers but she would still have to have a patdown if she sets off alarms.

I advised the caller that if she has concerns she could ask for a PSS.

I offered to email the caller the information but she declined.

I advised the caller that if turbans set off alarms they are patted down as well.

To Whom it May Concern:
I am writing to complain about how I was treated at Houston intercontinental on August 11th 2013. I am a United States Marine, and I was traveling under orders with a diplomatic passport. After waiting for my bags, I went through customs, dropped off my bags and got in line to go through security. A TSA agent was moving people through the line, and was being rude and unprofessional to many of the flyers. My flight was already boarding at the time, and I needed to make the flight. I asked the lady if I could be moved to the front of the line and she refused. I then stated I was a Marine and a diplomat, and I was traveling under orders, and she then told me that it wasn't her problem and I should have gotten there sooner. My carry on bags were then scanned an exsess and I was put through the metal detector more than once. I had missed my flight by almost 20 minutes. I eventually made it to my destination with little time to spare. Luckily I reported in to an understanding Staff Sergeant who had similar experiences previously.

2013 6:08:2 I'm not one to complain about people doing their job, but the mission of the TSA isn't to belittle and delay travelers. Their job is to keep us safe. I request that action be taken because of this. Something must be done for diplomats and military members to move through security faster in order to make their flights.

Respectfully,
(b)(6)
Sergeant USMC

Caller needs to speak to someone over TSA.
He has went through the cost and aggravations for PreCheck. He has a metal alarm evertime he travels. He has a bad knee and has to the the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

Told caller
I could give him an address for John Pistole, he did not want it. I had ask him if I could help him. I tried to explain to him about the procdure for screening with metal.
Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was
an alarm during screening the officer will give a patdown to clear any alarm. They are just verifing it was the metal
in the body instead of something on the body.

The PreCheck was designed for passengers with disabilities but was for more of a bussiness traveler. Anytime you go through screening and there was an alarm they will have to give a patdown to clear an alarm. He can write Mr Pistole a letter or he can go on the blog to make his suggestion of having the AIT at the PreCheck locations.

2013 9:31:4 He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to Jeff B.

It may or may not cause an alarm, it would depend on several things like the kind of metal or even how deep it was
in the body.

Escalated to a Supervisor: I spoke with the caller and explained that there is simply no way for the TCC to put an AIT in the Precheck line. I offered him an alternative by having private screening when a patdown occurs. He was not happy with my suggestion. I offered him the HQ address he declined, I then told him that I simply do not have the authority to change the screening equipment in the checkpoints and that he needs to simply accept the procedures for what they are, security for his personal safety.

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn t anything that I could do for him here and ended the call. J Burke

DEN, PHL and MCO.

I am writing to complain about Officer (b)(6) who I was fortunate enough to encounter on July 25th at Dulles International Airport as my family and I were travelling to Los Angeles, CA. On that day we were headed to LA to visit friends. As we have done on multiple occasions when traveling with our little girl who is now 3, we pack at least one box of organic milk for her and a few packs of organic fruit puree like the ones found here: (http://www.diapers.com/p/horizon-organic-lowfat-chocolate-milk-8-oz-18-ct-153605 and http://www.diapers.com/p/plum-organics-tots-mish-mash-blueberry-oats-quinoa-220598). You will notice the fruit puree is 3.17 ounces.

I placed these along with some other food (cereal, various snacks, nuts) for her in a plastic bag and had that bag separate and apart from the rest of our carry-on luggage as we went through security. After going through the metal detectors, I looked up to see that Officer (b)(6) had opened the plastic bag and placed his hand inside plastic bag handling the items asking who owned the bag. I responded that I did and that it was food for our daughter. He asked me how old she was and I replied " she just turned three". He immediately responded with a very sarcastic "Oh so sorry. Looks like she just missed the cut off. I am going to have to confiscate these and throw them away". I let him know that I never heard of the cut-off for three year olds before and he said "Well look on our website". I asked for an exception given that she is just three and he said "Oh so I am supposed to make an exception just for your daughter? Sorry that is not going to happen. But you can wind all the way back through security and check it with your luggage" – this of course defeats the purpose of carrying on pureed fruit for my daughter. This was all in front of my daughter who was watching him throw her food in the garbage.

2013 2:17:2

The pureed fruit packets are simply that – fruit and or vegetables pureed (like apple sauce). The size typically is a 3.17 ounce size and sometimes 3.5 ounce. Officer (b)(6) argued with me vehemently that this was juice and not "food". I told him to look at the packet, which he refused to do, which clearly state what it is pureed fruit and vegetables and not a liquid. He basically said "no" and "tough". I asked him what if I took a bite of an apple chewed it up and held it in my mouth - -would that be a liquid or a food and he said liquid. Seriously?

Sarcastically, I admit, I turned to my daughter and told her that while I have told her that all police are nice there are some that are not so nice. Officer (b)(6) in turn addressed my daughter directly and said "Your daddy does not want you to have this food and is letting me throw it away – that is the type of person he is". I told him to not ever speak to her.

I asked for a supervisor at that moment and he called for one. They looked uncomfortable about the whole situation but did not want to overrule Officer (b)(6) An officer took down Officer (b)(6) badge number and name and gave me the card to file and profusely apologized to me about his behavior. When I went back to gather the rest of my belongings, Officer (b)(6) asked me what he did wrong and I simply replied that I did not need to speak to him anymore.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Tuesday, August 20, 2013 4:18 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2013 2:17:4 CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Caller:said she filed a complaint with TSA, in April, asking for a copy of video footage and she said that we only sent 1 response from TSA that we got her request for video footage. She said harrassed by security officer at checkpoint at the metal detector and she said she was buzzed on pupose. She said it did not beep the firsrt time but had to go back through the metal dectector and it went off 3 times. She said she filed an online complaint through the homeland security website and in writing. She said she sent her complaint to Homeland Security in Arlington, Va . She did call TSA contact center originally but never got eid #. She said she talked to a John here at TSA contact center on February 20th. She said the incident happed at the Honolulu Airport. She said she had Victoria Secrets items with her such as lotions and was told oversized items by security officer. She said she was told to check it in or go back to airline.She said she refused to do this and they told her they would have to discard it. She said it happened at 6:30pm or 7pm. at the Honolulu Airport. She said she would pay for the video. She said Lori Hangai told her that disciplinary action was taken and gave her a phone # to (b)(6) who told her cant give her a copy of the video footage. She said she will look into this through Congress. She asked for a phone number for John Pistole.

2013 3:56:1 Response: I advised her we can not verify that she ever called in before today about this complaint and gave her the CSM phone # per supervisor (b)(6)
Send to CSM and gave her CSM phone #
Honolulu Airport
Name: Lori Hangai
Phone: 808-838-(b)(6)

I advised her I cant get a copy of video footage for her. I advised her she is telling me that (b)(6) and (b)(6) have already told her they cant give her a copy of the video footage. Per Supervisor (b)(6) ok to give her mailing address for John Pistole.

Caller flew from Boston Logan to Tampa. She said last August she flew from Boston to Florida her hair piece was missing from her purse. She said that her hairpiece is missing yet again. She said that this is the third time this similar type hairpiece has gone missing from her purse. She discovered it missing when she got home. She said that she was pulled aside for a search because she had an anamoly with the AIT. She said that leads her to another complaint.

She is always searched. Even when noone else is searched, she is. Another lady made the AIT buzz and the TSO just let her go. She said that she could not see her image on the AIT to see if there were boxes on it or not. JetBlues line was long and after 45 minutes a man left the line because he was so aggravated. Then they brought in more TSO s and the line started moving. She went through the AIT and had to have a patdown. She said that they wanded her down below and she does not know what that was all about but her whole body was searched. By the time she reached the gate the plane was late and everyone was mad, but she made the flight.

Airport:Boston
Airline:JetBlue
Flight Number:691
Date and Time:August 21 at 3:30 pm
Terminal or Gate:C
She does not have email.
:013 11:20:

I apologized to the caller that she is missing an item from her purse. I told her that she may file a claim for the missing item and I told her she would receive the form in her postal address in about 7 to 10 days.

I also apologized that she was not happy with her screening experience. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Passengers may also be selected at random for additional screening.

I told her that if there are anomolies detected by the AIT they show up on a generic outline of the passenger. Without seeing the other passengers image we cannot assume why she was not patted down.

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

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

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Caller flew PHX-ATL last night aboard Delta Airlines #1646. He is calling to report a rude screener who was working Terminal 3 last night at approximately 10:35PM. Caller indicates a heavy set African American female with curly hair named (b)(6) began berating passengers because one had failed to remove their laptop from its carrying case. She raised her voice and said, You damn people don t know the rules after 11 years. There was also a younger female passenger whose bag was stuck on the conveyor and she berated going as far as to make the motion with her hands as if she was shooting her as she went through the metal detector. Caller indicates he is a frequent traveler and has never witnessed such behavior as he did from TSO (b)(6) last night. He wishes to file a complaint and requests someone review the video surveillance which clearly shows the shooting motion with her hand.

2013 3:41:4 Resolution:

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

I appreciate your response to my email below but it does not address my concern. Before I sent my email I researched TSA policy and fully understand that Crew Members are not subject to the AIT machines. That issue was never in question. If you read the TSA policy though it does clearly state that all bodies, including crew members, must go through basic metal detectors and have bags checked in xray machines. In the incident I am reporting, a Flight Attendant bypassed both. She entered a active airport without anyone questioning her belongings or what could be in them. If this happens on a daily basis and is compounded overtime the possibility of a security breach surely increases.

TSA policy should be intact to protect the masses. I don't expect anything but the best and clearly that wasn't demonstrated.

Thank you,
(b)(6)

Sent from my iPhone

Begin forwarded message:

2013 8:04:0

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 23, 2013, 5:34:31 PM CDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

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

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Remote Client IP: (b)(6)
Date Time: 8/24/2013 1:20:26 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Aug 23rd approx. 7:30PM
2013 3:19:0 Transiting from UA 434 to UA 5521
SFO Terminal 1 (after disembarking from
train from Terminal 3)
Headed towards gate 34
Comments:After I'd stepped through the metal detector,
a TSA employee stopped me, placed his hands on my shoulders, left them there for an extended moment while he spoke to a colleague to the side, then asked me "Do you have anything in there" I presumed that he was reaching to pat a pocket, but he placed his hand to my crotch and jostled me there.

On reflection, I believe that this inappropriate action was deliberate on his part.

If you wish further description of some of the TSA group at that screening site, do not hesitate to contact me.

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: 8/25/2013 11:20:59 AM

2013 1:35:3

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 2031/Delta airlines/midway airport/ gate A5
Comments:I was in line #1 for security at Midway in Chicago, the TSA agent asked my husband and myself how we got in the line, rather gruff. We told him that we were sent. Then I got to the full body scanner I had to wait for a Female which took 5 min, the kind older TSA agent in line two, was going to have me go through the metal detector but the agent in line 1 put his arms up and blocked me from moving. And loudly yelled that I must go through the full body scanner. I always choose to go through the full body scanner, so it was no big deal. What was a big deal was the rude and disrespectful way I was treated. I hate flying a it is, and I did not need to be yelled at on a Sunday morning when I did nothing wrong.

From: (b)(6)
Sent: Sunday, August 25, 2013 2:58 PM
To: TSAExternalCompliance
Subject: complaint TSA SJU

On or about 07:05AM, 21 August 2013, at Luis Munoz Marin International Airport, SJU; I was treated unfairly by TSA personnel. I was diagnosed several years ago with severe Post Traumatic Stress Disorder (PTSD). I've served my country for over 30 years and served in four different combat tours. I have been awarded two Bronze Star Medals for heroism in combat and a Legion of Merit for my military service.

2013 5:16:1 About a year ago, I obtained a service dog that was certified by Train-a-Dog Save-a-Warrior Program in San Antonio, Texas. My service dog helps me control my PTSD and Panic attacks. I decided to go on vacation to Puerto Rico from 13-21 Aug for R&R (Rest and Relaxation)

According to TSA guidelines, passengers are expected to maintain control of their service dogs by holding onto the leash throughout the screening process and they should not be separated from their dogs by TSA personnel. TSA personnel in Texas followed these guidelines meticulously as my dog was screened in SAT.

On 21 Aug 2013, during my boarding process for Flight AA1755 from SJU to DFW, I proceeded to a TSA check point with my working dog.

My dog walked in from of me as he walked through the metal detectors. Logically, my dog has vaccination dog tags and a metal collar which activated the metal detector. The TSO instructed me to remove my dog's collar and reenter the metal detector with my dog.

I refused to remove my dog collar and explained him that I'm required to maintain my animal on the leash as he conducts pat down on my dog. I further explained that I must maintained control of my service dog.

This infuriated the TSA agent; he proceeded to raise his voice and scream at me, and stated " You don't know "shit" about my job".

His combative attitude triggered a PTSD episode and panic attack as I was confined to a small plastic cage. Another TSA agent screamed at me to shut up or I will be arrested, his name is (b)(6) Finally a TSO agent and former Armed Forces Soldier understood exactly what I was going through and very cordially proceeded to screen my dog and I.

Name: (b)(6)

Phone#: Cell: (b)(6)

Mailing Address: (b)(6) LONG BEACH CA 90802

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.

2013 5:16:1 This complaint applies to the following airport TSA security checkpoint locations: LGB, JFK, LAS. For the past several months, at EACH TSA security checkpoint, we used my FAA official Government identification. It is our understanding that our shoes and sweaters/jackets may be left on our person while going through the checkpoint and that we will be allowed to use the standard metal detector instead of the full body scanner. At each location, the TSA agent told the two of us that we were wrong and they demanded us to follow protocol of every other passenger. Finally, I started asking for their suepervisor and each time the supervisor would inform the agent that FAA employees may proceed as I described. We demand respect and proper treatment, not only as traveleing US Citizens, but even more as employees of our

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From (b)(6)
Sent: Saturday, August 24, 2013 5:01 PM
!013 12:10: 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: 8/24/2013 5:01:16 PM

Name:

(b)(6)

Email:

Caller flew with AA #1154 from Kingston,Jamaica on 8-21 to MIA. When arriving she had 2 phones, US and Jamaican, while at the airport in Kingston, she used her Jamaican phone to call her relatives. When she got on the plane and told to turn off the phone she turned off and placed in her pocket. When she got to the last checkpoint and walked through the WTMD and something triggered an alarm, she walked back and had to go through again and when she touched her pocket she realized the phone was in her pocket and the TSO behind her took her phone and asked her to go through the WTMD again. When she completed screening she got back in her wheelchair and there were 2 TSO ladies and she had a bottle of ginger wine in her hand and the ladies told her she couldn t go through sith it and she didn t get back her cellphone from the male TSO.
Flew to BOS from MIA, Flight # not available, Gate # not available.
states the wine is Duty Free
She thought the cellphone would be placed in the bin for her to pick up.

Response:
!013 12:17: Apologized to caller and advised how to obtain from the website.
Provided to caller to retrieve her phone:
At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.Miami
Miami International Airport
305-421-2410

Once cleared through Customs and Border Patrol, these liquids must be placed in checked baggage upon arrival in the United States and before departure on connecting flights

Advised how to obtain claim form from website.

Dear Sir or Madam:

My name is (b)(6) and I recently travelled from DFW to Denver on American Airlines on Wednesday, July 24th, 2013. At about 9:30 pm, I went through a security checkpoint at DFW Terminal A. This checkpoint was using a millimeter wave machine to screen travelers instead of a metal detector, though a metal detector was present and operational. When I was directed to go through the millimeter wave machine, I asked for a pat-down instead. I have encountered this situation many times in the past few years of my air travels and have never had any issues. I do not feel comfortable being in the millimeter wave machine and have asked politely for a pat-down, which, up to this day, had always been administered professionally. I have had multiple pat-downs in multiple states and airports and never had any complaints. This trip was unfortunately a different experience.

The female TSA agent that had originally asked me to step into the millimeter wave machine indicated I should step through the millimeter wave machine to the other side to wait for my pat-down. I responded that I did not want to walk through the
2013 6:16:4 machine - that was the whole point. She sighed and rolled her eyes and allowed me to walk around the machine to wait. Her attitude indicated I was causing a great inconvenience for her. She then had me stand and wait for a female agent to be available to do that pat-down. There were several female TSA agents present at this time at the checkpoint, including the one directing me, but they none of them offered to pat me down. I was instructed to stand in an area such that I was directly blocking the exit of the millimeter wave machine. As a result of me being in the way, so to speak, by standing where I had been told, the next several travelers behind me in line were screened with the metal detector and allowed to collect their belongings and proceed to their gates. When I saw this, I asked why the other travelers got to go through the metal detector and not the millimeter wave machine, and I offered to move so I was not blocking the millimeter wave machine or to go through the metal detector like the other travelers to save time (since it seemed no female agent wanted to jump to the task of patting me down). The agent who had directed me to stand there snippily told me I didn't get a choice and to stay where I was. I was taken aback by her rudeness and unwarranted sass.

After a few minutes, another female TSA agent whose badge indicated her last name was (b)(6) came up to me and took me over to another nearby area for the pat-down. She explained the process, giving the prepared memorized instructions I have heard before. She then began to give me the most invasive and inappropriate pat-down I have ever experienced. Initially, the pat-down was rather rough and Agent (b)(applied unnecessarily hard pressure in running her hands over me. She pulled and pushed on me with such force that my body moved back and forth and my clothing (jeans and a sleeveless cotton shirt) became disheveled. My jeans were standard boot cut; I was not wearing a belt. Agent (b)(6) insultingly told me I had better hang on to my pants so they didn't come off. She then proceeded to run her hands down my legs. However, instead of starting on my upper though and patting downwards towards my ankles as I have experienced in the past, she actually put her hands on my vagina and then moved down to my thighs and continued from there. I found this alarming but felt I should give Agent (b)(the benefit of the doubt. When Agent (b)(proceeded to my other leg, she did the same thing, again touching my vagina through my jeans. I considered my options. I could make a fuss, but I knew I was already making the TSA agents at this checkpoint frustrated, based on their rude and unhelpful behavior towards me so far. I said nothing.

Caller stated that he had a Pacemaker. Caller stated that he felt that TSA employees should actually have to request for medical proof stating that he has a pacemaker because of an article that he read stating that someone could get on the plane with an internal device similar to a Pacemaker and blow up a plane. Caller stated that he spoke with a supervisor at the BOS airport and they stated that the rules are made by congressmen and she wasn t one to suggest it. Caller stated that he would like to see this in effect because whoever has a pacemaker is provided with a card stating that they have a pacemaker.

Advised Caller:
2013 2:29:3 passengers who have internal medical devices like pacemakers or defibrillators.If a passenger has an internal medical device such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) should affect such devices. This is done for his safety to ensure that he can safely go through screening.

I have notated his suggestion.
Caller flew out of the El Paso airport and was made to remove his belt. He said that he was surrounded by the TSA agents and forced to remove it. None of them could agree however if it was policy to remove it. He is requesting an e-mail of our official policy.

2013 7:37:1 Advised Caller: The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Sent e-mail of template
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Sent e-mail of template

TSA SEARCH/SCREENING VIOLATION COMPLAINT
AT: HUNTSVILLE (HSV) AIRPORT
SUNDAY, AUGUST 25TH, 2013
ABOUT 5:45 am - 6:10 am
Report By: (b)(6)
Bahamian Passport: (b)(6) Exp (b)(6)

TSA Supervisor: LTSO (b)(6) (Incident reported to)
TSA Officer: TSO (b)(6) (pat down violations)

Report of the Incident as it occurred:

On Sunday, August 25th, 2013 I arrived at the Huntsville (HSV) Airport about 4:55 am and after turning in the rental car keys at the Dollar car Rental drop box I checked-In at the Delta Airlines ticket counter on Flight DL 1878, departing from Gate 8 at
2013 8:02:3 6:30 am for Atlanta, via DL 717 en-route to Nassau Bahamas my final destination. On entering the Security check point line, I passed through the metal detector and in one of my carry-on luggage was an 8 oz carton of Almond Milk, which I take for medical purposes: post Prostate Cancer therapy and extra Calcium for bone replacement health due to a spinal injury of four (4) lumbar vertebrae. My focus was on the security check, and I did not recall the almond milk supplement. When a lady security officer asked me if it was for medical purposes, I confirmed this and indicated the medical conditions already named.

She informed me that since it was a few ounces over the 3.5 limit, I would have to get a pat-down search. As she pointed me to a male officer, another female officer told me to move all of my personal belongings over to another search counter. I complied and in the midst of this activity, having four trays, my shoes, my wallet and my carry-on to move over, this could not be done in two or three trips. I saw the attitude of the male and female officer changed drastically towards me: he called me to stand on a shoe marked-pad with, out-stretched arms while she sternly said: "Sir you must move all of your belongings over to that counter." I responded saying: "I am doing the best I could, you need to give me some time." Then as I returned to get the carry-on pulley, she took it and said: "I got this." So I responded: "You told me to move my things, so I can take that." She said roughly, "I got it, I am just doing my job, I do this all the time." Then she made some sort of head motion to the male officer. I did not refuse the search but when the male officer, TSO (b)(6) told me how he would conduct the search, that on the pat down of the legs he would come into contact with my crotch/private, I objected saying, this would be uncomfortable for me and I requested a private search; in which, I would remove my pants to dispel any suspicions. Officer (b)(6) responded saying: "This is the procedure we follow when someone carries liquid in their carry-on for medical purposes, as you did." He also asked where on my body I was having pains (he saw my walking cane) and I showed him the abdomen area, the small of the back, both hips and thighs, due to my spinal injury. As officer (b)(6 conducted the search he patted up my legs and thighs right into my crotch/private touching my genitals. I expressed my objection and uncomfortable feeling about this and asked him not to come in contact with my genitals on searching the other leg. However, he did the same thing patting up into my crotch/private and touching my genitals. Again I expressed my disapproval of this and he responded in the same manner, saying that he was only carrying out the search according to procedure. I expressed again my feelings of public embarrassment for I felt that my privacy rights were violated. Officer (b)(6) actions appeared to be racially motivated, therefore, I asked for a supervisor and LTSO (b)(6) heard my complaint. He indicated a private search request was an option and should have been respected. He then told me about the complaint form and my right to file a formal complaint. Supervisor (b)(6) also indicated that he would speak with TSO (b)(6)

I showed LTSO (b)(6) my passport indicating that I am a Pastor in the Bahamas and that I will pray about this matter before I decide what to do. I have prayed about it and giving the Truth along with seeking just recourse and redress is why I am The caller advised that TSA broke her daughters bracelet while going through screening yesterday at PHL. The caller advised that she was wearing the gold bangle bracelet when she went through the WTMD and it alarmed. The female TSO asked her if she was wearing any metal jewelry and she had forgot that she was wearing the bracelet. She took the bracelet off and gave it to the TSO. The TSO placed it in a screening bin to be x rayed. The caller advised that she then went through the WTMD again. After she was cleared this time, she asked for her daughters bracelet and the TSO had forgot about it. When they found the bracelet, it had been damaged. She either wants reimbursed for the damages being fixed or for the value of the bracelet. She was told by TSA at PHL that she could file a claim by going online to www.tsa.gov or by calling the TCC.

I told her that I will send her a claims form package via email. I confirmed her email address from a previous record where she had called in to file a claim for items missing from her husband s checked bag, EID (b)(6) I told her that I will also forward this record to the CSM at PHL for their review.

Departing Airport: PHL
!013 12:20: Date: 8-27-2013
Time of screening: 11:06AM
Departure Time: 11:40AM
Airline: American
Flight Number: 1289
Gate-Terminal A7
Destination: SAN

The caller asked why she could not file the claim over the telephone with the TCC.

I told her that she must complete the claims form package and submit it to the TSA CMB because the CMB processes all claims.

Caller stated that every time he flies from JFK he wears paper slippers and they give him a hard time. He just traveled to Orlando on August 8th. They asked him to remove them and he said that he cannot remove them. Then he had the patdown and the girl still insisted that he take off the paper shoes. This only happens at JFK and has occured on several occasions.
He said the supervisor just stood there with his hands on his hip. The TSO that patted him down was a black female, about 160 or 170 pounds. The supervisor was a white male who wore glasses and was about 200 pounds.
He asked if he can get a copy of the policy.

Airport:JFK
Airline:JetBlue
Flight Number:483
Date and Time:August 8th 10 am
Terminal or Gate:21

I apologized to the caller and told him that because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of
2013 6:50:2 complaints we receive to track trends and spot areas of concern that may require special attention.
Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.
I also told him he may ask for a supervisor at any time.
Sent email.
I apologize

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 8/29/2013 12:00:37 PM Airport : MCO - Orlando International Date/Time of Travel : 08/24/2013 7:30 PM Airline & Flight Number : SPIRIT FLIGHT804 Checkpoint/Area of Airport : MAIN OPEN AREA NEAR LARGE WINDOWS TSA Employee: (If Known) :
Comment : When going through security check point with my family of 4 after our vacation cruise.(son-8 (b)(6) son-17 (b)(6) wife-41 and I am 47). After waiting some time in line, I found it odd when it was our turn to show our ID's at the podium, all the lines behind the podium closed and 4-6 TSA officers formed a line about 10 ft. behind the podium. My older son and I both noticed 2 TSA officers rocking back an forth and one of them said "I've been wanting to get busy".
Another TSA officer said, "Step this way, there is no waiting in line". I thought that was odd because it was PACKED with people. My wife and son(17) were told to go one way and my son (8) and I told to go the another way to the metal
2013 2:16:3 detectors.
My 8yr old, worried but by my side, I told him "Don't worry,this is just like we've done before". He asked, "Why is (b)(6) and Mom way over there?" I said "I don't know, just stay by me and behave" I told 1 of the 2 female TSA officers that I have an artificial hip,(like we are suppose to do). The next thing I heard was 1 of the 2 the women on the radio asking for a male TSA officer for a manual pat down and search because I refused to go through the metal detectors. I said no such thing!!
I was taken to an area where I was thoroughly patted down,told to keep my palms facing up, stand up straight because I tried to keep my pants from falling off! My son got scared when my pants started falling down (he was thinking the same was going to happen to him). My hands were wiped down and tested for explosives. This was our first time flying as a family. I understand you are there to protect us, but if you review the video tapes, what was done to me was over the top.
I was honest gave all information upfront and complied. Now my son (b)(6) is having a hard time understanding,if your honest and tell the truth why would the TSA embarrass and intimidate you in public. We had no problem the prior week when we went through Detroit and every port of call on our week long cruise.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear Sir or Madam

I hope this email finds you and your team in good spirits!!

I recently completed a domestic trip from NY LGA to Atlanta Hartsfield Airport. My trip originated on August 14 and completed on August 27. During this trip, I was travelling with a 3yr old, a 5 yr old and 7 yr old. I have always carried tetra packs of milk for the children and until now, never been stopped. So as I was leaving NY - they scanned the bags, checked the tetra pack of milk and let me go on my merry way.

On return, on Atlanta Hartsfield Airport, TSA agent objected to carrying milk. It was organic tetra pack of milk as my child can't drink others. Unfortunately the makers of tetra pack of milk are not aligned with TSA requirement of 3.4 oz of milk size. They make only one size for travel. I tried to tell the agent the milk was for a child but his response to me was " she not a baby anymore, she does not need milk". Another TSA agent came along and offered for me to keep my Tetra pack, but in exchange, I, the adult had to have a entire body pat down, through examination of all of my carry on luggage. I would like to understand, how does carrying a 4oz Tetra pack of milk equate to having an entire body pat down and examination of my carry on luggage. I know TSA due to their policies have right to examine all of my luggage and I am happy to allow them to do so. And they did. My hand luggage went through xray, I walked through whatever metal detector I was guided through. What i
2013 6:02:2 don't understand is how is ability to carry milk equate to having an entire body pat down and 'thorough' check of my bags? Mind you, this tetra pack was sealed with straw attached / glued to the box as it is sold.

As a law abiding citizen, I do realize that TSA has to take precaution to keep me and other safe. I have no issues with rules (i don't agree with some of the rules, but am happy to abide by them). But above was just uncalled for and I would be very interested to know how having or exchanging for entire body pat down on me the adult would justify allowance of milk to be carried for a toddler.

Thank you in advance for your consideration.

Best Regards,
(b)(6)

"The secret to happiness is to admire without desiring." (b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 8/29/2013 9:16:05 PM Airport : IND - Indianapolis International Date/Time of Travel : 08/29/2013 11:30 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Indianapolis TSA Employee: (If Known) : Officer (b)(6)
Comment : I went through security at the Indianpolis Airport. Most agents were friendly and helpful as they are most times. I had my pet in my arms who is very non agressive and was in my forearms. The agent asked for a person to check my hands as is always done. The metal detector agent called for an officer to check my hands. The officer took a few minutes, walked over, and said in a rude manner, "I don't touch any person holding a dog. Put the dog in the carrier. (I could have very
:013 10:06: easily placed something in the carrier by (b)(6) being distacted. I would have thought he would want to check me first as all other agents have done in the past.(b)(6) continued in a rude manner, used the device for my hands and checked. He did not even bother to come back but just knotted and went on. This was not a busy time. Life is too short to work a job and be unhappy.
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 traveling with my family through Logan Airport on August 19 on American Airlines. My 20 year old son went through security with my 12 year old daughter. They were allowed to go through the metal detector. My 18 year old son asked for a pat-down, as did my husband and I.

My 18 year old was given the pat-down fairly quickly. I was told to wait. Officer (b)(6) told me that it would be at least 30 minutes and I needed to go through the scanner. I told him I was not going to go through the scanner and would wait. A few minutes later, another officer escorted my husband through and patted him down. When that officer finished, he did not return to take me for a pat-down. I waited a few more minutes and then asked Officer (b)(6) to call someone again. He told me in a very sarcastic voice that he was not going to do it, he had already asked (about 10 minutes had now passed and the rest of my family was waiting on the other side).

I asked him to again ask for someone. He argued with me and told me that he had told me it would be at least a half-hour wait and that I should just go through the scanner because no one was going to help me any more quickly. While this was occurring, other TSA officers were just standing around talking to one another on the other side of the security checkpoint. I told (b)(6) to call someone again that this was ridiculous (I was now about 15 minutes into the wait). He then gave me a dirty look, and said loudly in the general direction of the other side "this guy is tired of waiting, he wants me to ask again". I waited longer. Finally, another officer came and did the pat down.

While I was waiting (for at least 20 minutes), the officers present, including (b)(6) let anyone with a child go through the metal detector, but directed anyone else to go through the scanner. Aside from the rudeness and abusive treatment by (b)(6) which I demand be addressed, I find it laughable that you people would think that terrorists would not use their children as a means to get through security. What kind of stupid policy is this?

2013 4:36:1 Please advise as to what I need to do to follow up with my complaint against Officer (b)(6)

(b)(6)

(b)(6)

(b)(6)

Beverly Hills, California 90210

Email: HYPERLINK (b)(6)

Tel: (b)(6)

The caller flew from SAV, and was identified for additional screening with a patdown and ETD. He wanted to know why this happened, and if this would happen again.

Advised Caller:

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports. Examples of travel difficulties may include:
• traveler's belief that they are on a government watch list.
• situations where travelers believe they have been unfairly or incorrectly delayed, or identified for additional screening at our nation's airports or ports of entry.

2013 5:05:2 For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

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Greetings TSA,

I wanted to pass along some concerns about security lapses at airports in Minneapolis and Chicago. I fly occasionally for business. I opt out of the body scanner. On every occasion that I have opted out, I have been passed through security and prior to screening, left unsupervised with others (who have been screened) while the agent retrieves my belongings. I have had access to other people and even my own baggage on the other side of security before being screened. My concern is this lapse in security where items could easily be passed to another person or placed in a bag. I have also had agents just pass me through the metal detector so they don't have to call a female agent.

2013 9:15:1

Wanted to pass along the concern.

Thanks,
(b)(6)

Each occurrence happened to me (b)(6)

Here are my flight details for the last 3 weeks. This email is an effort to inform you of potential flaws in protocol when I've opted out of the body scanner at the security line, but I know I'm not the expert in security or whether or not there is a flaw.

8/14: MSP(T2) to Ohare, Spirit Airlines Evening departure - left with access to baggage before being screened

8/15: Ohare to MSP T2, Spirit, Evening Departure - left with access to other passengers before being screened
8/19: MSP(T2) to Ohare, Spirit Airlines Evening departure - left with access to other passengers before being screened
8/21: Ohare to MSP T2, Spirit, Evening Departure - directed to metal detector when opted out of scanner

8/30: Midway to MSP T2, Suncountry, Evening Departure - agent said, "i wasn't going to have you go through the scanner anyway, went through metal detector.

013 11:03: Let me know if you have any questions.
Thanks,
(b)(6)

On Fri, Aug 30, 2013 at 9:50 PM (b)(6)

Greetings TSA,

I wanted to pass along some concerns about security lapses at airports in Minneapolis and Chicago. I fly occasionally for business. I opt out of the body scanner. On every occasion that I have opted out, I have been passed through security and prior to screening, left unsupervised with others (who have been screened) while the agent retrieves my belongings. I have had access to other people and even my own baggage on the other side of security before being screened. My concern is this lapse in security where items could easily be passed to another person or placed in a bag. I have also had agents just pass me through the metal detector so they don't have to call a female agent.

Wanted to pass along the concern.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 8/31/2013 7:29:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/28/2013 4:40 PM Airline & Flight Number : Delta 26 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : unkown Comment : I asked twice if my son who is 13 could be screened by the metal detector instead of AIT. Both requests were refused. Each time the agent told me "AIT is the primary method of screening." That is obvious. I suppose I should have used the phrase "alternative screening requested." According to your website that is my right and my right was denied. He led me to believe that only children 12 or under
013 9:40:4 could avail themselves of screening other than AIT. I feel that it was obvious that I didn't want my son to use AIT screening. In my opinion the TSA agent was being deliberately obtuse.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 9/1/2013 5:05:17 PM
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013 6:16:5
Nam (b)(6)
Emai (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA flight 1954, LAX to SFO, departing 3:35 pm from Terminal 4.
Comments:I am traveling with my 6-year-old son and husband. I was asked to go to the metal detector with my son, since children do not go through the other type of scanner. My son went through first, and then I went through. The metal detector did not beep. After I went through, a female agent was called over to pat me down, even though the metal detector did not go off. The agent said it was because my skirt was long. Had I known I would be subjected to a pat down, I would have asked my husband to walk through the metal detector with my son, and I would have gone through the other type of scanner. I am very frustrated that I was not given the choice. I found the pat-down intrusive and completely unnecessary.

I love the Long Beach Airport, but an event had me upset. I have been wearing 7 gold bangles since I was 12yrs old. It's custom to always keep them on in my culture. My bangles seem to set off alarms at airport security checks. When this happens, TSA would pull me aside & use a metal detector wand.
Every time they do this, the wand alerts them only at my wrist where my bangles are. I am then free to go to my gate. On August 13, 2013, the same thing occurred but this time they wanted to do a body search. I told TWO TSA members that I am
!013 9:01:4 able to take them off with lotion from my purse and walk through the scanner again, but they insisted that I do a body search instead.
I had to stand where everyone who was going through the security line could see me.
I was then searched by a female TSA member. I asked her to bring out the wand but she said they didn't have one. She had to touch my breasts, buttocks, run her hand through the inside seam of my waistband, etc in front of everyone.
I was COMPLETELY embarrassed because I felt like a criminal and this was not done in a private room, but in front of everyone.
I HIGHLY suggest you invest in a wand so incidents like this doesn't happen.
(b)(6)

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 9/2/2013 7:34:38 AM
Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 2 4:30 AM Airline & Flight Number : UA1237 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : I am a pregnant woman who did not want to go through the full body scanner due to my condition. I was happy to go through the regular scanner. Tsa at Phoenix would not let me go through the regular scanner and told me that I had to go through a full body pat down, including sensitive areas. At any other airport I've been in while traveling Pregnant, I've been allowed to go through the regular metal detector. While I was getting a full-body pat down, tsa let a woman with a CAT go
!013 9:02:0 through the regular scanner instead of the full-body scanner. The explanation I was given is that the cat is a warm-blooded animal, so she could go through the regular metal detector, but that I could not choose. Even if that's the case, why would tsa select a PREGNANT woman for a more thorough check. I have no problem with security, but the less intrusive option should be available for a pregnant woman without the drastic alternative of a pat-down. This is one example of tsa not focusin it's resources on the proper threats.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Identification Requirements Current Date/Time : 9/3/2013 11:37:59 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : As a airline CREW member I wanted to get the facts in terms of going through security. With ID out of uniform we are allowed entrance to security screening but must follow normal liquid restrictions/shoes off etc. However, with CREW ID are we allowed to go through the normal/standard metal detector or are must we go through AIT? Also as a Crew memmber I have global entry, TSA pre check and Known crew member. Why is there no synergy between this programs? Why if I have
!013 2:18:5 my CREW ID do I need to take off my shoes, electronics..etc? As a crew member I have gone through the background check/finger printing process. Why is putting on a uniform clearance for going through KCM? There seems to be some loop holes in the way the process works for Crew members and TSA pre-check. Plus, I could avoid all of it by just putting on my uniform and going through KCM check point. But the point is as a crew member we dont always travel in uniform for certain instances (commuting, deadheading,etc.) I would like if you could shed some light on the current polices and what as a crew member we obligated to do in and out of uniform. I know my request is detailed however there is nothing listed on the TSA website and each station tends to do their "own thing". 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

Thank you for contacting TSA's Office of Public Affairs. Your inquiry has been forwarded to the TSA Contact Center at HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov. Additionally, you may contact the TSA Contact Center at (866) 289-9673.

Thank you,

TSA Media Team

!013 4:07:0 From: (b)(6)
Sent: Wednesday, September 04, 2013 1:49 PM
To: TSAMedia
Cc: (b)(6) Final
Subject: TSA Inquiry

September 4, 2013

Dear TSA,

I am a male heterosexual, and I travel by airplane often. I do not want exposure to extra radiation from BackScatter Technology - no matter how miniscule. Since your website claims BackScatter technology gives off radiation equivalent to two minutes of air travel and given my understandable desire to minimize my radiation exposure, I always opt out of subjecting myself to backscatter technology. As a result TSA requires me to get a pat down performed by a male TSA agent.

A. I do not feel comfortable with a man giving me a pat down.
Hi,

I want to let you know about the very strange experience I had in Oakland and San Diego this past weekend.

I recently broke my leg and am using crutches. I am a 58 year old man.

Neither Oakland or San Diego had a clue how to handle this. I couldn't believe it. They must see people in crutches every day?

In both locations they just stood there and said 'you can't go through the checkpoint with crutches'...but couldn't give me alternatives. I can't believe they couldn't offer me a manual check?

!013 8:02:1 In Oakland I finally persuaded them to let me go into the scanner with my crutches...then take them away...then scan me...and then give them back.

In San Diego they actually made me hop on one foot through the metal detector...very embarrassing and dangerous. I am still in shock that this is what they made me do.

Is there really no training done on providing options to people in this situation? It made my travel experience very stressful and left me doubting the ability of TSA to do this job.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 9/4/2013 7:51:15 PM Airport : OGG - Kahului Date/Time of Travel : 06/10/2013 12:15 PM Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : TSA wheelchair patdown TSA Employee: (If Known) : older thin male Comment : I have mobility/walking issues. Was in a wheelchair. I have a metal shunt in my skull so can't go through metal detector. I can't put my shoes on and off myself. The TSA man took a long time and made me get up out of the chair take everything out of my pockets, belt off, shoes off. Wife came forward to help but he put his arm out and shouted "STAY BACK" so she said that I couldn't take my own shoes on and off. He took SO LONG and my wife told him we would be late for our flight. He didn't care. I am 72 and my wife is a senior. We travel a lot and we have never been treated in the manner we were that day.
Other wheelchair customers were going through at a fast pace, but this man was so fanatical to the point of being deliberately upsetting even cleaning over the whole wheelchair THAT BELONGED TO THE AIRPORT. It was not our personal wheelchair to put any stuff on!
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 : 9/4/2013 8:17:48 PM
Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/31/2013 7:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Main passenger security screening area TSA Employee: (If Known) (b)(6) (Not sure if that is the correct spelling) Comment : On Saturday, August 31, 2013 I was traveling alone with my 20 month old son to Phoenix, AZ aboard Delta airlines. While going through security with my son I removed him from his stroller, and as I placed his stroller on the belt my son started to wander in another direction. I snapped my fingers at him to get his attention, and said "Come over to hear to Mama, and please put your listening ears on." (b)(6) was working at the walk-through metal detector. She abrasively said to me, "Stop treating your child like a dog, pick him up, and walk through here." I then quietly replied with, "I am not treating him like a dog..." She then responded with quite an attitude, "Yes you were treating him like a dog.. snapping your fingers at him. Let's go!" I then proceeded through the metal detector with my son in hand, and as I walked up to retrieve our stroller and my carry on items I began to tear up, embarrassed that this woman had found it necessary to publicly humiliate me in a busy airport in front of multiple people. I was simply trying to keep my child in line and focused in such a busy environment. Her comments were completely out of line, and uncalled for. I was utterly humiliated. Two other TSA employees at Atlanta that day noticed I was upset. I asked what (b)(6) name was and told them about the incident.. They immediately apologized profusely, and one of the gentleman guided me to an area in which I could fill out a comment card. I unfortunately did not have time to fill the card out at the airport, but the incident was obviously not forgotten. To those two gentlemen/TSA employees who consoled me- Thank you so much for making a young mother, in tears at the airport, feel like I was justified in being upset, and making me feel better after such a long day, and such a hateful attack on my parenting. I greatly appreciate it, and the world needs more people like you. To (b)(6) - How dare you.. Your job is to make sure that airport patrons are safe in their travels, not to judge someone on their parenting, nor publicly make hateful nasty comments. I was snapping my fingers at my child to make sure he focused on the task at hand, and stayed close to me FOR HIS SAFETY in such a busy environment. Was I supposed to just let him run away from me? I was waiting for YOUR GUIDANCE as to how you wanted me to take him through security (holding him, letting him walk through himself, etc.) According to your judgmental comments maybe I should just let him run around like a wild banshee, or maybe instead of snapping I should scream at him. Perhaps those actions would make my behavior less like "treating him like a dog." Your job IS NOT to tell me how to parent my child. He happens to be a very bright and well behaved little boy. I will do AS I SEE FIT to parent my child without your rude hateful comments. Have you ever traveled with a toddler? Its not an easy task. We happen to live on a military base where it is A NECESSITY to maintain family order, so therefore I will snap my fingers to make my son listen and focus if that is what I deem necessary. I had plenty I wanted to say to you that day, but for fear of you "flexing your muscles and authority" I kept my mouth shut. I would suggest from here on out to keep your nasty comments to yourself. I do not think you have any business dealing directly with airport patrons, and you may think your comments were "cool" but I assure you that neither the people behind me in line (who also made a comment about your nasty behavior) nor myself found your comments appropriate. From now on I suggest trying to maintain a level of class, and keeping your mouth shut. I have worked in customer service for nearly six years, and if I had made any comment close to what you said to me I would no longer have a job. It may have been just a little incident to you, but to me it was a direct insult to my parenting, and left me in tears. Are you happy with yourself?
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear TSA,
I traveled from San Diego, Ca to New Jersey last week. Going from CA to NJ was a breeze. I was quickly and professionally shuffled through a metal detector. Coming back to Ca from Nj was a completely different story.
I watched shocked and horrified, from a single line as elderly people in wheel chairs were plucked from their chairs to be shuffled through a Body scan machine. They were supposed to stretch out their arms, which looked challenging for them. I noticed some people were passing though the metal detector. When I got to the front of the line, I asked to go through the metal detector; having noticed two options. I was told I could not go through the metal detector, because only children and families were allowed. I was forced, based on my refusal to be subjected to the body scan; to a full body pat down. I was set aside before continuing, ignored for ten minutes, and forced to walk through the machine, even still.
I understand the importance of security, but even more importantly are our freedoms. How are mothers, fathers and children a lesser threat and are allowed a less invasive search? This is discrimination. I think you need to reconsider your tactics at the Newark, NJ airport.
(b)(6

Sent from my iPad

-----Original Message-----
From: (b)(6)
Sent: Thursday, September 05, 2013 4:32 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Richings Park, Iver, Bucks, SL0 9BP

013 10:35:1 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

Airport and Terminal: Seattle Tacoma, Central #8

Date and Time of Trip: August 21, 2013 4:34 pm

:013 6:07:4 Airline and Flight #: Southwest, 1433

Name of Officer: Supervisor (b)(6) and (b)(6)

Other: (b)(6) (Claim number (b)(6) provided me with on-site)

Dear TSA Contact Center:

On August 21st at 4:34 pm I went through the security line at Seattle Tacoma Airport. I was making my way to Southwest Flight # 1433, heading to Oakland and then finally Los Angeles. As I usually do when flying with my son (2.5 years old, with a disability-downs), I requested a hand pat-down to the officer at the entry point instead of having to take him through the equipment that emits electromagnetic /gamma/x-rays and/or the metal detector. I have requested this every time I have flown in the United States with him and have never had a problem.

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 9/6/2013 7:35:35 AM Airport : DEN - Denver International Date/Time of Travel : 09/04/2013 12:00 AM Airline & Flight Number : Delta 1316 Checkpoint/Area of Airport : Metal Detector TSA Employee: (If Known) : Young Man Comment : 1st - With a knee replacement since 2007 I have ALWAYS considered TSA employees courteous and respectful.

This incident - arrived two hours early and there was ONLY ONE initial podium ticket/passport screener and one metal detector open for hundreds of eager and anxious passengers; pathetic.

Orange road cone in front of millimeter wave scanner, so I motioned to my knees (to indicate a replacement - I have two now) and the agent motioned me through the traditional metal detector setting it off, OF COURSE.

He immediately seemed perturbed and then began to CHASTISE me for walking through and not telling him. I told him that I signaled to him about my knees and what else was one to think with a road cone blocking the entrance and no sign of the :013 8:02:2 wave scanner working, but to walk through the traditional metal detector? We made no eye contact and I stood there for several minutes until a "male assist," a lead, padded me and passed me on - he was courteous and apologized for his colleague's actions.

The initial contact was obviously stressed, and as a result, treated me as if I were just another stupid one of "the herd."

I am a very reasonable professional, independently wealthy educated individual who never "plays on his knee limitations" but this was unacceptable for anyone, both in that only one of three lines was open and the individual 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

Disability Description: Caller is going to be traveling for business with State Farm. Caller said that when she comes home from Blooming ton she is always subject to additional screening because she has metal implants.

Information Request: Caller wanted to know how she can avoid the additional screening.

Response Details: Advised caller when going through screening with metal implant it generally does cause a alarm when going through the WTMD.

If the airport that you are traveling from has the AIT you can go through that. However if there are alarms or anomalies a patdown is required.

Caller said that they Don t have that machine at that airport.

013 11:00:5 Told caller that a Patdown would be required in order to travel.

Caller said that she also has to undergo ETD sampling and she does not understand why this is done ever time.

Told caller that is standard screening procedures that she can request a PSS for assistance if needed.

Also advised caller that I can forward her complaint to the CSM at that location for review.

Caller said that she did t want to do that she would just try to talk them there the next time that she travels.
Emailed caller information.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

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
013 11:03:0 additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening.

I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.
The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

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I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.

To Whom It May Concern,

I would like to each out in hopes that this matter may be resolved rather quickly.

I am a frequent flyer between Tucson, AZ and Philadelphia, PA. My husband is active duty and while he's deployed I fly back and forth to take my kids home to visit with family. My most recent trip flying home to Tucson was 9/6/2013. I had a very early flight (6:25 am) meaning I was going through security by 4:30 am. The TSA employees that were working in the southwest terminal were beyond rude, let me explain.

I was appalled that an International Airport would employee such people to be so rude to their customers. I was waiting in line to go through the metal detector while I watched an employee stand against the wall slouched over and yell at a young Asian boy. He could but have been older than 14 and she continued to yell at him, telling him to "take his hoodie off" *note I did not say "asking". This child obviously had broken English and did not understand what she was saying. Instead of moving her lazy rear towards the customer and better explaining herself she just continued to yell and humiliate this young man until another employee came over and very rudely told him to "remove his jacket". Not once in this situation was this young man asked or spoken to like a human being rather disregarded and embarrassed. Once I went through the metal detector (I was carrying my yorkie) I was subject to a hand swab which is fine, again I fly a lot with my dog and young children (7 months & 3 years).

The young lady who came to take my swab, wiped my hands and turned to another employee (who was directing other passengers to go through the X-ray machine) and said "run this through the machine". While she wasn't looking at him and he obviously was distracted by doing another job, she dropped the swab. She tells me "ma'am follow me I have to re-swab". So I did and everything was taken care of. When I go to collect my things as well as place my dog back in her carrier the young lady who had swabbed my hands walked to another employee and begins to rant and rave about the previous gentleman who had caused her to dropped my original swab. All of this taking place in front of me and every other customer standing there. Stating "he better not speak to me for the rest of the day" and "I done with him" and finally "he's an asshole".

013 2:26:3

I understand that it is early and some people are not the happiest at those hours but those people should not have that job. If my children had been present I would have confronted her as well as spoke to her manager. Her actions as well as the actions of other employees were beyond unacceptable.

Their are thousands of people who go through the Philadelphia International Airport on a daily basis and I know for a fact I am not the first to have an experience like this. I hope that my effort to bring these things to your attentions helps resolves the issue. If I do not receive response that this matter is being addressed or handled by 09/10/2013 I will go higher up and reach out to other resources that I know will take my complaint seriously.

Dissatisfied customer,

(b)(6)

AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

The caller asked if they could have opted out of the AIT.

The caller mentioned that he would send his wife through the checkpoint dressed as a muslin women.

The caller's ultimate complaint was that the women did not receive a thorough pat down.

I explained that the screening process and procedure is the same for all passengers passing through the checkpoint regardless of their religious affiliations. I explained that AIT is voluntary and passengers can opt of the AIT to receive a thorough patdown.

I explained that patdowns should be conducted by TSOs of the same gender. TSO are trained to use the back of their hand when conducting a patdown of a sensitive are and the palm of their hand over a non sensitive area.

!013 2:57:4 A passenger can request a private screening. During a private screening another TSA employee would be present at the passenger can request for someone to be present with them as well.

I advised that a passenger can t request the WTMD in lieu of the AIT or a patdown. I advised that the ladies may have been referred to the WTMD. TSA incorporates random and unpredictable screening at our airports to keep those who want to do us harm from circumventing the system.

I advised that patdowns are required to clear alarms and passengers can be chosen at random for a patdown screening. I advised that a limited patdown may be required to clear an alarm in a specific location.

I advised that I had decameter his concern.

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

Passengers can wear whatever they like through the screening checkpoint.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller
I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint, why can they not post a sign. I am forwarding her complaint to the CSM so they could address her complaint for her.

!013 3:01:3 If the passenger cannot be separated from the device, he or she cannot be screened by the walk-through metal detector or Advanced Imaging Technology (AIT) and will be screened using a patdown procedure. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller
I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint, why can they not post a sign.
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Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155
Caller dropped off a friend at the airport and she missed her flight, the reason was because she was being screened by the TSA for about 45 minutes. So she would like to know why we take so long.

013 10:11:2 Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared. if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 9/9/2013 12:17:54 AM Airport : LAS - McCarran International Date/Time of Travel : 09/08/2013 12:30 AM Airline & Flight Number : Alaska 609 Checkpoint/Area of Airport : Before the metal detector screeing TSA Employee: (If Known) :
Comment : I was lining up for the metal detector and two people in front of me decided to cut through the posts created for the lines. We were in the front so there was no one in front of us and it was just a long empty path of no one. I decided to follow them since no one said anything to them. The moment I go under, I hear someone yell "Keep moving" I turned around and noticed it was TSA. I understand what I did was wrong but I already under the line. As I line up to get my ID checked. The same woman you yelled at me decided to come straight over and say, "When someone tells you to do something, you listen!" She had a very condescending tone towards me. As if a parent was being stern to their child. I said okay and she walked away. She decided to do this to me and looked only at me. My significant other was next to me and did he same thing, but she did not look at him. Not only did she decided to single me out, she did not say anything to the people who did it before me. She belittled me in front of the other passengers. I understand it's part of her job to tell us what not to do, but I believe she should've approached me in a different manner. I understand what I've done wrong, but I'm still a customer and I do
!013 8:03:1 not need to be talked down in that way.

I believe most TSA agents are polite and amazing people to come across. However, today wasn't the best representation of that.

Thank you 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

From (b)(6)
Sent: Monday, September 09, 2013 9:37 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 9/9/2013 9:37:03 AM
---

013 12:06:1 Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

I travel 100+ flights per year; so frequently that several TSA personnel recognize me and make small talk during my frequent passes through their stations.

Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

013 1:49:5 CCR informed her:
TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.
Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

013 1:49:5 CCR informed her:
TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.

Feedback Type : Complaint
Categories : Missing or Damaged Items in Checked Luggage; Screening Current Date/Time : 9/9/2013 12:13:12 PM Airport : PGV - Pitt-Greenville Date/Time of Travel : 09/07/2013 3:55 PM Airline & Flight Number : USAirways 4309 Checkpoint/Area of Airport : Tsa screening TSA Employee: (If Known) :
Comment : My mother has a pacemaker and informed the agent. He was very insistent that she go thru the metal detector. When she did, she said she felt a "jolt" and felt " like her heart had jumped into her throat". I witnessed this but was unable to assist her. She is also a little unsteady on her feet and had to hold on to the metal detector to steady herself. I feel the tsa agent had a little bit of an attitude problem.
013 2:01:5 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 he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

'013 3:05:5 Gave the caller the following info:
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Remote Client IP:(b)(6)
Date Time: 9/10/2013 5:04:33 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 2951
US Airways
PHX to MRY
Departed 9/4/13 @ 1:45 PM
Comments:My wife and I were flying from Phoenix to Monterey to celebrate our daughter's 1st birthday with family. We carefully packed our belongings, went to the TSA website, read the "Traveling with Children" document and printed the most recent version. We read the document several times and even highlighted the important parts for our family.

2013 6:00:5 Upon reaching the TSA checkpoint, we placed our belongings on the conveyor belt and went through the metal detectors. Our baby-bag was taken and examined by hand, which we understand, but then the TSA employee(b)(6) badge#(b)(6) took baby food and gave us the ultimatum of either opening the sealed baby food or patting down my wife and baby.

We said absolutely not, and pulled out the "Traveling with Children" document that we printed from the TSA website. (b)(6) replied, "I don't care what that says, either we need to open and test this baby food or both your baby and your wife get a pat down". I said absolutely no to the pat-downs and referred to the document. Again,(b)(6) said, "I don't care what that says".

This was frustrating and worrisome for a few reasons. My wife and I did the best that we could to come prepared to the TSA checkpoint and found that the online rules did not match the "rules in force" or what was actually happening. How can I trust the TSA? How can I best prepare my family for what will happen at TSA? How can we hold TSA accountable if the rules aren't being enforced?

I asked for her supervisor and(b)(6) (badge(b)(6) came over. She was more respectful and professional, although she gave us the same nonsense that TSA doesn't have to follow what is printed online but that we as the passenger have to do whatever TSA tells us.

This is trouble!!! If TSA is going to expect American citizens to trust and respect TSA, then TSA must be held accountable, protect individual liberties, and treat Americans as innocent until proven guilty!

Very unhappy and very displeased with yet another poor TSA experience.

Heard of the program that is costing $85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her lugs that she was going to touch her in her private area. She stated she hasn t flown since because she was traumatized by the experience.

2013 2:52:1
Response:
Apologized that she did have a bad experience however the $85.00 will be for precheck which is an expedited screening procedure. Going through shorter line, not having to remove shoes and things of that nature you are still required to go through the screening procedures such as WTMD or AIT and you could still be subject to a patdown.

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/11/2013 3:52:35 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 09/11/2013 3:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : terminal A at STL TSA Employee: (If Known) :
Comment : I fly every week and just went through the checkpoint noted above. Despite the fact that there were at least 6 officers lined up at the window at the back of the checkpoint watching, only two screening lines and one metal detector were being used. There were only two officers checking IDs and the "priority line' ended in a crowd of passengers around one of the officers. No one was seen helping a single passenger, and there were several older and travel-naive people who could only get their guidance from fellow-passengers while TSA officers chit-chatted among themselves. After traveling through dozens and dozens of domestic airports and being screened hundreds of times, I can safely say the the A terminal checkpoint at STL
2013 4:10:2 is the most unhelpful and mismanaged checkpoint that I have ever been through. I am embarrassed that this is one of my 'home' airports.
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 callers sister in law flew from North Carolina today and she had her hands swapped with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passengers missed there flight. He asked if TSA would reimbush the cost of rescheduling a flight or make arrangements for the passengers.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

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
2013 7:44:1 courtesy.

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

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

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

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

They can file a claim with TSA. However, generally we do not make flight arrangements or do anything if a person misses there flight.

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Caller has a control number, regarding being stopped at airport and delayed boarding, would like to know the reason, they ask for ID and passport and selected for special screening.
Delayed boarding, not denied, usually takes 45 minutes and has been that way for a long time.
Call dropped at 1:35 PM.
Caller stated once when in the US the boarding agent told him he was on a no fly list. One time when he was traveling with his 2.5 yr. old son he was pulled aside for screening away from the child.
States since he got his redress number in August 2012 he booked tickets and was told he had to wait. States he is always delayed boarding although not denied.
Asked what he can do to identify himself or resolve these issues.

Response:
After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. Advised caller he should use his RCN number each time he is booking a flight and DHS cannot ensure that travel will 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 WTMD or an
2013 1:31:0 anomaly detected using AIT or because of random selection.
If issues still persist in the manner in which the passenger experienced before applying to DHS TRIP they should email TRIP@dhs.gov for further assistance.

Checked DHS Trip Status from website:

https: trip.dhs.gov status.aspx
DHS TRIP Case Status
Please contact DHS TRIP at trip@dhs.gov

Caller went through JFK on August 28. Caller is 63 years old. He has a medical condition has a machine on his heart. As he was coming through screening, he went through the technology, he triggered an alarm and the officer rubbed very hard on his chest and caused him pain. He spoke with the screening supervisor and he put in a complaint with him there. Caller wants to file a complaint. He does not feel that this was discrimination based on his disability or failure to accomodate. He specifically said it was just poor customer service.

Advised,

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. 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. I also advised that he is able to request a pat down before the screening process begins.

2013 4:25:2 Airport: JFK
Airline: JetBlue
Flight Number: 581
Date and Time of Flight: August 28, at 3:45 PM
Baggage Tag Number: NA
Description of Baggage: NA
NOI: NA
Anything on the NOI: NA
Location: Gate 18, Terminal 5
Contact Info (b)(6)

I advised the caller that i will be submitting the complaint to the CSM at JFK.

Waldwick, New Jersey 07463
(b)(6)
(b)(6)
August 27, 2013
Newark Liberty International Airport
JetBlue Airways
22 Terminal A Mailbox 13
Newark, New Jersey 071 14
I am writing today to inform JetBlue about an incident I had at Newark Liberty International Airport on Sunday July 28, 2013. My family was traveling from Newark to Orlando for a family vacation to Disney World. There were four of us traveling that day; my wife, my 4 year old son, my mother in law and myself. My four year old son was born with fibular hemimelia, which is a condition where he was born without a fibula bone in his left leg, so at 9 months of age we had to amputate his left foot. He walks around with a prosthetic and gets around great and is able to do everything that any other child his age can do.

2013 8:19:3 That leads me to the day of the July 28 at Newark Airport. When we arrived at the scanner and metal detectors, the security guard stops the line, pulls us off to the side, and tells us we have to wait for a supervisor. We held the line up so no one was able to go through and it made my son very anxious and scared. It was a very busy day at the airport and everyone was staring at us, which made him feel more uncomfortable. When the female supervisor came over to us, we had to wait another ten minutes for her to get a male guard. They did not explain our options or let us know what was going on. It took a few more minutes when they finally said to us that we could go through the metal detector, which his prosthetic set off. So a male guard came over to us and sat us down. Then they brought us to a private room to pat my 4 year old down like he was criminal which terrified him, he was screaming and crying hysterically, there was absolutely no calming him at this time. The guard turned to me and asked me why he was crying and acted very callous, we honestly couldn't believe what we were witnessing. I understand there are precautions that we must now take in order to fly but we are still in the United States of America. Our whole vacation was spoiled because all my son wanted to do was go home. Then on our way back through the Orlando Airport when we went through security he had so much anxiety from Newark he had a meltdown to the point where he was inconsolable. It is hard to travel with children to begin with but at this point I worry my son will never want to fly again. He has had nightmares about what happened, and I hope they will eventually fade.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2013 5:57:19 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/14/2013 5:15 AM Airline & Flight Number : aa1219 Checkpoint/Area of Airport : Gates 23-34 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : Told TSA Officer that I could not raise my arms for the time needed for the AIT millimeter machines. Was directed past metal detector for a pat down. I stated that I did not opt out, but could not raise my arms for the time needed for the AIT millimeter machines. Spoke with TSA Office (b)(6) who acknowledged that the person at the checkpoint entry made a mistake (she indicate that this person was new), and that I must now go through a pat down. I asked if I could go back out and through security again (b)(6) said that I could. After a few more minutes of discussion, I decided to do so. I was then told by TSA Officer (b)(6)
2013 9:26:5 that this was not an option; that I must go through a pat down (there was no choice). He was rather aggressive in stating this (he did not create an atmosphere that inspired a feeling of safety). I was then forced to go through an enhanced pat down. Note that I am also TSA PreCheck qualified.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/15/2013 11:35:19 AM Airport : SAT - San Antonio International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am civilian law enforcement and also a military reservist traveling in uniform. I understand and can appreciate a higher level of security, I know TSA Officers have a job to do. My complaint is regarding the tactfulness and discretion of the female Officer who screened me. While entering through the metal detector, I notified the Officers that there may be items on my uniform that I could not remove that may activate an alarm. When the Officers told me to proceed anyway, the alarm
2013 1:06:0 activated. The female Officer then loudly announced "ASSIST, ALARM MALE'!". Being a police officer myself, I find it poor judgement to announce something to alarm other passengers. I was highly embarrassed as I became the center of attention in the screening area. Further more being an individual in uniform treated as if I was some type of threat. I recommendation is TSA Officers be encouraged to use better discretion and tactfulness. I will say the male Officer that handled my private screening was very professional and thorough. Job well done on his part. Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/15/2013 7:58:32 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines / Newark Airport / Terminal A / 730pm / Sunday 15 2013
Comments:I am reporting an absurd behavior by the agents on duty at aprox 730pm 9/15/13. This event JUST Happened and is being reported by me on behalf of my wife who is 4 1.2 months pregnant.

2013 8:32:0 Our concern is obvously centered around the full body scanners that many experts have said to avoid when pregnant.

My wife who is traveling by her self asked for an alternative to a full body scan and instead for a metal detector wand.

She was told that wands were not available and that she would have to have a full body pat down. She was forced to be patted down in public, and THEN brought to a separate room in which she was patted down again, with INAPPROPRIATE and VIOLATING touching around and over her mid and lower stomach region.

Her travel wardrobe is LEGGINGS and a T SHIRT. There is NO WHERE that anything other then her female body could show through this outfit.

She has been crying hysterically in the terminal with eye witnesses to what happened, even offering her tissues for her to blow her nose.

Before I call my attorney and or the news outlets I DEMAND a call explaining this RIDICULOUS behavior and have proper action taken by superiors at TSA.

you can reach me at 2(b)(6)
(b)(6)
Caller said that she traveled recently and after alarming the AIT, she was subjected to a patdown screening. She was upset at the experience because the screener just told her to step out of the machine and began patting her down without explaining any thing to her about what was happening and conducted the screening in the public area. She is traveling again soon and did not want this to happen; she never mentioned wanting to submit a complaint nor provide the airport where the incident occurred. She thinks that the issue was caused due to having implants from her mastectomy.
2013 9:47:5
Explained to caller that a patdown is used to resolve various alarms of the WTMD or AIT. Advised her that I could not determine what may have alarmed the machine and required the patdown, but explained that officers are required to explain the procedure as they perform it and should offer a private screening area so that she does not have to be screened in public. Suggested if she encounters this situation again, she should ask for a supervisor or Passenger Support Specialist to be present and ensure the process in conducted properly.

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

2013 4:20:5 Cell Phone:

PO Box or Street address:

(b)(6)

City:

Great Mills

State:

MD

Zip:

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet; and some clothes and all of that is missing.

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

http: www.tsa.gov traveler-information airport-lost-found-contacts#45
You may contact DEN lost and found at:
Denver International Airport
303-342-4062

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.
2013 7:19:5 Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:
Flight Path: Denver to SNA
Flight date time: 9 15 (scheduled for 9:55 am) delayed 20 minutes
Flight #: 2603
Airline: Southwest
Airport: DEN
Gate Terminal: C29
Baggage claim #:(b)(6)
Baggage description: maroon rolling bag with handle
On behalf of:(b)(6)
NOI: (does not have)
Email: (does not have)

Name: (b)(6)
Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Alameda, CA, 94501
Email: HYPERLINK (b)(6)

What happened?
I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.
I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, 'look at this red light" ; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again; told my spousal partner to move forward away from me. His name is (b)(6) He was forced to go through the scanning process and never allowed to be with me.
I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.
2013 9:58:5 Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down. EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!! He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was EXCESSIVELY SLOW AND EMBARMSSINGLY physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!
After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.
She took the swabbing material and attempted to process it through the machine #1. GUESS WHAT??? THE MACHINE WAS BROKE!! She then took my swabbing material to another machine. She tried a "test' on that machine and guess what??? She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results.' She stated, this machine is also broken."
The male TSA agent then spoke to his supervisor. He said, You know, we need to have these machines calibrated because they are not working." She replied, IA/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over
to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.
He denied any knowledge as to wlry I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:
FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!
TSA POLICY PERYOUR OWN WEB_SITE RE: Pat-Downs
What to Know Before You Go
If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology. If a patdown is required in order to complete screening:

Caller said she and her husband are flying in one week to Portland Oregon. She said that last time her husband, was in the screening, and was asked to put his hands over his head. Because he has numerous ruptured disk in his neck and back, he almost passed out. She asked what they need to do to go through the screening.

Response: 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
:013 12:51: 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. We hope this information is helpful.

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flys with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.

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

2013 2:04:(Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

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

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flys with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.

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The caller is flying from PBI, and the supervisor indicated that the passenger must remove all items from his pockets before the screening began. However, the caller, who is on military orders and in uniform, indicated that this has never been required at any other airport. Also, the supervisor requested his military orders, and the caller informed the agent that this has never happened either. He wanted to file a complaint regarding the inconsistency at PBI compared to every other airport he has flown through.

Flight Information:

Date and Time of Flight: Sept 20, 2013; 11:59 AM
Departure Airport: PBI
Airline: US Airways
Flight Number: 3429
Terminal and Gate Numbers: The caller believed the Gate was B 9.
Supervisors Last Name: (b)(6) but he refused to give the passenger his first name.

013 10:58 Advised Caller:

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

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

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

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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: 9/20/2013 10:25:01 AM

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013 12:09: Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):John F. Kennedy International Airport - NYC
Comments:I am concerned. In recent news reports it is apparent that many employees who hold clearances are committing violent acts to include killing and injury people. The most recent one in Washington DC the Navy Yard. So I was concerned with the screening process at JFK. I was online and two individuals got online behind me. They had airport ID's and where moved in front of me and allowed to pass through the metal detector. I was sent into the Full Body Scanner. Now, here's what concerns me: The employees are not subjected to the Full Body Scanner. If anyone should be subjected to the Full Body Scanner, it should be the employees, since they have the potential of getting anything into the restricted area, especially since they have the knowledge that they aren't going to be screen in the Full Body Scanner. When it comes to safety and security, anyone entering the check point, should be treated the same. NO ONE, should be allowed to circumvent security measures. This type of practice has proven time and again to allow for security breaches and tragic circumstances. Don't allow this practice to continue. Make everyone equal: No ONE should have a PASS in the line. No ONE.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/20/2013 11:31:11 AM Airport : DRO - Durango-La Plata County Date/Time of Travel : 09/20/2013 5:45 AM Airline & Flight Number : UA4922 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) : (b)(6) Comment : While delayed for hours at the Durango Airport, I went back out thru Security to the Rental Car counter retrieve a car charger for my cell phone.
I attempted to go thru Security, and was denied access, by (b)(6) He told me that I could not go thru for 30 minutes, I was the only person in line, no one ahead of me, no one behind me, there were 4 agents working, standing there. all they had to do was let me walk thru the metal detector, I was told, they had to send folks on a break, the four folks stood around for another 5-10 minutes, then left their post. it took over 30 minutes for them to return, and start screening folks again. This was a
013 12:09: simple, unavoidable d situation (b)(6) simply would not be reasonable, and stood his ground that he could make me wait 30 minutes. Very power hungry - unprofessional TSA Agent.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern,
I am a Us Airways flight attendant who was traveling with my infant Thursday September 19th out of PHX Sky Harbor Airport. Security screening occurred at "A" security checkpoint. When passing through the metal detector I set off the alarm. It apparently was of interest since I had 5 agents standing around me telling me different things to do. That was unnecessary as well as confusing. I was set aside for personal screening. The female agent who was performing it asked me to hold my daughter out at arms length. I did so. She started searching my child until a nearby male agent informed her that children under 12 years of age were not to be screened. I am that outraged that my 5 month old child had to endure a "pat down". How could this female TSA agent lack this pertinent information? No apology was even offered for the offense. After the screening on me began, she then asked if I would like it to be private. This is something that I should have been asked BEFORE it began. My belongings were throughly inspected and tested as was I. No metal items were found as it was my underwire bra that set off the alarm. Perhaps the sensors were set too sensitively. I was informed that I was "cleared to go". Before I even moved, the same male agent very loudly announced that a phone call had to be made for me to be cleared and I was to stay where I was. He turned and walked away. I waited five minutes. No word about my clearing. I waited ten minutes. I inquired to the female agents who were aside me. "The supervisor needs to called. It'll only take a minute." I was told. I asked why since I had been cleared. "It's because you alarmed with a baby" was her reply. I do not understand this. I was
2013 6:10:1 searched and so was my child. What about this raises a flag? This phone call matter took more than 15 minutes.
As a flight attendant my background is consistently checked. I am also trained in security. I am very aware of policies and procedures by the screening process as I encounter them weekly while at work. I am shocked and appalled at this situation. My daughter and I should have been treated with respect. It concerns me that your agents have not been fully armed with knowledge and perhaps poorly trained. I would like an explanation and an apology for this fiasco. I would also like the female agent who preformed my screening to have this discrepancy on her file. She should receive the proper training so that she may become a proper asset in keeping airports and this country safe.
I look forward to hearing for you.
Sincerely,
(b)(6)

HYPERLINK (b)(6)

The caller said she flew from Midway on September 17, 2013 and she went through the checkpoint around 3:30-3:45pm. The caller said she does not remember going through the metal detector. The caller said she knows she did not go through the AIT. The caller said her carry-on bags were screened and an officer told her and her traveling companion to go to another line. The caller said she is a Law abiding citizen but she is worried that the officer s at Midway are not screening passengers.

013 11:33: I spoke with security and confirmed it is not a security threat. I told the caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener learns are the subject of repeated complaints.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Saturday, September 21, 2013 12:56 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

!013 12:12: CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

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

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 9/23/2013 11:12:20 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/23/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
!013 12:13: Comment : Your metal detectors are inconsistent in their settings. Sometimes I can walk through with belt buckle and watch in. Other times I have to remove everything including my wallet. Why it's this?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers,separating from parents, etc.?
Considering flying again.and has a newborn daughter, 4 months old who will be in a carrier.
Are they still patting everyone down and do they still have to remove shoes, etc.?

Response:
WTMD, AIT and Patdowns are 3 methods of screening.
!013 12:45: Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine.
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.
Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child.
Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc.
AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process.
Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.

Caller flew out of Cleveland on Wed. As she was going through the checkpoint her son put his shoes in a separate bin since they were dirty and a TSO yelled at him. The TSO than pushed her stroller through the WTMD and the binky fell off. When she tried to put it back on the TSO slapped her on the wrist.

2013 3:38:0 (b)(6) responded that I would place the agent back on the phone and let him relay the CSM information

Advised Caller: Gave contact information for CSM at Cleveland Hopkins International: Tommy Cianciolo: Phone: 216-362-(b)(6) Email:(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 9/23/2013 3:51:39 PM Airport : SMF - Sacramento International Date/Time of Travel : 09/22/2013 7:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal B
TSA Employee: (If Known) :
Comment : During my recent security screening I was incorrectly informed that it was safe to expose my insulin pump to the body imaging scanner. While this may be true of some devices, it is not true of mine. The manufacturer of my insulin pump tells me:

"Your pump should not go through the X-ray screening that is used for carry-on or checked luggage. The new airport screening, Whole Body Imaging Technology, is also a form of X-ray. If you are chosen to go through this form of screening, you will need to disconnect from the pump at your skin site prior to the scan and request alternate methods of screening the pump other than using X-ray." (ref: http://www.animas.com/faq/other-airport-security)

The TSA website incorrectly states: "Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown." (ref: http://www.tsa.gov/traveler-information/passengers-diabetes).

While I have no issues with metal detectors, or receiving pat down security checks in lieu of body scans, I do have concerns over TSA personnel advising diabetics incorrectly that the body image scanners are 'safe' for their devices without any knowledge of the particular medical device.

2013 4:16:4

After informing the TSA personnel that I had a medical device that could not go through the body scanner I was told that I was incorrect and that it was safe to go through because 'everyone else does it'. This is unacceptable. After persisting I eventually received a pat-down with no issue, however the TSA personnel seemed quite annoyed.

I'm disappointed with the lack of professional courtesy and respect that I received and I hope the TSA will improve its employee training and guidiance to ensure the advice and direction they provide is safe and accurate.

These are expensive, sensitive medical devices that need to be thoroughly tested to ensure various scanners do not cause short or long term damage to their functionality, and that needs to come from the manufacturer. I recommend annotating your traveller guidance to have people consult their device manufacturer for specific guidance regarding what scanning machines are safe for exposure.

Thanks, and I look forward to your improvements.
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

ICE. Caller was stopped again when she flew from San Diego to SFO. Caller wants to be removed from the SSSS list and wanted to know what it was all about. Caller complained she was trying to order TRIP forms and could not.

I told the caller I will email her the forms
The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

Recognizing the continued inconvenience of having to go to the ticket counter to obtain a boarding pass, DHS announced enhancements to watch list screening by the airlines. Each airline can now create a system to verify and securely store a passenger's date of birth to clarify watch list misidentifications. If you cannot print your boarding pass from the Internet, at an airport kiosk, or curbside, you may be able to avoid checking in at the ticket counter on future flights. While you are at the ticket counter, provide your full name and date of birth. The airline may be able to store your information and enable you to print your boarding pass.

If you have contacted the airlines and continue to experience delays, you may outline your concerns in a single request to DHS TRIP. The information received will be shared with applicable DHS component agencies, such as the Transportation Security Administration (TSA) and U.S. Customs and Border Protection, as well as with the U.S. Department of State and, when appropriate, with airport and airline operators. Information will be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), and as established in the Privacy Impact Assessment published for DHS TRIP.

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
2013 6:26:5 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.

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.

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.

Good Afternoon,

My name is (b)(6) and traveling with my family from Ft. Lauderdale to BWI we had one of the worst experiences with your TSA agent that we could ever have. I understand that TSA has certain standards and rules however these rules should be enforced consistently. In the group that I was traveling with there were 3 couples that had small infants. In the carry on bags of all the families we carried infant food and drinks and supplies. As we approach the security gate, my wife and I specifically asked the TSA agent if we could take the drink on the plane that we just purchased for our son. He does not drink milk but instead he drinks juice and an infant does not have the ability to pop his own ear during travel and we had to give him a bottle with this said juice. The agent told us that it was ok and we proceeded to the next stage of the security process. We were then instructed to place all liquids in our last carry on bag so that they would know that the items in that bag were liquid. well after they ran the bag through the scan machine we were instructed to go through the metal detector and the scan machine. I was placed in the scan machine and they put my wife and son through the metal detector. They pulled our bag to go through the items which we went through in BWI however the next agent who had the personality of a rabid dog told us that they had to through the juice out that the first agent allowed us to bring in and that i needed to be frisked because they couldnt tell what type of liquid was in the juice box. If this is the procedure I really dont have a problem with the procedure and even the ignorant TSA agent who felt it was necessary to speak to us with a condescending and degrading tone. After scanning the bag twice more and pulling every item out of the bag she continued to proceed with her negative tone towards us. This next part is where i found myself wrestluing with the whole experience. THe other two couples never had there bags searched or even had things thrown away. The fathers of the couples were never searched nor the mothers but for my wife and I I was the only one searched which really doesnt make sense because they never searched or frisked my wife? Where is the justice with this process? If you need to frisk someone that is fine but why did they not frisk my wife? I felt trapped and extremely dehumanized because of whatever bad reason she had to set us apart. I mean the body scan never caught anything and then i had to go through a full body frisk! I believe that rules are necessary and even good for our safety but when the rules are not enforced consistently and fairly and for a TSA agent to implement rules due to the challenges that they are
2013 8:22:3 experiencing is truly unfair. There are a lot of things to concern airplane travel other than children juice and food.

I found this experience extremely un fair and there is nothing that i did to warrant this type of treatment or maybe I did and that was a black man traveling in the US. I know for a fact nothing not one thing will be done about this but I wanted it on the record that I did exercise my right to complain about the process and the treatment of one of your agents.

Sincerely,
(b)(6)

Flight 244 Airtran

FLL to BWI

Saturday September 21, 2013 11:10a.m.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/23/2013 10:44:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 7:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : checkpoint to gate 23 TSA Employee: (If Known) : female Comment : When going through the screening station prior to entering the gate lounges, my partner requested a pat down due to being pregnant. The female officer refused, saying she had to go through ¨her¨ machine. When my partner insisted the officer allowed her to go through the metal detector machine instead of the micro scanner machine. My partner has had no problems when requesting a pat down in several other airports, both in the us and other countries, and we were shocked at the officers rude manner.
2013 8:23:1 Please make sure, that your officers know the "rules" of the security-procedure and act along these rules and are aware of the alternatives in special situations like a pregnancy and also respect the passengers wishes to use these alternatives!
Would you like a response? : True
Passenger's Name : (b)(6) (Husband) 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 : 9/24/2013 4:45:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 10:00 PM Airline & Flight Number : dl 1262 Checkpoint/Area of Airport : terminal 5. security checkpoint TSA Employee: (If Known)

Comment : while traveling with a baby before, i went thru regular metal detector with infant in arms, and were let thru (given that it was ok). while at this location i also went thru the metal detector as instructed by the TSA agent, only after going thru i was asked to wait for a pat down even if the metal detector did not beep. while waiting 'standing' with the 3 month old sleeping baby in my hands next to the metal detector for a looooong 3-5 minutes for a female assist i asked the agent why i was standing there, he replyed "because of the baby" (!?)

is it normal procedure for a mother with a baby to be patted down than why isn't a sign about that? or even an separate line? or the minimum of having a female assist standing there for such cases?
2013 6:18:3 if it is normal procedure, why wasn't it done to me at the other airports(maybe the other airports were wrong!?)

in any case, having a mother stand on her feet with a sleeping baby in her hands 10:00 at night for more than 60 seconds without a valid reason, is unexceptable to me, and needs an explanation!

this is just of my bad experience at this instance!
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: Wednesday, September 25, 2013 3:15 PM
To: Kapp, Robert; bob.kapp@tsa.dhs.gov
Cc: DENcustomerservice@dhs.gov; Bromer, Zachary; Ombudsman, TSA
Subject: Customer w/a ouple of disability related issues

Sir,

2013 6:10:2 Came through security at DIA, Checkpoint A terminal 9/19/13 12:00 – 12:15. I should be easy to pick out of the video tapes as I use a wheelchair and was accompanied by my service dog, a golden lab. Last line to the left.

2 issues which require additional staff training:

First, I can walk a bit, but told them they could not leave me stand long. I went through the metal detector without any problem but then had them tell me I could not go sit in the fixed seats 10 feet away until they swabbed my hands and check my wheelchair and returned it to me, that I should lean against a column, where they then left me until I nearly went down and just went and sat down anyway. It was very inappropriate and uncaring. When I went through ATL security 3 days later they got my wheelchair screened in about a minute and a half and back to me very quickly.

The second issue is when they scanned my back pack they did not like my belt buckle. It was stuck in an open water bottle pocket on the outside. They asked if they could do additional screening and when I consented (and told them I was sure it was the buckle and where it was located) they separated me from my bag for 5 minutes or more, instead of waiting for my wheelchair to be returned to me so they were going through it in my presence. I had my wallet and all my money in it, and given the recent issues in the news questioning the honesty of TSA agents, it was a situation that should be avoided, not to mention separating me from my bags is a huge pet peeve of mine.

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 9/25/2013 10:15:52 PM Airport : BIL - Billings Logan Date/Time of Travel : 09/24/2013 6:30 AM Airline & Flight Number : Delta DL3301 Checkpoint/Area of Airport : BIL TSA Employee: (If Known) :
Comment : My bag was opened w/o my knowledge. Someone turned on my metal detector head. I had it turned off and taped so it would not read or send a signal. When I opened my bag last night I told my wife someone turned on the detector head most likely to see what it was. That was not so bad but my new Swiss Army Knife was stolen. It was a gift from my son. I was very frustrated when I found in gone. I hope something can be done to protect us from this type of theft.I trust you will respond to my email.
Sincerely,
2013 8:25:1 (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

Caller stated that she flew from EWR to PHX on 09 15 2013 on US Airways and stated that she that the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should of been treated. She also stated that her Luggage was also inspected and thought that they may of been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suit case was also searched and all that she had in her luggage was a curling Iron and hair drier advised the caller that her baggage was probably search to clear and alarm. She did state that there was a NOI inside the suitcase.

!013 10:48: Gave the caller the following info:
An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Gave the caller the following info:
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!
I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION

Sincerely,
One pissed off voting american. (b)(6)

On Sep 23, 2013 12:14 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com> wrote:

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

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 8:21:0 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

We hope this information is helpful.

TSA Contact Center
Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.
Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn t touched him enough during the patdown.
Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?
Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. WTMD, AIT or Patdown is required to complete screening process before allowed to board a flight.

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.
This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated
2013 9:56:2 outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.
Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.
Advised caller to empty pockets of all items and place in carryon before beginning screening process.

Caller said that she traveled this Monday, September 23rd, from LAS to PDX on Spirit Airlines Flight 360 departing at 1615hrs. She checked in one piece of luggage around one hour prior to her flight, as she was running late. She said that it was a large black suitcase; a very standard luggage. She was unable to locate her baggage claim tag at the time of her call. When she arrived at her destination, she was missing a Gold Claim and map from prospecting in NV. She was also missing a hand held metal detector from the bag. Upon inquiring, she stated there was no NOI, but the airline representatives refused to assist her claiming that TSA is responsible for inspecting the contents.

Apologized to caller for her experience and missing items, and did explain that if a physical inspection of her luggage was performed, the officer should have placed a NOI inside to notify her this was done. However, given the value of the items missing and lack of assistance from the airline, I advised that we would forward her information to the CSM at the airport for review to see if any additional assistance can be provided to help investigate.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/29/2013 2:36:05 PM Airport : MCO - Orlando International Date/Time of Travel : 09/27/2013 2:00 PM Airline & Flight Number : Air Tran flight 1610 Checkpoint/Area of Airport : gate 101 TSA Employee: (If Known) :
Comment : I understand our governments position is that citizens of the U.S. are guilty until proven innocent,but I am granted by the U.S. Constition and my maker inalienalbe rights. One of which is the right to be secure from unreasonable searches. Look it up! It is in a document created by the founder of our nation. On the date and place forementioned I waited several minutes in a line to have my posessions searched. I waited patiently in this line, but agrrivated at the number of search stations that were unmanned. Of course it didnt' help to have at least 8 TSA employees meeting for several minutes in a circle in front of one of the unmanned search stations. I took my shoes off and placed all of my belongings, except the clothes I was wearing and a small wallet in my left pocket in the bin to pass throug the xray machine. I was told to go into the ATD machine and raise my hands above my head, I complied with no hesitation. Once I cleared the machine I was asked what was in my pocket. I pulled my credit card size wallet, that holds my id and several credit cards about 1/2" deep and a little larger width and depth than a credit card. The TSA employee grabed my wallet and opened it peeling through the cards like it was a filing cabinet and then proceeded to frisk me. What in the world could be in my wallet that would be any danger? My daughter of 30 years of age was traveling with me, as was my wife and younger daughter of 24 years of age. My wife, who was in front of me was wearing tight capris with no pockets, who also passed through the ATD Machine and she was frisked. My oldest daughter who is newly pregnant requested to pass through the metal detector instead of the ATD machine and she was not frisked. Why on earth would I go through your ATD machine and be subjected to an invasion of my personal privacy when I could go through the metal detector and not be violated. I saw many people being frisked that passed through the ATD machine. Why have an ATD machine if you then need to frisk innocent civilians? As I see it, it was not only a violation of my constitutional rights but a huge waste of time. If passing through the somewhat low tech metal detecter was good enough for my oldest daughter to pass through and not get searched it is probably good enough for the rest of the travelers. It would not only prevent unconsitutional searches but reduce the time of screening so travelers are not bogged down in the proccess of false security when passing through the ATD machine. I requested a supervisor and he gave me a form to fill out. I have traveled for many years from age 5 yearly to age 51, I have never felt my constitutional rights were violated until this experience.
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: Sunday, September 29, 2013 12:55 PM
To: TSAExternalCompliance@dhs.gov
Subject: LGA Terminal C / US AIRWAYS flight 1711 / September 29 2013 12:00pm EDT

TSA employee (b)(6) male dark hair.

I entered the checkpoint at LGA terminal c, us airways, at about 12:00 pm on Sunday September 29th.

I placed my bags on the xray and told the TSA employee at the metal detector that I would be opting out. He called for a "male assist" and I waited. The TSA employee who arrived called out "next wuss".

I asked him "what did you say?" and told the metal detector employee that I needed to speak to a supervisor immediately.

From speaking to the employee at the metal detector I learned that (b)(6) was the name of the TSA employee who used that slur against me.

(b)(6) did not screen me. Once I requested the supervisor, (b)(6) left the checkpoint and I did not see him again.

(b)(6) behavior is a disgrace to TSA. Any employee at any other job who bullied customers the way (b)(6) did would be fired on the spot. He is also a coward: he left the checkpoint while I was completing my screening process in an attempt to avoid being identified.

(b)(6) behavior has greatly diminished TSA's image in my opinion. I hope that you will take corrective action.

(b)(6)

NEW YORK NY 10023
HYPERLINK "(b)(6)
(b)(6)

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred it it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn t understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

2013 8:40:1 She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

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

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

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 Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines.

2013 9:38:1 I told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number:
Manchester Airport
603-624-6349

(b)(6) provided the below additional information on her complaint which happened at JFK not LAS. I am sure that you will be able to assist her with her concerns over her experience at the TSA security checkpoint.

Sincerely,

Laura L. Renner
Program Analyst
DHS/Transportation Security Administration McCarran International Airport Las Vegas, Nevada LAScustomersupport@tsa.dhs.gov

For additional travel tips and information on the Transportation Security Administration please visit our website at www.tsa.gov.

PII Policy Message to be provided to customer: "Collection of this information is made under 49 U.S.C.114(e) & (f). Providing this information is voluntary. TSA will use this information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records."

013 12:05:

-----Original Message-----
From: (b)(6)
Sent: Friday, September 27, 2013 9:53 PM
To: LASCustomerSupport
Subject: RE: 5000.15 (b)(6)

Hello, thank you for your kind words. The incident took place at JFK airport in new York. We were connecting there to b buffalo. I am a Canadian citizen and did not approach anyone for fear I would not get home. I am 5'10 and disabled (I walk with a cane). I have short brown hair with highlights and I wear glasses. I was wearing navy shorts and a grey sweatshirt with Paris las Vegas on the front. I do not remember much about the tsa agent except he was 40 to 50 years old. After landing at JFK I went for a cigarette outside and this occurred about 11pm as I went through the start of security where you show your passport. I was one of the only people there. There was an issue about a scanner for passports not working and I had to move over. I pose no threat to anyone and did not deserve this treatment. I was grabbing a connecting flight so I had no luggage and this occurred a 1st chockpoint before scanning.
The agent was quite tall and maybe wore glasses and I believe he has gray hair mixed in with darker colour. I did not notice his name as I was looking down supporting myself on my cane. He stated to me next time I was to take my passport from its case. I smiled letting him know I heard. He then stated "you speak English" and upon looking at my passport he said "your Canadian, (b)(6) " he did not ask me a question that required me to answer him. He stated to me to take out my passport from its case next time. As a well educated Canadian the french questions is insulting as Canadians speak English, one province speaks french. I was belittled and insulted with his statements. I wish I had more info for you but I was scared of the agent holding me back as my daughter was waiting at the departure gate. He entered my info or scanned my passport. Won't his name appear somewhere? I flew jet blue and had just landed at JFK and awaiting a midnight connector to buffalo. Please keep me informed. Thank you for your assistance. Sincerely, (b)(6)

From: (b)(6) on behalf of LASCustomerSupport [LASCustomerSupport@tsa.dhs.gov]

Yesterday I had yet another disappointing encounter with your security process and I had to write and express my concerns. It was one in a line of many unfortunate encounters with your employees.

I am a federal employee; a Foreign Service Officer, and I have focused much of my 15-year career on visas and border security issues. I understand the many challenges that you face. I flew out of the Green Bay airport on September 29 to return to Washington, D.C. I was the only person going through security. I was told to put the cheese I had purchased in a bin for scanning along with my toiletries. I did as instructed. Then my bag was rescanned, along with my other goods, and the agent opened my bag, removed another item (a candle), and scanned it again. I then asked why my cheese was screened so carefully, along with the candle. I was told that cheese has many common properties with explosives (those were the exact words used), and that paste needs to be screened. I had no paste. I asked what the agent meant. The agent had opened my bag and removed a candle (clearly labeled as a candle), but she thought it was a jar of paste even after opening the lid. I explained that it was a candle. She said that they did not notice the wick.

013 12:05:

This only took a few minutes; it's not like Green Bay is a bustling metropolis. I was selected again for a random search at the gate. That did not seem random when I had already had my luggage carefully inspected, and then 50 feet down a hallway, one of the same agents is pulling me out of the line. I asked him a few more questions about cheese. I am from the Midwest. I have seen the Packers on TV (and the hats their fans wear). I am pretty sure that Wisconsin has a reputation for cheese. It's called the Dairy State and a lot of people who visit there buy some cheese. I refrained from buying any jelly, toiletries, or other items for sale in the tourist area I visited, to avoid problems with security. I thought I was safe with cheddar cheese, which is labeled, is obviously cheese, and is a solid. Not a liquid or a paste. I asked the second officer at the gate, who had a nametag on that said "Lead Agent," more questions and pointed out that I simply cannot take their security screening process seriously if I am told that cheese and explosives share similar properties. That is ridiculous. It is asinine. His response implied that I was an idiot; he agreed with his subordinate that cheese and explosives share common properties.

I travel more than many people. In the past year I have visited five foreign countries (four trips on official business) and also taken three domestic trips. I know what can and can't be packed. I dress carefully to move quickly through airport security. I even, after having been inappropriately touched by at least six different TSA agents who apparently believed that my bra contained some sort of dangerous device over the past 10 years, have started wearing different bras in order to avoid that sort of attention; it doesn't help, though, I still had someone touch my breasts while on my way to Green Bay from DC on September 26. I guess you call it a pat down but on the receiving end, it's still inappropriate.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf

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

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
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 4:01:4

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

In addition to the patdown, TSA may use technology to test for traces of explosive material.

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

I advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched

The caller terminated the call.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/30/2013 3:23:06 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/30/2013 2:30 PM Airline & Flight Number : swa 933 Checkpoint/Area of Airport : terminal a TSA Employee: (If Known) : multiple people Comment : I had read the tsa guidelines before travelling with my cat, so I knew to be prepared with a leash to "maintain control of my animal". However the first screener repeatedly told to remove the leash for xray. I felt like I couldn't for sure keep control without it. Eventually another screener explained to him it was ok. Then after the metal detector, they made me wait for a while to find someone to swab my hands and pat me down. The only available ladies claimed a cat allergy to the others but denied it when I asked. Finally they decided to have me put the cat away then pat me down.
2013 4:12:3
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

Caller wants to file a complaint and said she has to get an attorney because TSA doesn t know how to treat people at the airport. Flight #1883, US Airways, Gate #C26,
Flew from PHL to TPA and she is 81 years old and she was in a wheelchair and said she couldn t stand. She requested a wheelchair and upon arrival at the airport she was wheeled to security and she stood up for security, TSO asked if she could stand and she told them she would do whatever they asked her to do. She was unable to walk through the WTMD. She had a patdown as she stood by the wheelchair.

States she was on a bus for 5 hrs. before she arrived at the airport. Arrived at the airport at approx. 5PM, flight departed at 6:24 PM, arrived in TPA at 9:19 and had to wait for her ride to Clearwater, FL where she lives and arrived at home 11PM. States the trip was approx. 12 hrs.

States she is a sick lady and has had surgery on her breasts and that area was sensitive (states she didn t inform the TSO of this fact). She said she needs knee replacements and is sick.
A supervisor was called and her bag was taken and checked 3 times, she had medications with her and a sandwich and an 8 oz. bottle of water that was half full because she had used on the bus ride to the airport to take her medications and stated she forgot was in the bag. States she spent half an hour with the TSOs trying to get them to let her go through the screening technology. States they tested the water and a TSO wanted to undress her in a room? She also states they kept asking the wheelchair attendant if she had touched the passenger.
Caller was patted down in the general area and said they tested the water and she told them it was just water.
:013 12:19:
Caller said TSA needs to catch the criminals who are coming from other countries trying to do us harm and not people who live here and are citizens. Doesn t want this to happen to other old ladies
When I returned her call, she stated that she told the TSO she would go through other screening and that she went through the AIT to complete her screeing process.
Call dropped at 12:35.

Response:
Returned call at approx. 12:48 PM and provided following information:
Apologized to caller for her experience and informed information would be provided to the CSM at PHL for their review.
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 in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown.
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.

Explained a private screening would have been offered to her by the TSO and TSA doesn t require people to remove their clothing.
Explained to caller anytime she is taking more than 3.4 ozs. of liquid through checkpoint it is subject to additional screening.

To whom it may concern,

I was at the Oakland Airport this morning and was disgusted by the way the TSA Agents treated my son as he went thru screening. He is a US Marine traveling back to Camp Pendleton via Oakland Airport to San Diego, with order to report to duty today.
We were in line waiting to be screened, with my son in full dress uniform. As approached the front of the line at the screening area, we asked one of the agents if he was ok in full uniform to pass through the metal detector. He said that he was fine motioned him over, unlocked the rope and showed him to the metal detector. Remind you, he was in full uniform, less his shoes. Belt buckle, tie clip, jacket with ribbons and awards, and dog tags around his neck. As he passed through the first time, the alarm went off.
At that time, an older woman agent immediately came over and took charge. She then told my son he needed to remove his blazer and go through again. The alarm went off again. He then was asked to remove his belt and tie clip and go thru again. He did so and the alarm went off again. By this time there were 4-5 agents standing in the vicinity all looking around at each other, like this was the first time that they had encountered this.
By this time I finished putting my shoes and belt back on, another agent came over and said something about his shirt, then he was waived off by another and then they motioned him to go thru the metal detector again. He did, the alarm went off again and then they had him go thru the body scanner, before finally letting him pass.
I would guess that his dog tags were probably setting off the alarm on the last round, but he never removed them.
2013 4:12:2 It boggles my mind that a US Marine in uniform would be treated as though he may be a threat to the very people that he is sworn to defend and that the agents screening him, with the exception to the first man that we encountered, would show such a complete lack of professionalism when it came the treatment of a US Marine.
This is appalling and unacceptable treatment of our military men and women that offer their lives to defend our country and rights, only to be treated like some second class citizen with no honor or respect.
Everyone involved in this should be ashamed of their behavior, lack of professionalism and needs to be trained or retrained, on how to better respond to our military personnel, their uniforms, what they mean and the different areas that may set off a alarms, ie, metals, dog tags, tie clips, etc, etc.. So that in the future, they may be better prepared and avoid this embarrassment to the TSA and poor treatment of our military men and women.

Regards,

(b)(6)
Dublin, California

Address: (b)(6) Pikeville KY 41501

Email: (b)(6)

Passenger Name: (b)(6)

What happened?

2013 6:08:1

My husband, (b)(6) and I were traveling from Louisville, Kentucky to Orlando,

Florida on September 21, 2013 aboard Southwest Airlines Flight No. 728. At approximately 6:

45 AM, we attempted to go through security to go to our gate. Traveling with my husband and I were our two small children, ages 2 and 4 months. My children were initially secured in a

double stroller which our airline permitted us to check at the gate. After placing our personal

items and shoes on the belt, we removed the children from the double stroller. Officer

(b)(6) was present and it was obvious that he had an attitude toward our parental status. I held on to my son's, age 2, hand and held my 4 month old daughter in my arms while my

husband folded the stroller and placed it on the beltway. First, Officer (b)(6) told my

husband that the stroller would have to be further compacted and my husband informed him

My husband and I went through the TSA-Pre checkpoint at Dulles Airport on Monday, October 1 about 4pm. For me, the process was a breeze. I loved the short line and the ability to keep my computer and toiletries in my bag and keep my shoes on.

My husband on the other hand, had a longer than normal processing time. He had a knee replaced and since there was only the metal detector pass through, the beeper went off. He had to remove his belt and shoes, then go through the metal detector again, which of course, beeped again. The TSA agent collected all of his items and then patted him down and used a hand held scanner. This totally defeated the advantage of being a known traveler to go through TSA-Pre.

!013 10:25: Our suggestion would be for Dulles and all other TSA-Pre checkpoints to have a scanner to their area so people with knee or hip replacements or pins in bones can pass through the checkpoint without the hassle that my husband faced.

Thank you for considering this recommendation. It would greatly add to the efficiency of the TSA-Pre process. Feel free to call us with any questions.

(b)(6)

(b)(6)

Caller wants to know why she was treated the way she was when she went through screening on a recent flight at the PHL airport?
Said the TSO kept harassing her and pressing her breasts and she said she can t sleep and wants to know why they did her that way?
Said it was mafia at PHL when they screened her.
Caller thought someone would be contacting her.

Response:
2013 3:06:3 Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
Explained to caller her information has been forwarded to the CSM on 10-1-13..
Asked if there is anything else she wants to add to her complaint and she kept repeating the same information previously provided.

Explained to caller on the previous call I requested her email and told her if there was additional information needed the CSM may contact her via email.

Caller states he is precheck approved via American and wants to know how does he get approved with other carriers?

Caller wanted to comment about the treatment he encountered this morning for his flight, departing from Ithaca, NY to Ft. Meyers FL. He flies 5 days a week and is an attorney in murders and acquisitions and a trial lawyer.
The TSA in Ithaca NY are very unprofessional. He always takes his coat off and puts electronics in the bin. He placed his jacket on the bin with the electronics and the TSA person told him he couldn t place the jacket on top of the electronics. The TSO was approx. 5 10 and had a mustache, a caucasian male. The caller asked for a supervisor at this point.
At the WTMD there was a male TSO who told him to wait and refused to allow the caller through. Caller believes he wasn t allowed to go through the WTMD because he has asked the first person for a supervisor.
Caller states he then asked politely the TSO at the WTMD what his name was and the TSO he took his name tag and shoved it in callers face. This man was approx. 6 1, bald gentleman, may had some hair around his ears, but, mostly bald. Caller states he was extremely rude and wouldn t provide his name.
Caller was flying via US Airways, departed at 5:40 AM, Flight #4123, boarded at 5:10 and thinks he was there at 4:45

Response:
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
2013 8:48:5 more information, including enrollment, please visit http: www.globalentry.gov

Application process will be available beginning fall of 2013.
To be considered, applicants must be U.S. citizens, successfully pass a background check, and pay an anticipated enrollment fee of $85 to cover operational costs. TSA expects the enrollment process to take approximately 2-3 weeks, and eligibility for TSA Pre\u2713™ will be valid for 5 years.

Apologized to caller for his screening experience this morning and provided following:
TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.
Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

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

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD,. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

2013 9:15:0 I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening This is a TSA policy and procedure.

Il advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.

To whom it may concern,

As I was going through the security checkpoint at Tampa International Airport, I requested to have a pat-down instead of going through the metal detector or body scanner. I read on the TSA website that that was an option. Upon my request, two female TSA agents told me that everyone had to go through the metal detector. When I mentioned that it was what I wanted to do (as a personal choice because I am pregnant) they completely dismissed my request. Not only did they dismiss my request but they continued to belittle me by raising their voices and just continued to yell that I had to go though the metal detector. I remained calm and respectful, but I was embarrassed by the attention they were drawing to a perfectly acceptable
013 11:59: request that I had. About 20 minutes later, I decided to mention the problem to TSA Supervisor (b)(6). She acknowledged the fact that I do have the right to request a pat down. She apologized and said she would review the surveillance and speak with the two female TSA agents. I appreciated her help, but I just want to make sure that those two agents were spoken to. Thank for your time and I would appreciate any follow up information you can provide me with.

(b)(6)

Sent from my iPad

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

2013 1:25:3 For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not rake down the name of the TSO.) Can you explain the reasoning behind this policy?

From: (b)(6)
Sent: Saturday, October 05, 2013 3:33 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: 10/5/2013 3:33:27 PM

2013 5:12:5 Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Inappropriate screening of cancer victim

Comments:

I am writing the Ombudsman because your "Civil Rights" and "..Medical Conditions." weblinks do not offer satisfactory options.
During screening for Alaska 441 out of LAX on October 2nd, my wife was subjected to what we consider an inappropriate, unnecessary and painful pat-down after passing through a metal detector. Three or four folks were directed thru the metal

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/6/2013 12:17:27 PM Airport : MDW - Chicago Midway Date/Time of Travel : 10/06/2013 10:45 AM Airline & Flight Number : DL 4052 Checkpoint/Area of Airport : Priority screening area TSA Employee: (If Known) :
Comment : Was proceeding expeditiously to collect my belongings after metal detector. Was hemmed in by a structural column next to the conveyor belt. TSA agent was rudely lambasting passengers and by implication me in particular to move to the end. This was neither possible given the column nor necessary given I was finishing up and there was not a significant backlog of items exiting the scanner. Employee was being verbally abusive purely because he wanted to be rude and could claim a
2013 1:14:2 so-called appropriate excuse. Your staff need to understand the limitations of a poorly designed space and have common courtesy.
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: 10/6/2013 5:52:23 PM

2013 6:17:4 Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jet blue flight 1031 from boston logan to houston hobby, incident ocurred and approximately 6:10 am on Sat. Oct 5th, Terminal C logan airport.
Comments:The tsa employee, a woman with short spikey grey hair, was directing customers through the checkpoint. It was unusual because she was telling everyone to leave their shoes on and not to use the bins for our bags and carry on items. A woman asked why she was being told to leave her shoes on, when she had just heard an announcement saying we must take them off. The tsa employee abruptly told her "im a real person who is telling you to leave them on," then the woman asked if the policies have changed, the tsa employee said "not changed, just for today"... But her tone was extrmely rude and consecending to everyone, as if we were all totally stupid for being confused. She then proceeded to yell at people saying "put your shoes on!", "put your belt on", " put your watch on", and ordered me to "put your scarf on!!". I cannot stress how extremely rude and condescending her tone was. As if we were so stupid for being confused about this sudden change of practice. Also to make matters worse and slower, people were setting off the metal detectors very often, due to belts and items that they were ordered to put back on. Very very unprofessional and rude.

Caller flew from Rock Springs, WY to Denver, CO and than to Portland, OR on August 10th. She flew with her mother and father who are in their 80 s. She is upset because she feels that they were mistreated at the airport. Their flight was delayed for 2 hours, the airport workers disappeared for 30 minutes and they couldn t find anyone, a man working on the runway did not help her mother when she needed it (the man was quite a distance away). When they got to the TSA checkpoint they would not provide them with a wheelchair but were told that they could not do that. Her father had a small knife in his pocket that was given to him by her deceased son. They told him that he could not bring it on the plane, which she feels was wrong. She was also upset because her parents went through a patdown (her father has a pacemaker and could not go through the WTMD). She feels that elderly people should not have to be patted down. She did not feel that the TSO s were outwardly
:013 12:30: rude to her parents but should not have subjected them to that kind of experiance. She would like to put in a complaint.

Advised Caller: I m sorry that you feel that your experiance was bad, however everything that you ve told me indicate that the TSO s were doing their job as instructed. Wheelchair assistance unfortunately is not provided by the TSA, you would have to contact the airline. Knives of any kind are not permitted on carry on. All passengers have to go through screening, there are no exceptions. If they cannot go through the WTMD they may be subject to patdown procedures. I will however submit your complaint to the CSM at the airport so that he can review it.

Caller flew out of Phoenix Sky Harbor today at 10:00am (he was at Gate C, lane 4). When he went through the line he put his flip flops in the bin sideways with his laptop. A trainee agent named (b)(6) told him that that was incorrect, which he replied that it is not (he flies very frequently and always with his laptop and is very familiar with the policy). The officer training (b)(6) (officer (b)(6)) approached him and asked if there was a problem. He stated there was not, just a difference of opinion. Officer (b)(6) took officer (b)(6) to the back and he went through the WTMD. As he approached the next officer (officer (b)(6)) officer (b)(6) came over to him very irate and stated that he had made officer (b)(6) cry. He stated that he did not
2013 1:17:0 feel that he said anything rude to officer (b)(6) he just stated that she was incorrect. Officer (b)(6) than took his boarding pass and ID to make a memo. Caller feels that he did not do anything wrong and that officer (b)(6) was out of line by being so irate. He is also concerned that he now has a memo on him at the airport and would like to know what that means. He would like to file a complaint had send this to the CSM.

Advised Caller: I am sorry that you had a bad experience at the TSA checkpoint. Advised that I am not sure what a memo is, it is not something that I would have access to. I will put in complaint and send incident to CSM for review.
The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

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

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

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.
2013 1:31:5
If a patdown is required in order to complete screening:

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

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.

Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

2013 4:53:4 Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller said the last few times she traveled there was a hassel. Caller has a pacemaker defibrillator and cannot go through the metal detectors. Caller travels by herself and has a carry on bag with a hand bag. Usually when arriving to the metal detector she informs the officer and she places her items on the x-ray then at the same time they pull her aside away from her belongings. Caller said one time her keys were stolen. Caller said at PHL, that do not allow her to maintain line of sight. Callers concern was being able to see her items.

2013 2:07:3 Advised Caller:

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

Feedback Type : Complaint
Categories : Other, Professionalism/Customer Service Current Date/Time : 10/8/2013 7:36:28 PM Airport : EWR - Newark International Date/Time of Travel : 10/07/2013 1:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C3 TSA Employee: (If Known) :
Comment : I was traveling with my wife and 2-year-old child. My wife and child were directed to the walk-through metal detector but I was told I had to go through the AIT scanner, thus being separated from my family.

This would seem to be in conflict with your policy as stated on the Traveling with Children page on your website: "Parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

2013 8:05:0 Your agent was rude when I pointed out the discrepancy between the TSA stated policy and his own interpretation of the policy. Your agent said I was required to go through the AIT scanner, period. Of course at that point I felt I had no choice due to the intimidating manner in which this message was given to me.

Please improve your training to agents at EWR in order to prevent this violation of your policy in the future. Thank you.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

:013 10:28: I advised the caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins which she says she does. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

Remote Client IP:(b)(6)
Date Time: 10/9/2013 1:47:44 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Detroit Metro Airport, Flight from Detroit to Denver, North Terminal, Flight date: 10/8/13
Comments:I am writing to complain about the screeners and the overly invasive screening process from the TSA agents at the Detroit Metro Airport yesterday.

A little background. I had just left St. Mary's hospital where I was told I was in the process of possibly having a miscarriage. I had the paperwork with me along with the hospital bracelet on, due to the fact that I literally left the hospital and rushed to the airport to make my flight back home so I could get home to my husband and go see my doctor in Denver.

2013 2:12:4 When a woman miscarries, she is bleeding heavily along with heavy cramping. Included in this process is the horrible knowledge of the loss of her baby. When I got the security at Detroit Metro I was unable to avoid the Xray Scanning, which my OB/GYN told me to avoid at all costs, no lines for the metal detector were available. Because St. Mary's wasn't 100% sure that the bleeding meant I was losing the baby I thought it prudent NOT to go through the scanner. So I opted out. Like usual as soon as you say you are opting out the negative attitudes and poor treatment starts. Every time I opt out I am treated like I am suspected of a crime.

As standard practice, I went through the overly invasive pat down where a female agent gropes my private body parts, all of which were extremely sensitive due to my pregnancy. There is no reason to have a woman karate chop my vagina and grope my rear end. During this pat down, the female agent came into contact with my thick menstrual pad that the hospital issued to me for the bleeding and became alarmed. I showed her the hospital bracelet and told her it was a menstrual pad and that I was possibly going through a miscarriage. She began to treat me like a terrorist. She told me that she didn't believe me and that she was 44 years old and knew what a menstrual pad felt like and that wasn't a pad, in all of her experience. Talk about condescending and uncaring. My heart was breaking and now I was being humiliated on top of it. There is no reason for that kind of treatment. I am a good person, I pay my taxes, I believe in my country, in our constitution and our right to freedom and this whole experience made me feel like I was in a different country where people are treated with suspicion and like they were subjects, not free beings.

No one at the airport had a right to invade my personal life, to even know what I was going through. I am a private citizen and experiencing one of the most horrible situations a woman can experience and this is how I was being treated. What makes this government agency, funded by us hard working Americans, think they have a right to invade people's privacy and disallow them to travel freely inside of our borders?

Management was called and they grabbed my stuff and led me to the private screening room without any information as to what we were doing or where we were going. I was now quite angry on top of devastated. I already felt that the level of groping that occurred during the initial pat down was inappropriate. No one has a right to touch my private parts. In any other part of society it would be considered inappropriate sexual contact and they would be arrested. This is the worst offence against my personal freedom and right to privacy. I was losing my child and distraught over it and when you add the treatment by TSA, the threat of "you can either let me use the front of my hands to grope your breasts and vagina or we are going to call the cops and let them do it" was totally inappropriate. If I wasn't going to miss my flight and not be allowed to fly out until the next evening, I would've had them call them police and had them arrested for molestation and inappropriate sexual contact. Even I waited awhile before I wrote this note hoping I could just forget about my incident in Flagstaff, Az but I can't. So I thought I'd let someone know.

I was returning home from the Grand Canyon on 9/13/2013. While at the Flagstaff, Az airport I was going through the walk through metal detector when on the other side one of the TSA agents said we need to search you. Nothing went off from the detector but I said o.k. She patted me down twice from head to toe and made me pull up my shirt to see if I had anything hidden in my waistband. On two occasions while patting me down she asked if I had anything in my pockets, I told her no. After that she asked another tsa agent to swabbed her gloved hands and turned to me and said it'll be a few minutes. In the meantime, she asked the agent is this her stuff meaning was this my carry on. The tsa agent said yes and they proceeded to search that. After she got the swab back she turned to me and smugly said "you can go". I got my things and as I was putting on my shoes and things, I watched to see if anyone else was being patted down like myself. No one was treated like me. I 2013 8:10:3 was on flight#2953 from Flagstaff to Phoenix, us airways express-skywest airlines. No one going through the security line was treated like my self. When being searched, it was out front where every other passenger boarding the flight could see. It was humiliating. I have traveled several times through-out the US but have never been treated like this. If I'm treated fair I can go along with this but when I was singled out and patted down like I was it was something I don't want to go through again. Maybe this is how you do things now, but for a 67-year old minority, it was unacceptable.

Sincerely,
(b)(6)

My family and I were traveling home from Newark-Liberty Airport to Orlando International on Tuesday, Oct. 8, 2013. We were on flight 127 leaving at 11:29 a.m. from gate 17. Everything was fine until we encountered the TSA agent getting people through the metal detectors. He was the most rude agent we have ever had the displeasure of dealing with. First, he got mad at my daughter because she did not have her boarding pass in her hand. We had already gone past the station where we needed to show our boarding pass and ID, so we all put those two items away, just as we had done when we left Orlando to fly to Newark a few days prior. We were listening to the TSA agents to ensure we were following all rules because we don't want to cause unnecessary delays for us or any other travelers. No one said that you had to have your boarding pass to get through the metal detector. This agent stopped the line, and yelled at my daughter (she is an adult, not a child), to get her pass. My other daughter was next, and she had already put her boarding pass and the ones for her children away as well. Again, he stopped the line and yelled at her to get her pass. When she wasn't quick enough to suit him, he yelled at her again. Once she got the passes she was allowed to proceed. We have all traveled all over the country in the past 5 years - California, Washington DC, Indiana, Kansas, Texas, Wisconsin, and Chicago to name a few. At no other airport were boarding passes required to go through the metal detector. In fact, at the other airports we were not allowed to have ANYTHING in our hands, so the request of this agent was not normal.

As I approached the line (my husband and I had already retrieved our boarding passes so he didn't stop us for that), he asked me if I was traveling with children. Since my grandchildren had already gone through the detector, I said I was not traveling with children because I was not responsible for them, even though we were all traveling together. The TSA Agent said my husband and I were in the wrong line and we had to move. He said we should be in the line on the left. Again, no one previous has said those travelers without children had to be in a different line, and again, we have never traveled through an airport where this was required.

Also, I saw where this same agent treated another flyer with rude behavior. A lady in a wheelchair was brought up and asked to get out of the wheelchair (a NICE TSA agent assisted her). Something caused the metal detector to go off, so she had to back up and go through again. The nice agent suggested she be sent through the Advanced Imager, but the rude agent said "Only if she can raise her arms", but in a sarcastic tone. I'm not sure what happened after that, but still, I thought that was
013 10:13: very rude. What if she couldn't raise her arms? Would he have not allowed her through? He could have been much more understanding, and did not have to treat her as he did.

Unfortunately, we did not get the name of this rude agent. However, my description of him is about 5'6", portly, balding, and about 30 years old. He was dark complected, but not black, perhaps Hispanic. I sincerely hope that by providing the flight and gate number, and the time (we finally got through security just before 10:30 am), this will help identify this rude, rude, man. The line to get through security backed up longer and longer because he kept stopping the line. In my opinion, he is a very rude man. I have never encountered someone so nasty!!! I don't know what his problem was that day, or if he's just rude every day. But he certainly does not need to be dealing with the public. Most people are a little on edge when they fly. I know being a TSA agent can't be too easy either, and I'm sure it's easy to get disgusted when passengers don't travel much and don't follow normal rules, like removing shoes and coats, emptying their pockets, not bringing liquids and such through security. But since we have flown quite a bit and are familiar with the general rules, his attitude was completely unnacceptable.

I hope you are able to identify this rude agent...he does not belong in this job.

Sincerely,

(b)(6)

Merritt Island, FL 32952
email: (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/12/2013 12:01:22 PM Airport : DEN - Denver International Date/Time of Travel : 10/12/2013 9:30 AM Airline & Flight Number : United 340 Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) :
Comment : How can you setup TSA PRe without the puffer/air machines. I spend more time with TSA than US customs. I am setup for global Entry I can fly threw customs, but because I had both needs replace and pins and screws in my left ankle. I
2013 1:35: have to stop take off my shoes and belt still setting off the metal detector. Other than a short line it still a pain, and makes no sense. I expect to run into the same dumbness in NJ on my way to India.
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 traveled from PSP to PDX on Alaska Airlines flight 2618 on October 8th departing at 1445hrs. She said that she went through the checkpoint about 30 minutes prior to the flight departure and when she passed through the WTMD it alarmed and the officers had to inspect her purse and claimed that a USB memory stick was the culprit. She was required to step aside for a patdown and the female TSO ask her if he had anything under her clothing. She told the officer she had a money belt, and the officer had her remove it, stepped out of view and returned a few moments later and returned her money belt claiming she had it scanned. She said she did not need any cash out of the belt until today, and when she opened it, only one of the seven one-hundred dollar bills were inside the envelope of the belt. She is upset and thinks that the money was lifted from her during the inspection. The officer that conducted the pat down was a African American, slightly heavy built, and
2013 12:05 approximately five and a half feet tall. The caller said that she is seventy-five years old, and about the same height as the officer. She was wearing black jeans, a three-quarter sleeve black jacket with a bright orange top underneath and a black purse. She said that she also wears eyeglasses, and had her hair in a low pony tail.

Apologized to caller for her experience and the missing money, and advised her that we would forward her complaint to the CSM at Palm Springs Intl Airport for review to see if they can provide additional assistance investigating the matter. Also advised her of her right to file a Federal Tort Claim and sent a form to her email address per request.

I have had such a bad experience with many of the TSA employees at the Columbus, GA airport over the years, but it is getting worse. I use the airport twice a week regularly. I am almost at the level of fear for using my airport. I have complained in the past about one agent in particular, but did not turn in my complaint in writing as I did not want to jeopardize that persons livelihood. This particular agent and a couple others are overly aggressive and vindictive. I have been singled out for unnecessary additional investigation of my property (no longer occurring regularly). I have been yelled at because of the way I walked through the metal detector, something I have done hundreds of times without problems. My property has been dropped and aggressively and unnecissarily handled. I have seen similar abuses of other passengers.

I have been denied the use of a bin to place my computer bag to make sure nothing fell out. I have had my property shoved through the machines prior to being able to have everything situated. They make what is usually a routine procedure into a stressful ordeal.

I have traveled all over the world and have been through many check points. This group runs one of the worst. It sickens me to see five and six agents working to check in one 50 passenger plane. I know they are supposed to keep us safe, but instead they scare the heck out of me. At the busiest airports, ATL and MCO, I always have time to collect my belongings without TSA agents touching or moving my property.

'2013 8:19

There is no reason for them to handle my personal property or move my property if there was nothing suspicious detected in the scan. If they have to touch passengers property, there is no reason to be so aggressive and and inconsiderate. They put my property at risk for theft taking it out of my line of site and their rough handling has in the past damaged my personal property.

It is bad when anyone can deliver service that is worse than Delta, but I am at the point of having to not use my local airport and drive to Atlanta just because of the TSA at the Columbus Georgia Airport.

Sincerely,
(b)(6)

I write to you in regards to my travel experiences to the United States.

Since 2009, every time I have boarded a plane to the United States, I have been pulled aside at the gate, thoroughly searched (having already gone through airport security), subject to 'explosives tests' and quizzed about my trip to the US. I initially believed this was a one-off occurrence, however unfortunately it has happened every time I have travelled to the US since.

As a member of the Sikh faith, I wear a turban, a symbol that is highly regarded and cherished. As I have no criminal record and believe that I have not given cause for any suspicion, I believe that these checks are carried out solely due to my physical appearance and I find these persistent checks demoralizing and contrary to a fair human rights policy.

Most recently, I flew out from Las Vegas airport on 30 September 2013 (3:00pm / Flight: Delta 637) returning from a vacation with friends. The experience at the airport left a lot to be desired and has given me impetus to understand and rectify the matter. When going through the X-ray at LAS, as always, I ensured that I remove all metal artifacts before walking through the scanner arch which did not beep. Usually, an additional check is carried out where a metal detector is waved over my turban and is always conducted in a respectful and discrete manner. However on this occasion, the officials who dealt with me were far from respectful and rather than conducting such a search discretely, took me to a location which seemed over exposing and created a display while he not only scanned my turban but also frisked it with his hands. I was travelling with 3 other friends having spent 4 nights in Vegas for a bachelor party. Again it was a very embarrassing and uncomfortable experience for me.

2013 10:08 An official who conducted the searches advised me that I might be on a 'federal watch list'. If so, I wish to understand why this is the case and more importantly provide my full cooperation in any diligent checks to assure the US authorities that I am not a criminal or participate in any form of unlawful activity.

I thoroughly enjoy spending time in the US and given my line of work (as a music professional), I intend to spend extended amounts of time in the US. Furthermore, being in the music industry, I lead quite a public life online, which should aid you in your checks. I would like to refer you to my website HYPERLINK (b)(6) You can find me under (b)(6) on Facebook and (b)(6) on twitter. For the sake of clarification (b)(6) is my artist/stage name.

I am happy to provide my full cooperation with any checks in the hope to rectify this matter and prevent being treated in such a negative manner. I have already registered for the TRIP program. My redress control number is (b)(6)

Yours Sincerely,

(b)(6)

Phone: (b)(6)
E-Mail: HYPERLINK (b)(6)
Website: HYPERLINK (b)(6)

upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

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

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

If a patdown is required in order to complete screening:

/2013 4:08: • The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger may ask for a chair if he or she needs to sit down.
• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit http: www.tsa.gov press releases 2010 02 17 tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.
A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/15/2013 3:34:51 PM Airport : EWR - Newark International Date/Time of Travel : 10/14/2013 1:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Gates 10-20 Terminal A TSA Employee: (If Known) :
Comment : TSA only had 2 screening areas open with another being used for training. The lines were backing up. At the first station, they had run out of trays. When I pointed that out to the TSA agent, he said "we know" but did nothing about it. Passengers were complaining that no one was going through either of the metal detectors. The X-Ray screener commented " I don't care how long it takes, I have 2 hours left on my shift. I'll be here regardless". Every TSA agent
/2013 4:11: was rude, impolite and unhelpful. I fly at least once a week and I have never seen such rude and frankly lazy agents as were at EWR. You need to fire them all and start over!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can t just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the
/2013 4:18: checkpoint when I mentioned the CSM is on furlough.

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.
I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.

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: 10/15/2013 9:14:52 PM

2013 10:02

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Great Lake figiht 7262 Cortez, Co 955AM
Comments:Excessive Pat down at Cortez Co, including 6 touches of groin area and hair pat down even though I have short hair. Just because I had knee surgery should not condemn me to excessive touching in inappropriate areas. I am a 62 year old pilot and I resent excessive inappropriate touching during these pat downs. When you have a joint implant you are singled out every time, there is no way not to get a pat down every time you board an aircraft. It is very unfair, a metal detector could verify an implant instead of a pat down.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :
Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-
/2013 2:02: minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been sparred the invasive putdown?

2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?

3) What is the "special criteria" reserved for people allowed to go through a metal detector?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

This morning, October 15, 2013, I flew to San Francisco, departing from SeaTac. My experience in security check is one I hope to never repeat. I was traveling two weeks following shoulder surgery and wearing a large sling, per my doctor's orders. I went through the metal detector with no problem, but the TSA employee monitoring the machine directed me to have a pat-down and have my sling wiped to check for explosives. To everyone's surprise, the sling tested positive for explosives. So, I had to take the sling off, a painful and unnecessary experience, and be patted down without the support of the sling, also painful. My luggage and purse were also searched. Eventually, I was cleared of the possibility of carrying explosives and was able to get on my way. As I was walking away I noticed that a very elderly woman in a wheelchair was going through the same experience. The agents were professional and kind and doing their jobs as directed, and I appreciate the jobs they do, but it seems to be a waste of valuable resources, money and time to target people with medical devices and/or with a obvious disabilities. What happened to common sense?

'2013 8:18: With concern for all people with disabilities-

(b)(6)

Tumwater, WA

Caller got GE # and when her husband traveled he was told to register the number with TSA. Her husband flew from NY to TPA and wasn t allowed, what do they do to participate?
She has an artificial hip and it always beeps when she goes through screening, states some airports she departs doesn't have the AIT and sometimes the machines aren't open for use.

'2013 9:16: Response:
Members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing.
Advised she could request to go through AIT instead of WTMD if metal inside body.

To Whom It May Concern,

I have TSA Precheck and travel every week for work. One of the major benefits of Pre to me is that it filters the amateur travelers OUT of my security experience (travelers who leave liquids in their bags, change in their pockets, have strollers etc). The pilot program that I experienced at Logan, trying to merge non-Pre travelers into a Pre line, is horrible. It defeats one of the major values of Pre, a value that I paid $100 for. Filtering amateur travelers into the Pre line significantly slows the security process down. If you want to run non-Pre travelers through a Pre-type system, I would suggest giving them their own line/belt/metal detector. But ALL of my colleagues have expressed extreme frustration with this new wrinkle in the program.

2013 12:44

Please feel free the reach out to me if you have any questions or want to discuss further.

Thanks,

(b)(6)

examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is (b)(6) Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

The entire conversation with the grandmother could be heard on the phone line.

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

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 1:18:

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

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

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

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

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Feedback Type : Request for Information
Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 10/18/2013 9:39:48 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My wife has a titanium knee replacement that always sets off the metal detector. Is there a way for her to be examined and cleared prior to passing through security and being subjected to a full body exam? It is humiliating and really unnecessary.
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,
I recently signed up and was approved for Global Entry, which also allows me to use Pre-Check.

I have had 2 hip replacements so am loaded with metal. Because of the hip replacements I have a limited ability to bend over and removing my shoes is very difficult- my wife usually has to help me. Before I got Pre-Check I always selected a lane with a full body scanner as it would let me pass without having to be patted down, although I had to remove my shoes. Last week I used Pre-Check for the first time at DFW and the Pre-Check lane had only a metal detector and of course I set it off. I was then required to remove my shoes. This problem, I hope, was limited to DFW because they don't have a central screening area like most airports but have numerous checkpoints near various gates, not all of which offer Pre-Check.

My question to you is: At airports where all passengers are screened in a common area, are Pre-Check passengers forced to use a metal detector or may they choose to go through a full body scanner with shoes on? Someone has told me that all Pre-Check passengers are sent through a metal detector at all airports. I hope this isn't true as the reason I signed up for Pre-Check was to avoid the difficult process of removing my shoes.

Thanks for any advice you can give me.

(b)(6)

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady, States it wasn t a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn t have shoes on and it s difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn t understand why she had to go through this She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn t have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.
Flying from Fll to Baltimore, Flight # 588, Gate # B4.
She would like to have an answer as to why she had to go through this procedure, she doesn t have an email address, but, would like to have a response.

Response:
2013 11:39 Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

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

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.
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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: 10/21/2013 1:25:48 PM

Name: (b)(6)
Email: (b)(6)
/2013 2:14: Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):12.45pm Monday 21st October screening area nearest A15.
Comments:After 45 minutes wait I opted out of millimeter wave and was told to step aside and wait. Staff performed a rotation a few minutes later and I told the new barrier attendant I was an opt out, she looked confused and looked at the X-ray operator who informed me I should not have come down this ramp (I had no choice) as they didn't have a "barrier" which i assume is a metal detector so I would probably need to leave security and line up again. I informed her opt outs don't normally need a metal detector and I was waved through and handed to "Herb". Herb failed to get my items from the belt, failed to tell me the full speech on what he was doing and forgot to pat down my feet. He told me i was done but then remembered he needed to test his gloves! He then let me return to my belongings and as I started to put my shoes on he was told by another officer about missing my feet so I had to go back again and have them done, however no glove test for my feet pat down. The whole time this was happening the entire line was held from being processed which explains the wait times I guess.

How about we do this right people?

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6) She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she though it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:
Airport: TPA
Airline: Delta
Flight: 1558
Date: 10-12-2013
Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so
Baggage Tag: (b)(6)
Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.
2013 2:27 NOI: Included, Oct 12 609. Initials were put on it (b)(6) hand written.

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only on female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or a receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should information TSOs of this before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Her shoes are subject to additional screening, which may require that the passenger lift
'2013 3:05: the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 10/21/2013 1:59:12 PM Airport : ONT - Ontario International Date/Time of Travel : 10/21/2013 10:45 AM Airline & Flight Number : United 1704 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : I appreciate that ONT has initiated a precheck line, but the designated line closed at 10:45. They then reverted to handing out green slips so people don't have to take off their shoes in the regular line. This is causing confusion and slowing the line down. Precheck people should at least be able to use the standard metal detector instead of continuing with the xray. Why was the precheck line shutdown 1 hour before a full flight on United is scheduled to depart to a hub with a significant
'2013 4:09; number of precheck customers?
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

'2013 6:13:

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

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

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/22/2013 4:58:22 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 10/22/13 4:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2
TSA Employee: (If Known) :
Comment : As a Raleigh based flight attendant that has been based here for well over a year, I have noticed a lot of changes. In the past two weeks especially, the TSA has changed the lanes making it easier for passenger and crew to transition into the secured area. However, at the same time, the sensitivity settings on the metal detectors which airport/airline employees use on a daily basis have been increased. My airline issued uniform items which I have had for over a year, and I've never had an issue with, now set off the metal detectors. The TSA agent this morning instructed me to take off my glasses, wings, badge, and belt all in an effort to find the culprit. Instead of offering to wand me down, I had to repeatedly go through the detector wasting time and energy. The culprit of the alarm: Purell Hand Sanitizing Wipes which I ALWAYS have in my pocket and they never set it off. The TSA agent then chided me on having these items in my pockets, in front of passengers! If I can't be respected by a TSA agent in a security check point, how then will a passenger respect/listen to my instructions in flight?

'2013 8:08:

I can understand increasing sensitivity settings if there is a warranted need, but every detector across the country should be on the same setting, not just up to the individual airports.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/22/2013 9:24:53 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 10/22/2013 6:15 AM Airline & Flight Number : AA 1102 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : This is ridiculous. I have an artificial knee. Because it set off the metal detector, instead of just wanding with a metal detector, the moronic policy apparently calls for a cavity search. Whoever came up with that should be fired!

2013 10:01

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/22/2013 6:55:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/22/2013 1:30 PM Airline & Flight Number : US Airways #473 Checkpoint/Area of Airport : Terminal #4-A gates-lane #2 TSA Employee: (If Known) : No not know Comment : I am a frequent traveler and asked a question about if it was ok to proceed through the metal detector and received a very unprofessional and sarcastic response that " You're not waiting for me, you're waiting for her" comment as she pointed to her colleague. This may sound trivial, but it was lousy customer service. Do as you wish with the comment, but as I am in sales, I would not be coming back to this service, if I had a choice.

'2013 8:05: 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

Disability Description: Caller s son has a pacemaker in his body, but not for his heart.

Response Details: Advised her I would get this to the CSM at LGA, took her email address, advised her going forward if she has any concerns at the check point, she should ask for a PSS.

Incident Details: Caller stated she flew from LGA to Chicago to Columbus OH on Southwest airlines. She states at the checkpoint she gave the officer a medical card stating her sons disablility. He has a pacemaker in his body, but not for his heart. She states the officer told her to go on through the WTMD and it alarmed. The officer instructed her that in the event it alarmed, to just hand the card to the officer at the machine. After reading the card, the officer at the other side of the WTMD stated her son should not have gone through that technology with a pacemaker.

She took her son to the doctor the next morning she said he was sick and had blood in his urine. The doctor told her the screening technology had demagnetized his pacemaker. The doctor started his pacemaker back and her son got better. She states she just wants his superior to know the lack of knowlege that the first TSO showed that day could have killed someone else who s pacemaker is to their heart. Luckily, her son s pacemaker is for other purposes.

2013 12:02 Airport: LGA

Airline: Southwest

Flight#: Charity Flight

Date: Oct 2, 2013

Time: 1:05 PM

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

Denver, CO 80249
HYPERLINK (b)(6)

I was going through TSA security at Denver Intemational Airport(D.! A) when I was: told that I had to go through further screening(swab screening) after already being pat searched and body scanned by the body scanner. The TSA personnel pulled me aside took swabs of my hands and claimed that I had something flammable on my hands when they ran the swabs through the machine. After receiving that information I was told that "additional• screening In the back area was needed So I had to sit and wall for about five to ten minutes before someone could come and conduct the •additional" search. But yet the people in front of me who looked mora •suspect" than myself sorry to say. did not even have to go through \he body scanner or endure anything else that I had to. They just went through the regular metal detector and then \hey were done. So prelly much ant~r already being delayed and embarrassed I had to suffer further delay and more embarrassment by being pat searched and swabbed again in a back area of the security check point. Aller being searched again they found nothing and the swab test came back negative. After being delayed and embarrassed for over 20 minutes, a good friend of mine who works for TSA (and shall remain anonymous) and was presently working at the time of the situation{but was not involved) Informed me that I was profiled. He told me because of the type of Jeans I was wearing made them suspicious due to the images of the body scanner. The type of jeans I was wearing were not baby nor was I sagging like a stereotyped black male. They were blue jeans loose not baggy with lighting designs on the front and back legs and across the backside nothing gang related at all. The airline I traveled on was southwest to LaGuardia airport in New York. I did not get the names or badge numbers of the personnel who searched and profiled me due to the fact that I was frustrated not thinking clearly pissed off and wanting to get through security without embarrassment. Four days out of the week I put my life on the line serving and protecting in the law enforcement field and this is how I'm thanked for trying to take a simple vacation. And yes I did identify myself as a sheriff with the proper credentials to prove it to try to make things smoother but I guess what I do for a living meant nothing at all.

'2013 4:54:

This incident happened on 9/16/13 at approximately 1540 hours. This was not the first time I was profiled a! this airport it happened back in 2009. When I was going through security I did not have to go through the body scanner just the metal detector. When I went through the metal detector I did not even set it off but I still had to be pat searched. Everybody else that went through ahead of me that did .not set it off was done with no further screening needed.
Disability Description: Callers son (b)(6) is Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSO s are trained to listen to passengers concerns. Also, If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.
I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.
I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.
I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.
I told her I would forward her information to a CSM and a disabiltiy expert for review.
Sent email and referred to CSM and ODPO.

Incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available.
In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

2013 10:09

The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number.
He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen.
She stated that it is not supposed to be subjected to magnetic fields.

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?
She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

'2013 9:05: The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because (b)(6) at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain, suffering and dehuminization. I will be - from start to finish - video recording 100% of my experience with TSA in order for my attorneys to proceed with a conspiracy complaint and (b)(6) threats of physical torture and humiliation in addition to file in federal court for conspiracy under color of law to deprive a citizen of her rights, or to otherwise threaten and execute retaliatory behavior against a citizen. In spite of the tatters of the Bill of Rights, we have not quite reached Nazism.

When I talked to a TSA agent tonight, he said that I would not be touched except that I set off an alarm in the metal detector; therefore I intend to go through it in my Tai- Chi uniform (think Kaiser's bill-boards only with shorts) which consists of very short shorts and a tight fitting sports bra. I really don't care what other passengers think about this skinny grandmother in such garb, if it prevents pain and suffering, it's worth it. Other than the gold crown on my molar, there will be no metal on my body since my spinal fusion is ceramic, and I have not gone through knee replacement surgery at this time. I should not be touched by a TSA screener under these circumstances. If indeed these people at SMF insist on touching me, what can I do to protect myself from not only their torture but conspiracy to torture and harm a citizen? They would not have anywhere to touch except for what would be considered sexual assault anywhere else in the civilized world.

What should I do under these circumstances to substantiate a retaliatory behavior under Title 18 beyond the fact that I have been threatened, have been humiliated, have a prior experience with pain and suffering at SMF and that the Director Kimberly Siro has done nothing that has been made public to improve the bullying that is going on at SMF? I would appreciate any advice you can give me that will prevent the execution of these threats, harm and pain at the airport and stop these threats before they can be made actual. I expect that I will be traveling by air over the End-Of-Year holidays, but flight reservations have not yet been made. I do have a "TRIP" number that I secured when the torture reached 4 flights for 4 flights, and it is affirmed that I am not on some "terrorist" watch list. What other advice can you offer me to prevent dehumanizing and torturous bullying by TSA agents?

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agents name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn t a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is up set this happened as well.

Told caller
I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.
I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.
For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

2013 11:20
Airport: MCO
Airline: Southwest
Flight number: 328
Date and time: 10-25-13 11:00 AM
Terminal or gate: Terminal A, GATE ?, it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had came out of the AIT and just touched her breast without telling her what she was doing.
She had spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sentive part of the body. She is upset as is her husband this happened.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/25/2013 3:01:22 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/21/2013 5:00 PM Airline & Flight Number : United 1543
Checkpoint/Area of Airport : Terminal 1 TSA Pre TSA Employee: (If Known) :
Comment : I was treated rudely by a TSA agent.

I fly nearly every week. I am TSA Pre. I have an artificial knee and typically either go over to the scanner or accept a pat down after showing my ticket and ID.

This day, the scanner lines were particularly busy. So, I opted to go through the TSA Pre lane and accept a pat-down.

When I went through the metal detector and set it off, I told the agent that I have an artificial knee and I was "male assist."

The agent made a rather dramatic ordeal of the situation. He told me to step back through the metal detector and to wait to the side. Then he stood with his hand up, stopping the entire line - for no apparent reason - or perhaps to say "Look at this guy causing a delay to those of you behind him."

After a minute or so, he waved me though the metal detector and had me wait to the side. Why did he make me go back through the detector? Other people set it off and didn't have to go back through.

'2013 4:06: While I waited, I watched two other gentlemen set off the alarm, get patted-down and move on - while I stood and waited.

Why? My perception "I am in control of this situation. You'll do what I say."

Also, while I waited I had my hands in my pockets and the agent said "Take your hands out of your pocket." (Is that really a policy? Maybe it is. But my belt was off and I didn't want my pants to fall down.)

After a few minutes, the agent waved me through for a pat-down. Because I am frequent flyer and because of my artificial knee, I am accustom to pat-downs. However, this was the first time that felt that I was treated rudely and degraded.

The agent said "Step on the carpet." I did. "No the other one." (Which was literally adjacent to and touching the first carpet.) I stood and spread my legs, and held my arms out to the side. "Turn around" the agent says.

Why not. "Could you please step on this carpet, face this direction, and hold your arms out to the side"? My perception: agent thinks "I am in control of this situation. You'll do what I say."

He proceeded to give me - what I consider - an unnecessarily aggressive frisk. The agent asked me twice to spread my legs even wider so that he could get his hand up higher in my crotch. That has never happened to me. He asked me to do it twice. It was humiliating.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/25/2013 8:54:10 PM

2013 10:29 Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines; San Jose Int'l Airport
Comments:TSA official (b)(was rude and uncooperative. Not at all respectful to me and my 5 year old son. I had to go through the metal detector twice taking off all my shoes, wallet, keys, phone etc. My belt was not put through the scanner, but rather (b)(left it on top of the scanner and ignored my requests. I later asked to lodge a complaint with the supervisor (b)(6) who tried to convince me that I had walked back through the metal detector, which wasn't true and was dismissive of my requests to file a complaint and the rude, uncooperative and disrespectful behavior of (b)(While I realize the job is tough, the TSA screeners need to be more cooperative, use good judgment and be respectful. TSA employees (b)(and (b)(6) fall far short of meeting those criteria.
Dear TSA,

Thank you, thank you, thank you for the Pre-Check program. As someone who flies several times each week, it has been a terrific program for me. Thanks!

But...

The last two weeks as I have been leaving Reagan National Airport on Friday (around 11am), the Pre-Check line has been long, and it has been full of people who in no way could have been frequent flyers. As a result, the Pre-Check line slowed to a
2013 11:15 crawl. They didn't know what to do, they were asking all kinds of questions, and they were being fed through the metal detector multiple times. It was awful. Yesterday (October 25th) it was so bad that I finally gave up and moved through the regular security line which was moving far faster.

Could someone pleases look into what is happening? Pre-Check is so appreciated by those of us who fly frequently, and things like this make it seemingly useless for everyone.

Thank you.

(b)(6)

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO s.

United airlines
Not sure if it was the North or South checkpoint
10 18 2013 at 10:30 or 11AM

Advised caller:

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.

2013 11:46 TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

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

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

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

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

Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump.He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

'2013 7:04: Response:I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

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

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

The passenger can request a private screening at any time.

Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump.He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

'2013 7:04: Response:I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

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

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The passenger can request a private screening at any time.

Caller s middle name is (b)(Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn t trigger any alarms, so she shouldn t have either. They told her this was not right and she didn t look like a terrorist. She says that when she was pulled to the side, she couldn t see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:
The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

2013 10:54

Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn t penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I m not saying it is impossible, but it is much less likely. Advised caller that it is most likely that their were something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger s body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

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Caller indicated that she was traveling through the Delta Airlines checkpoint at SDF on October 17th, going through screening between 0500 and 0600 hours that morning. She said that she alarmed the WTMD and thus required a patdown to clear, and handed off her carry-on baggage to a TSO for screening. She said that after completing the patdown, a female TSO brought her property to her and advised that during screening her laptop was damaged and handed her the computer and a piece that had broken off of it. Caller said that she missed her flight, and when she came back to the checkpoint, she spoke to a male officer at the podium about the incident and he provided her a tort claim form. She was completing the form today and
2013 12:36 said that she never received a statement or anything from the checkpoint that day that acknowledged an incident occurred or any way to signify that something happened. She thought someone would contact her since she made the complaint to the officers that day. She no longer has her flight information specifics, other than the airline and time frame of the incident, nor remembers what attire she had on that day other than she has short brown hair and had a patdown.

Apologized to caller for her experience and explained that I would forward the information to the CSM at SDF for review to see if any additional assistance can be provided. Explained the tort claim process and that she has up to two years from the incident to file, and the claims management branch is responsible for investigating the claim.
Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

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,
'2013 6:08: a physical search of a passenger's property could also be performed.

Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
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Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Everytime she goes through screening she alarms. She was wanting to know if there was a way to prevent having a patdown done everytime she goes through security because she is flat chested and it is embarassing to her to have a patdown conducted. She flew out of SFO at 12:10PM gate 20

Response:
'2013 7:07: Apologized but it is our standard procedure for a patdown to be conducted when any alarms go off when going through the AIT or WTMD anyone not just persons that have had surgery are subject to these patdowns. It appears from the information you ve given me that the officers are following standard operating procedures.

If you would like you can contact the CSM at that airport at 650-266-1966.

Re pre check status
It seems to me somewhat irrational to use old technology to initiate a new process, specifically PSA Pre-Check

At both the Denver and Seattle airports, the Pre-Check process results in a passenger with a prosthetic joint such as myself being "frisked" because that queue uses old "metal detector" technology. I suspect that those of us who are frequent, high
'2013 8:20: mileage travelers are relatively older, and thus more likely to have prosthetic joints or chemotherapy port implantations. Should I anticipate that this "glitch" in the process will be fixed, or should I return to the old non Pre-Check premium flier line?

I should specify that I do not so much dislike the "pat down", so much as the wait for a female TSA agent.

Respectfully yours
Citizen
(b)(6)

I was directed to a low-security lane at Sea-Tac Airport on October 15, 2013, flying from Seattle to Sacramento, when my hands were swabbed – as were everyone's in this line – for apparent dangerous substances.

As I prepared to move forward after the test, the computer screen suddenly went on alert and the words 'EXPLOSIVES DETECTED' appeared in a huge red banner across the screen. I was stunned and horrified, as were apparently all of the people in line behind me as I heard "Oh my god, it says 'explosives detected' " rippling through the crowd. I had no idea what was going to happen. No explanation, no one telling me anything. I was told to step aside, and the line came to a stop. Finally after many long and humiliating minutes, as other passengers are not only obviously uneasy, but taking a long look at me and wondering if I could be some kind of terrorist, some agent appeared to lead me off. I'm told, "it's probably hand lotion". Really? "Explosives detected"?? How often is that indicative of hand lotion?

I was taken to a closed-off, private screening area far away from my gate and the security area, asked by the TSA agent (after going through the metal detector) if there was anything in my carry-on bag that would "hurt or harm" her in any way if she
'2013 4:11: reached in! What?! The bag was just x-rayed, for God's sake, what kind of question is that?!

After they took my belongings to I assume be tested, searched me all over through my clothes (another humiliating experience), they came back and said I could go. Nothing about what was on my hands, no explanation, just said I could go. I actually had to ask if it would be OK to actually get dressed before I left the room, because they apparently expected me to leave carrying my shoes, belt, bag and coat like a just-released inmate.

What a humiliating, horrifying and terrifying process this was. The lack of direct communication to me was unbelievable, like I was a common thug, while the TSA agents chatted among themselves like I wasn't even there. I have a plane to catch, and no one is telling me anything.

Please don't tell me that this is business as usual and that you've purposely disregarded human emotion in the search process. There must be a better way to flag TSA agents that a passenger may have something on his/her hands that sets off an alert, instead of terrifying the passenger and everyone in line within eyesight of that computer screen. I'm sure most incidents of passengers with some red-banner substance on their hands turn out to be nothing. How about giving us the benefit of the doubt instead of scaring to death not only me, but everyone in line with me? How about a little humane treatment for travelers who still feel overwhelmed by the strip-down-get-dressed security checkpoint process? Or maybe just a little compassionate Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge , and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old.She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 5O 0715 @ A-35 is wrote on paper.

Informed caller:

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 4:23:
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 states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge , and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old.She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 5O 0715 @ A-35 is wrote on paper.

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Feedback Type : Security Issue
Categories : Duration of Screening Process; Miscellaneous/Other Current Date/Time : 10/29/2013 5:05:58 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I would like to provide three areas of concerns.
First Concern:
The first concern deals with the security lines at the airports, specifically the high volume airport likes ATL and other big cities. Every time I am standing in line and waiting to be screened I can't help but feel vulnerable feeling like the perfect target for an adversary to detonate an explosive device in the middle of the security line that zig zag, compacting all the passengers within a small area. I feel that the current configuration and setup of security lines at some of the major airports themselves creates a security flaw by bunching up people in an confined/small area. During busy periods, the density of people can be quite high. The one suggesting I have would be to put up explosive resistant barriers lining the security path up to the point of the x-rays/body scanners so that in the event an adversary were to detonate a device, it would be confined locally and there would likely be less casualties. My second concern below would help the situation by appropriately using TSA resources reducing line sizes.
Second Concern:
The second concern deals with the "special" frequent fliers lines at airports and the miss use of Tax payer funds for the benefit of the airlines. I have personally asked several TSA agents if the airlines pay for the TSA agents manning the frequent fliers lines. Some has said they do not know, others have avoided the questions by explaining you have to fly alot and a TSA supervisor in ATL told me the TSA has nothing to do with the frequent flier lines, and that the employees stationed at the front of the security line is the one that divides the passengers. I explained to the supervisor that moments earlier I observed a man who was assigned in the general screening line and went under the rope to go thru the frequent flier line. When the man did that, 2 TSA agents stopped the man and told him he needed to go thru the regular line as assigned. The supervisor explained to me that passengers are supposed to stay in their lines. However, based on my past flying experiences and observation, I have been asked by TSA agents to go to the frequent flier TSA screener when there is no one waiting at the frequent flier line. Additionally, atleast this is true in ATL, but I see the same x-ray machine, body scanner, metal detector, and security procedures in the frequent flier lines that are exactly the same as in the general screening lines. There appears to be nothing special security wise with the frequent flier lines, so it does not matter what lines a flier goes thru as long as they get screened by TSA.

'2013 6:05:

If the airlines pay the salaries and security equipment for the "special" frequent flier lines, fine, I have absolutely no problem with that. If a passenger pay for special background check to go thru faster/more relaxed security lines I see no problems with that. If TSA agents are correcting passengers and forcing them to stay in segregated lines per airlines request AND TO THE BENEFIT OF THE AIRLINES when there are NO DIFFERENCES in security screening standards and processes and airlines are NOT paying TSA agents nor the security equipment, that is blatantly a miss use of taxpayer funds and that practice needs to stop. The 2 TSA agents could have questioned the man who switch lines to make sure hes not a security risk but they SHOULD NOT BE forcing passenger to go thru a specific line that is the same as the others because the airline wants it that way. If airlines are not paying security, they have no say! The inefficiency of this special line also contributes to what I think is a security risk as mention in my first concern.
Third Concern:
A different but related event I was personally involved in was at PHL where I got into the normal security line and those same employees who split passengers at the beginning of security lines told me that I had to check my bag because it would not fit thru the x-ray machine but that I could try anyways. Once I told him that I will go ahead and try, he and his coworker immediately changed their minds and bullied me to check in my bag (because I would have to pay the airlines to check in my bag of course) even though I had flown the day before with the same bag as a carry on with no problem fitting thru security equipment. The nearby TSA agent appropriately did not intervene but I was afraid that if I continued to ignore the 2 non security employees, the TSA agent would have seen me as belligerent once I got to him and would have denied me entry again because of the two employees that I assume are hired by the airlines or even had me arrested by the airport police for ignoring the non security personnel. It would have been appropriate for the TSA agent to tell me that my belonging cannot go thru security for whatever reason but it was inappropriate for the non security employee to make such demands. My recommendation in this matter is for TSA to provide literature/training to non-security airline employees NOT to advice passengers on security concerns. Additionally, I would expect as security professionals for TSA agents to correct non security airport employees when

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

'2013 8:04:

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Caller went to fly with her dog this morning from Florida to Medford via United and was stopped at the airline ticket counter. The airline told her that TSA would not allow her dog to be too large for its kennel and medicated. They then would not let her board her flight. She was directed to call TSA. She has flown from Utah to FL on the same airline with the same dog before with no problem.

Advised caller:

'2013 9:32: Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Contact 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.

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Caller wants to know who she can speak to regarding a complaint. She has a service dog, she has flown before with the dog, and usually she walks first and then the dog walks behind her. And if she beeps then they do a patdown, she states that the TSO officer made her take off her leash and vest and told her she had to pick up the service dog and walk through. The dog ran away and by luck her husband was with her and ran after the dog. The TSO yelled at him and told him that he had to get his fingers swabbed and she states that this was a mess. She does not feel discriminated against , but she feels like this is poor training. She has never experienced this before. She traveled back out of Chicago and stated they were wonderful. All she had to do was walk through the machines with the animal. She specifically said this was poor training and customer service, not disability-related. She did not want information on how to file a disability-related complaint.

Phoenix Sky Harbor
September 19, 2013
9:30am
Terminal 3
American Airlines

Informed caller:

2013 10:48

Specifically, you were concerned about screening for passengers who have service dogs.If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response:Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

'2013 1:15:

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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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 asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response:Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

'2013 1:15: 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; Screening
Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :
Comment : To Whom It May Concern:

I strongly protest the treatment to which I was subjected when traveling through the Denver, CO International airport on October 26, 2013. A sign informed me that if I wished not to go through the body scanner, I could opt out for a pat down. By pat down, I took it literally as a pat down, not a body groping. I was separated from my things (since I could not go through with them, it was all I had and would've been helpless and stuck if someone stole them). I was NOT given the option of going through the metal detector as listed on your website, though people before me were allowed through it. I had been willing to open my luggage if necessary even though it would take longer, as I had time and nothing to hide. Even though they knew I had a problem with being touched, they gave me no other options (as I said, I thought it would be a "pat down" not a body groping!). So, the only options given me were to go through the body scanner or get groped! Perhaps you may not believe it, but some people don't like getting naked pictures taken of themselves by radiation or having strangers feel them up. I know what you tell people about those machines, but there is no evidence to back it up. There should be a third option; I was wearing no
'2013 4:06: metal, I was willing to have my carry-ons examined, I am a citizen of the United States in good standing, you have my name, my address, and all my information. I am not that big or strong (in other words, I am no threat), why on earth are you doing this to me? In other countries, they have scanners that only scan for what you are looking for, which would be much more effective than those body scanners; maybe they cost money, but in all fairness, so did those scanners. I vehemently protest such violation of rights for myself and all travelers like me, and insist that you give travelers a third option that does not violate their rights as human beings. I know that dogs can be trained to find these things you are looking for, and that it can be done at a distance, why not that option? There are others still... I don't think US citizens should be subjected to such treatment, but at least we would not be violated, and I think non-citizens would appreciate the better treatment as well. Please take this under consideration.

(b)(6)
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 : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/31/2013 2:59:19 AM Airport : SFO - San Francisco International Date/Time of Travel : 10/08/2013 Airline & Flight Number : Air Canada 0738
Checkpoint/Area of Airport : Security check in TSA Employee: (If Known) :
Comment : I have been a type 1 diabetic for 57 years and for the past 15 years have been wearing a Medtronic insulin pump.My level of control is excellent.
I have flown many times wearing a Medtronic insulin pump and have had no problems at security check points in North America,Mexico or Europe.

On October 8th, I had cleared the metal detector and explained to the attendant official that the insulin pumps (I carry a spare pump in case of failure of the imbedded pump) could not be x-rayed and that I would prefer a "pat down". I was assured that the scanner would not do ANY damage to an insulin pump and before I could consider or protest was whisked through and "scanned".
Unknown to me both pumps were damaged and I began the long day's journey (landing in Kingston Ontario at 1200 midnight) without proper delivery of insulin from 0900. If you are at all familiar with Type 1 diabetes you will know how serious a problem this is.
I was surprised to see a rather high blood glucose level once I was on board my first flight,but thought little of it since the stress of travel,some food I had eaten might have had this effect. I programmed the pump to deliver adequate insulin to correct the glucose level,not knowing that the pump delivered only a slight percentage of the programmed dose required.The motor mechanism in the pump had been damaged in the scanner.
The next morning I was ill,suffering a severely high blood glucose level (19 mmol)and high levels of ketones. Still, I thought perhaps travel stress had had an extraordinary effect, since the pump did not indicate that it had failed;it was still delivering (minute doses of) insulin.
I gave myself an injection (not using the pump) of insulin and within 5 hours my blood glucose level had returned to normal. Good.
'2013 8:39: I tested the pump and it showed no problems;it was deliverfing miniscule amounts of insulin.
That afternoon I went for a walk, an activity that usually helps to stabilize and lower blood sugar levels. I was out for most of the afternoon,visiting with a friend before the walk. I felt unusually tired all afternoon, assuming that jet-lag was having an effect along with the very high blood glucose test of that morning. I was horrified to see a blood sugar result of 30(mmol) by 5 o'clock accompanied by high levels of ketones. It struck me then that the pump had been adversely affected by the scanning device. I phoned the Medtronic 24 hour Helpline to ask how the pump might have been affected. I was led through a specific test and it was determined that the motor mechanism had been damaged and the pump was delivering only a THIRD of the daily doses required to maintain my health.The totall daily dose of insulin I reuire is quite low, so basically I was receiving no more thanthree or four units of insulin.
A brand new pump was delivered to my door by 11pm that night and with help I was able to reprogramme and start to use the device by about 1 am.
From the time the damage to the pump was recognized and restarting the new pump I had been severely ill;dehydrated,vomiting with severe abdominal pain and at the same time,needed to take hourly blood tests, insulin injections and urine analysis to determine whether or not hospitalization would be needed.
The keto-acidotic condition lasted for 2 more days of severe illness. I have not experienced this condition in my entire life as a diabetic. My self-care is excellent and I am being honoured this coming month for just that level of self management.
The after effects of this episode have lasted;extraordinary efforts on my behalf to stabilize diabetes management and regain the normal level of control.Disruptions in sleep continue to be a problem.

I am very unhappy about the level of respect that was afforded me when I CLEARLY STATED stated that I was wearing an insulin pump and could not be exposed to x-ray. It is not clear to me how difficult it is to remember that Insulin pumps are exempt. Are your security staff not trained to protect the health of passengers as well as their security?

As I flew my health was rapidly deteriorating and no one could have helped on board a plane.Even if it had been possible to determine the damage done,I could not use the second pump. since it too had been damaged.
It would have been so simple to listen to me and give me the pat-down that I had requested.

Caller will be traveling with a pet onboard.
The airline told her specific size for the cage etc and she has that.
She knows what the need.
It is a Kitten
She has proof of his shots but thought the vet said they need a health certificate 10 days before the trip.
Someone at the airline said just so the cat looks healthy.

RESPONSE:
'2013 1:27: Told her we do not require paperwork but I cannot say about the airline.

If she thinks there is risk of escape she can let the Officer know.
(She confirmed she expects no issues for the young kitty).

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections.
All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Confirmed she should never leave the kitty in the carrier for the XRay machine screening.

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Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/31/2013 2:26:16 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/31/2013 12:45 PM Airline & Flight Number : AA 2452 Checkpoint/Area of Airport : T4 AA Priority TSA Employee: (If Known) :
'2013 4:09: Comment : All the rookies and leisure travelers really congesting the lines and taking extremely long to get thru and passing in and out of metal detector. This should be freq travelers.
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

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)
Polebridge, Montana

*****

My original e-mail of October 5, 2013:

Sirs:

'2013 8:07: I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

Hello,

I am absolutely dismayed by how you folks have ruined the TSA Pre Check program. Those of that travel hundreds of flights a year spend a lot of time and money to apply for Global Entry, Nexus, and TSA Pre Check. We struggle to schedule interviews with custom's agents, figure out how to get he PassID properly loaded into our profile for every airline, and eventually it works.

Prior to the last couple of weeks, TSA Pre was a huge timesaver and made a lot of sense. However, now that you are inviting everyone into the TSA Pre line it is a disaster. It has become the longest, and most horrible, of the TSA lines. I will be a lot less likely to use TSA Pre after today in Denver, and last week in Newark. Today I waited for 15 minutes as some idiot took 10 tries to go through the metal detector.

2013 9:59:4 You either need to restore TSA Pre to the way it was or you need to convert all of the security lines to TSA Pre. The current situation is a terrible.

Regards,
(b)(6)

Date: 11/1/13 Time: 6:30AM Airport: Denver International

Hi,

Exactly one week ago, on 25 October, I was at JFK Airport to board to my flight, I spent my vacation on NYC.
Time to pass through the secure check of TSA, I followed all the procedures outlined by security, one of this procedures was to remove the laptop from my bag.
Ok, I thought it was the safest place in the world and nothing could happen.
So I took my laptop from the bag and placed in a tray to go through the scan and walked to the metal detector.
When I left the metal detectors my my laptop was stolen, the tray was empty.
It's not permissible for a case of this type of theft occurs in an area of ??maximum secure.
:013 10:00: I've open a case with the Port Authority but nothing happens until now.
I want to know about yout TSA what is going to happen.
When we entered the metal detector we completely surrendered by thieves who commit thefts such this one, you have to do something about that.
Again, I was in the most secure airport on earth, this was not supposed to happen.
I really need an answer about that.

Thank you.

(b)(6)

he is 60 years old and does not travel much. At this airport they were very busy and were yelling back and forth at people. Caller went through the WTMD when the female TSO standing behind it told him he has to get back in line but he said he was the only one in line. He said the TSA Agents at the Miami Airport are rude. Caller told the TSO she was very hateful and asked to speak to a Supervisor, (b)(6) . The supervisor was very confrontational and told the caller that the TSO in question was not rude or hateful. He said the supervisor told him to file a complaint online if he wanted but would not give him that agent s name or badge #.

Complaint:CSM
Airport:Miami International
Airline: Copa
Flight Number:CM440
Departure Time: 11am
Description of Bag:My Way Brand Black carry on bag
Location: At the checkpoint
Terminal:Concourse H
Contact (b)(6)

2013 1:10:2 Name: Luz V. Rosario - CSM
Phone: 305-421(b)(
Email:(b)(6) MIACustomerService@tsa.dhs.gov

Response:The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

TSA appreciates that you took the time to share this concern with us. 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.

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: 11/1/2013 2:13:30 PM

2013 5:07:3 Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Flight #729/Terminal 1 in Las Vegas McCarran Airport/Gate 37 (Not totally sure of the gate, but it was in the 30's). Wednesday, October 30. To Denver
Comments:A TSA agent made me stand aside to "see how it worked" after I (very nicely) told her that I didn't want to be scanned. She told me that I had screwed up & that I should have waited until she decided where I should go and made me stand aside while she summarily let about 8 passengers through after asking them if they had metal on them. She then looked over and told me "see, that's how it works" & finally called for a female assist. No one came after two calls, so I proceeded through the scanner where I was scanned twice because I "moved." I believe this woman is on a power trip and was very condescending and rude. I admit that I got very upset. I'm tired of all the radiation I've been subjected to and feel that I have a right to refuse (even to speak before spoken to) & get service promptly. I should have asked for a supervisor and cleared it up on the spot, but I was too upset to think clearly. I would hope that someone in the TSA cares about punitive, punishing behavior dished out by their agents. Possessions have already gone through the scanner. If you were travelling alone, your cash & credit cards are at risk while you are made to wait. I made the same request in Denver before I left & was sent on my way through just the metal detector.
Disability Description: Caller has a prosthetic device in her knee. The caller stated that her knee is made of metal and plastic.

Response Details: Advised the caller that in Michigan, the two airports that participate are Detroit Metropolitan Wayne County Airport (DTW) and Gerald R. Ford International Airport (GRR).

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.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

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.

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.

Sent Email

2013 1:07:2 Incident Details: The caller was traveling from Kalamazoo to Detroit, then from Detroit to Florida. In Kalamazoo the boarding pass said she had TSA PreCheck. The caller stated that they told her they do not have PreCheck.

The caller stated that she is a retired delta employee. The caller stated that everytime she goes through the machine, it will set off an alarm and she gets patted down. The caller shows them her employee ID and other documents to prove she has worked for the airlines.

The caller stated that she shows them or tells them before screening that she had a knee replacement.

Most of the time, they just take her to get patted down.

The caller stated that they treat her like a criminal. Everytime she leaves out of Kalamazoo they treat her like a criminal and other airports as well. She got patted down and does not like it. The caller stated that she feels discriminated against because she is disabled.

The caller feels like they are treating her like a terrorist. She feels like if her knee sets the alarm she should not get patted down since other people who do not have a knee replacement do not get patted down.

chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested duringt his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers.

The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers.

The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items.
I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger.

2013 1:17:3 Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM.

I discussed with the caller that we do not have a set list of what will or will not set of an ETD test.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger.

I advised the caller that the ETD test is used on property and passengers.

I advised the caller that there is no way to guarentee that a passenger will not revieve a pat down. I informed the caller that TSA relolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown.

I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

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I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

Caller stated she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and it the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions.

Advised caller Walk Through Metal Detectors
Items that could set off a metal detector include:

•keys
•loose change
2013 5:15:5 •mobile electronic devices
•heavy jewelry
•clothing with metal buttons, snaps, or cuffs
•metal hair barrettes or other hair decoration
•belt buckles
•under-wire bras
Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down

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(b)(6)

Dear TSA Administration,

With the recent tragic shooting here at LAX, it definitely shows that we need more measures to prevent such tragedies. I think another method would be to
2013 8:26:3 utilize the supermarket and department stores metal/label detectors used against shoplifters. Those metal bars at every entry go off when someone has an item that is questionable. I think that with the increased amount of technology that we have it be possible to detect guns on the bad guys. Use undercover agents or manned security at these entrances.

The airports are too easily accessed and need to be fortified to intimidate bad guys at every entry. Giving them the chance to make it through any airport concourse endangers so many more lives. I think that even the sight of those metal detectors will stop some of these horrible deranged people willing to take others lives.

We all need to fly , but we definitely need to make it harder for criminals to take away that freedom from all of us.

Sincerely,

(b)(6)
Mother of two
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 11/3/2013 11:11:52 PM

2013 8:27:2

Name: (b)(6)
Email: (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:The 'managed inclusion' pilot in precheck lanes is awful. It's clogging lanes with travelers who have no clue what to do even in a regular line. Not only have they not been prescreened to the extent of normal precheckers, but they delay the precheck lane by taking shoes off/liquids out/laptops out only to put them all back before finally getting thru the metal detector. Please end the pilot before the value of precheck is entirely gone.

Forwarded to TCC

-----Original Message-----
From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]
Sent: Wednesday, October 30, 2013 3:34 PM
To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov
Cc: TSA-ContactCenter@dhs.gov
Subject: Got Feedback : ORD - Chicago-O'Hare International

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/30/2013 3:34:00 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/30/2013 12:10 PM Airline & Flight Number : ASA29 Checkpoint/Area of
:013 10:33: Airport : Terminal 3 near American Airlines TSA Employee: (If Known) : One more overweight idiot with a government job Comment : Your precheck does not work for those with medical devices such as a pacemaker. Do you realize pacemaker patients cannot go through the metal detectors unless you want them to die while forcing them to be screened since the detectro could possibly cause the device to not properly send a signal to the heart to beat? I paid for precheck through GOES and I would expect your screeners to do a hand pat down in the precheck line. Apparently they are not trained or misinformed as to their job function and what exactly is required for precheck patrons who have implanted medical devices. Idiot employees instead made me go through regular line, take off my belt, remove coat, remove watch, take computer out of bag, stand at xray, etc. Annoying to say the least. I paid for this service since I am 77 years old and cannot handle any more stress with traveling. You need to get your agents at the precheck line trained to perform a pat down and not force them to use two lines while possibly having their personal items stolen from the xray belt. This is the second time in a week this has happened so I would venture to say you have not trained your employees adequately to handle those with implanted medical devices in the precheck line. This also occurred in Seattle on Wed, Oct 23 at 7:00am flight ASA20. I spoke with the supervisor who told me the employees in Seattle were not trained. It appears they were not trained in Chicago either. Get it fixed!!!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/4/2013 2:23:48 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 10/31/2013 4:30 AM Airline & Flight Number : American Airlines Flight #AA2200 Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) : unknown Comment : Our flight was scheduled to board at 5:15 am, but at 4:35 am we were still downstairs waiting for the TSA checkpoint to open. We watched as staff went up the escalator and heard equipment start up. We heard someone say "Are we ready to rumble" and then were allowed to go upstairs. Two flights worth of passengers waiting to get through security all at the same time.
At the top of the escalator an agent asked each passenger what airline they were flying and signaled them to the right or left. Most passengers were on our flight and the line became backed up and there was no longer any room for passengers who had been allowed to go upstairs. To clear the upstairs both sides were open to all passengers.

We were sent to the left side which had two stations. One for TSA Pre Check and the other regular security. I was sent to the TSA Pre Check and my husband sent through regular security. My ticket was checked and I continued to the conveyor belt, put my belongings in the basket, started to take off my shoes and was instructed to keep them on and walked through and opening without a metal detector!

2013 4:08:4 Please note, I HAVE NOT BEEN CLEARED FOR TSA PRE CHECK! Anyone experiencing this same situation could have very easily carried something through security since no metal detector was used!

Thank goodness, I am not a threat and want to make you aware of what happened.
It's particularly scary to think this was allowed to happen just days before the LAX TSA incident in which people were injured.

Please check into this to make sure our sleepy little town continues to be a safe place to fly.
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 she would like to speak with a supervisor to file a complaint.

I advised that I would be glad to help her with her complaint.

The caller flew today, 11 4 from Yakil Ecuador to MIA to JFK with American Airlines flight 1280 departing from gate D22. She was at the checkpoint between 7am and 7:30am. The flight was scheduled to leave at 8:15am. The checkpoint was the checkpoint on the left on the way to gate D22.

She indicated that she bought a bottle of liquor at the airport. It was in a plastic bag and sealed. She was advised at the checkpoint that the bottle of liquor was not permitted through the checkpoint. She indicated that a blond, young lady, with curly hair gave her a ticket number (b)(6) and indicated D-22 7:30 and D-33 on the ticket. This TSO advised that she would get the bag to the airline and check it with airline, however the TSO would not allow her to remove the candy, bread, and black pair of pants from the bag. The TSO advised that all of the items in the bag would have to be checked.

2013 4:37:5 The caller indicated that she went through the WTMD and there was an alarm. The caller indicated that it was likely caused by her underwire bra. A TSO made the comment that They all say that it is there underwire bra . She indicated that she would remove her bras to prove this to hem and to clear the alarm. The TSO continued to make comments and to make fun of her after this occurred. She stated that she did not get the names of the TSOs.

Also, she hasn t received the bag that TSA checked for her. She received all of her other bags. She spoke with (b)(6) at Baggage Claim as well as (b)(6) She was advised that her bag is at JFK and that it will be delivered to her. She indicated that the bread will be ruined by the time that it is delivered. (b)(6) advised her to call back between five and five thirty to determine if the bag can be delivered today. (b)(6) also referred her to TSA. The caller indicated that she had to work tomorrow and may not be able to be there when the bag is delivered.

I apologized and advised that I had documented the information provided. 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. TSO are trained to treat each passenger with dignity, respect, and courtesy and apologized if she did not receive such treatment. I advised that I would refer the information to the CSM at MIA to make them aware. The CSM would have the means to look into, and address the situation.

I advised that there is a restriction in the amount of type of alcohol that can be in carry on. LGA in carry on must be in containers 3.4oz or smaller and these containers must fit comfortably in one quart size clear plastic resealable bag.

I explained that generally, TSA doesn t check baggage for passengers.Passengers are provided the option to return to the airline to check a bag. The caller insisted that the female TSO advised that she would get the bag to the airline.

I am writing the Transportation Security Administration because of an unprofessional and highly upsetting event I experienced at the Dallas Fort Worth airport. As I have had positive experiences with your organization before, I thought it important to share with you the way that some of your employees are treating the citizens of this country.

This letter is specifically in reference to a situation brought on by my status as a queer person, but it is also on behalf of human beings everywhere. No person, be they seemingly "normal" or "different" from your perception of the norm, should be treated as "less than" by anybody, but especially by a government employee. Our government is in place to protect the interests of its people.

Before I begin, I need to explain something to you. I wear men's clothing and a breast binder, which is a special shirt that makes my breasts almost completely flat. A few years ago, I bound my breasts for the first time and felt more comfortable than I have ever felt. This year, I purchased a binder and made it a part of my every day attire. It is so much a part of my identity that if I get dressed and do not wear it, I feel wrong. Without my binder under my clothing, I feel uncomfortable and have little confidence.

Let me make something very clear: I do not want to be a man. I do not identify as transgender. I love being a woman and I love my body, but my "look" is a large factor of my gender identity. My identity is what many in my community would refer to as "boi." The style in which I feel comfortable is youthful and masculine. When I wear my clothes, binder and all, I feel like a complete and attractive human being.

2013 8:09:1 My style, however, can be confusing to people in everyday life with whom I am not acquainted. I often encounter people trying to determine my gender or confusing me for a man. For the most part, this does not bother me, as curiosity is a natural human response. Two places I have recently noticed this confusion were at different airports, one being Seattle Tacoma and the other being Dallas Fort Worth, when I got to the security checkpoint. I am going to describe the two very different experiences with the TSA as means to explain what should and what should not happen with regards to LGBT people at the airport:

About a month ago, I traveled to Seattle to see family and friends. When I was going through security for my return flight, I was greeted by a friendly male TSA employee. I work for a company that sells construction equipment and their logo is on my luggage. "A tool guy, huh?" he said, smiling at me. I nodded and smiled back, as I had no reason to be offended.

I walked through the scan, as everyone had to. Something showed up on my chest, so I was asked by a female TSA employee to step aside for a pat down, an employee with whom I am thoroughly impressed. It seemed she recognized me as transgender, which—again—does not offend me, as it is a common mistake. What she did next is exactly what she should have done. In a calm, quiet tone, she asked me if I would be more comfortable with a male or a female patting me down. I assured her I was fine with her performing the pat down. She ran her hand across the front of my chest in a quick, thorough, and professional sweep and, when she realized there was nothing there, allowed me to put on my shoes and be on my way to the gate.

This is what should happen. The employee made every effort she could to make me feel comfortable in an uncomfortable situation. Though she never explicitly tried to identify my gender, she was sensitive to my "gender queer" status in asking if I would be more comfortable with a male or female patting me down. It was professional and discreet and a perfect example of how one should be treated by airport security. Americans, after all, spend a great deal of money on air travel every year.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/5/2013 8:35:46 AM Airport : ORF - Norfolk International Date/Time of Travel : 11/04/2013 12:30 PM Airline & Flight Number : US Airways 4247 Checkpoint/Area of Airport : Southwest/US Airways TSA Employee: (If Known) :
Comment : November 5, 2013
Dear TSA Supervisor,

In my fairly frequent flying, I have found TSA agents to be respectful, responsible, and courteous. Not today. My two worst experiences flying have taken place at the security station at the Southwest/US Airways concourse at the Norfolk International Airport.
I had a boarding pass for the 1:45 pm US Airways flight to Philadelphia. I went through security around 12:30pm.
With an orange TSA pre-check sticker on my boarding pass, I was directed to go through the walk-through metal detector. The alarm went off. I had no shoes on, no pockets, no belt loops, no belt, just elastic-waist pants and a cotton shirt. I took off all my jewelry - a watch and a silver chain. The alarm rang each time, three times total. The TSA woman said that the machine was indicating something at my waist. I lifted my shirt to show them my elastic waistband.
There were two TSA women, one of them probably in training. They kicked in to their procedures. I knew what was coming and could feel myself beginning to get very upset. I began deep breathing. "Don't touch your things. Follow me. Stand here." Power asserted. All assumptions of innocence obliterated.
Perhaps the TSA agent was new and learning, but I NEVER want to experience what she put me through again - two deep crotch feels, breast pressing all over. I stood there silently crying. My adult son touched my hand to comfort me. He then had to have the full pat down. Unbeknownst to us, he wasn't supposed to touch me. "Those are the rules," the woman said.
:013 10:01: Who protects me from Security? They found nothing on either of us, no metal around my waist or anywhere else.
"You're free to go, ma'am," she finally said.
No apology for violating me when I had followed all of the rules. No acknowledgment that the machine had been wrong. And no inkling of humanity for a 58 year old woman who had done nothing wrong having to suffer such a public violation. In any other arena of my life, this would have been called assault and I would have pressed charges.
My second worst experience flying, also at this security post, was triggering the metal detector and subsequent full body pat down because there were wires in my bra. I have never encountered any experience remotely like these in any other airport.
Is there no way to travel without being assaulted by TSA agents for a bra and elastic? This has gone too far. I do not deserve this treatment, nor does anyone. I would never tolerate this kind of disrespect anywhere else in my life.
I understand that security may have been heightened due to the tragedy that occurred in the LA airport last week. My husband was a Congressman recently. I understand the necessity for airport security.
And in the name of security yesterday, my freedom and humanity were taken away from me. I did not feel safer, believe me.
I never want to fly through Norfolk again. And, yet, I must, for I live in New Hampshire and my mother is near death in Virginia Beach. Please, do not make me go through this Orwellian experience again. Please rethink and rewrite your policies. I am asking for some balance in our security policies. The pendulum has swung too far. Please train your TSA agents to be responsible as well as understanding, respectful and humane.

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

The caller was traveling out of Colona B. C. into the US and got a full search out of Seattle. His itinerary was Colona to Seattle to Oakland. He went to lunch and came back into the security area and he received a full search including a patdown and was told it was because of SSSS on the boarding pass. This has never happened before to him and he immigrated to Canada from US. He didn t set off any alarms going through the AIT when he received a patdown.

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 considered detrimental to the security of transportation.

2013 4:50:3 Explained that a patdown is required to clear discrepancies in the AIT or WTMD.

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.

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 . 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.

The caller traveled 3 or 4 times in the last 3 or 4 weeks and she is a global entry member and she was flying on US Airways and the precheck line was clogged with people who were foreigners and people who never received precheck before. She was on a flight out of phoenix and the line was long and the same thing happened, people with brown and yellow passports from Germany and Denmark and people who never received precheck before. She talked to a TSA agent at the airport who told her that 1 out of 4 are selected for precheck at that particular time to manage traffic control and that these people are deemed low risk. She is concerned for two reasons and one is for safety. She does not believe that TSA can do an effective job of screening 25 percent of the airport population and she couldn t believe that non US citizens were being allowed through the line. The second point is the spirit of the matter. She paid $100 and had a background investigation and she got fingerprinted to be in this program while these other people are randomly selected and are clogging up the precheck lines and defeating the whole purpose of having precheck. She said she would go to the media with this and report it to the Wall Street Journal.

Advised:

The airlines submit the passenger s information to Secure Flight and they run checks on them and determine these passengers to be low risk when traveling.

2013 7:11:0 TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

I submitted the above-referenced claim via your website on September 5th, 2013 but have not heard anything back yet (except for a brief standardized survey). I am contacting you today to follow-up on the status of the claim. If you could please provide me with a case update, it would be greatly appreciated.

Thank you for your time and attention to this matter.

Sincerely,

(b)(6)

From (b)(6)
To: tsa-contactcenter@dhs.gov
2013 8:09:5 Subject: Damaged Item: August 21, 2013 Flight Out of Seattle (b)(6)
Date: Thu, 5 Sep 2013 20:18:48 +0000

Transportation Security Administration (TSA)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

Airport and Terminal: Seattle Tacoma, Central #8

Caller is on the tsa.gov website and is trying to fill out the Talk to TSA form. Drop down boxes for the airline does not show all states or airports, Feedback does not have any categories, it also won t let him send the form because there is no way to fill in those sections.

I checked the website and had the same issues he had. I thanked him for letting us know and asked if there was something that I could help him with.

2013 1:24:(He said he has PreCheck, but also has an artificial hip. He wanted to know if he goes through the AIT would he still have to take off his belt, shoes, jacket.

I told him that if he goes through the machine and it alarms, the TSOs will have to resolve the alarm. If he does not alarm, then he will not have to do anything else. He stated that the PreCheck line does not have AIT, it usually has the WTMD. He asked if that would alarm when he goes through. I told him some metals do not alarm. I told him he would need to tell the screener he has the metal implant before the screening begins. He said he does and they take him to the other line to be screened via the AIT. I told him that is all he needs to do and the TSO will determine the best way to assist him, but if he sets off an alarm, the TSOs will have to resolve it which may include him removing his belt, shoes, etc.

The caller stated that he is a GE member and had been getting the precheck logo on the boarding pass but the last few times he has flown he has not. The caller stated that he has still been selected for precheck benefits on these flights. The caller wanted to make sure that there was not an issue and was upset because of the incident. The caller stated that he had heard about a Managed Inclusion process that was being implemented at LAS. The caller stated that this was making it hard for individuals who are familiar with the TSA precheck program because passengers who did not regularly get it were not familiar with precheck procedure.

Advised caller: Advised the caller that the printing of the precheck logo on the boarding pass is an airline function and his eligibility for expedited screening is not dependant on that fact. Advised the caller that his eligibilty for the expedited screening is determined when the airline forwards his reservation information to TSA and it is then embedded into the barcode of boarding pass. Advised the caller that TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

2013 2:58:(Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Advised the caller that other passengers will become familiar with precheck as time goes on and that wait time will decrease in the future . Advised the caller to please bear with us as we implement this new process.

Hello,

This morning I was in line for screening at Seatac airport when I asked the agent to pat me down instead of requiring me to go through either machine due to my early pregnancy (13 weeks with twins). He ignored my request, telling me to go through the metal detector. I told him I was concerned about the safety of the machine and told him again of my request for a pat down and pointed to my obviously pregnant belly.

This time , in a very stern voice, he told me stop talking and to listen to him, that he had chosen me to go through the machine and to do it. Not knowing what else to do, I complied.

My question is what can be done when an agent doesn't comply with your organization's own policies, as it is my understanding that anyone, regardless of whether a medical condition exists, can request a pat down. Also, what can be done the next time I encounter an agent like this?

2013 3:06:2 I am gravely concerned about the effects of even minimal radiation and ahould not be forced to put my unborn and still developing children in danger because I would like to occasionally travel, particularly when another, safer, and equally effective option exists.

Please advise as I would appreciate your assistance.

Best regards,

(b)(6)

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closes to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6), he told me "no harm, no foul,
2013 4:16:0 your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to stead my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,
(b)(6)

using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is
(b)(6)

His flight information is:
Departure flight:
Airline: United
Flight date and time: 11-12-2013 at 2:51 pm
Flight # 3907
Email (b)(6)
Cell phone (b)(6)

Return flight:
Airport: LAS
Airline: United
Flight date and time: 11-15-2013 at 9:52 am
2013 4:41:1 Flight # 1226
Email (b)(6)
Cell phone: (b)(6)

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

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

I was a recent air traveler. I flew out of Philadelphia, PA on November 1, 2013 and returned via Palm Beach International in Florida on November 5th 2013. I am not a frequent flyer, and have not done so in years. I had a cochlear implant surgery in 2012. Before flying on November 1st I did research about what to expect and what my responsibilities are as a flyer and going through security.

I cannot tell you how scary and confusing my trip was. I went to security with my cochlear implant ID card and driver's license in Philadelphia and requested the metal detector and pat down. The TSA officer said you will be fine and I was denied and forced to go through the full body scan. After that my implant for the rest of the trip was working differently.

I made it a point when returning home to be more adamant to the TSA officers about my situation. I verbally said to the lady (she had a really bad bloody eye) that I have a cochlear implant that will be effected by the full scan and want a pat down, she said "what is that? What do you mean." I said on way here I went through and I don't want to. She again ushered me through the full body scan, I was then taken to an area and my hands were wiped down with a liquid. My implant was not working after going through the machine. It is currently not back to normal, although it did come back some.

013 10:20: I cannot fathom, that in a world where over 300,000 people have cochlear implants, that TSA agents don't know what they are or how to respond when someone advises of such. Never mind that insurance does not cover implants and we are talking about a 10 thousand dollar machine that was damaged by your agents incompetence. I don't ever want to fly again, and I expect some type of response as to what you, as a government agency, are going to do to correct this.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/7/2013 8:59:50 AM Airport : LGA - LaGuardia Date/Time of Travel : 11/07/2013 10:00 AM Airline & Flight Number : Us air Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Im in tsa pre. I have artificial knee and want to go through body scanner or I get patted down. When I go through the scanner line they make me take out my laptop and empty pockets
013 10:20: You dont have to take your laptop out ordempty poxkets if you go through the metal detector. Seems like Im still being subjected to extra hassle because of my knee, regardless of being pre check.
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 : Professionalism/Customer Service Current Date/Time : 11/7/2013 8:04:07 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/06/2013 6:00 AM Airline & Flight Number : DL 469 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The Delta flight from Tel Aviv is about 12 hours. After making our way through customs, we continue on to our connecting flight. There were only 2 agents, one for first class and special assistance and the another agent for the rest. It was a slow moving line. When I reached the agent another agent appeared and took my boarding pass and said I would receive light security. I understood that I would not have to take off my shoes. But it took him longer to find the stamp than it would have been for me to remove and replace my shoes.
When I got to the X-ray machines, there were no bins to use. My husband scrambled over equipment to pull some up to the conveyor belt for us and other passengers. Meanwhile a young woman with a tired baby was trying to manage everything to get
013 10:20: through security and we were trying to help her because no other airport employee was there to offer assistance. It was then that the agent at the x-ray machine yelled at us for not pushing our things on to the conveyor belt. Instead of being helpful, agents are not aware of the atmosphere and the difficulty of getting through security. It was not going to be beneficial for luggage and personal items to move through security when there was quite a line a people just waiting to walk through the metal detector. One way or another, the x-ray agent was going to have to wait on the system.
This is totally unacceptable to be yelled at in this uninformed manner. All the passengers were being patient and helping each other in a security area that showed total ineptitude.
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 am a frequent traveler with American Airlines and have had the 'benefit' of pre-check since the beginning of the inception of the program. The problem is I can't utilize the pre-check metal detector facilities due to my pacemaker. TSA at every airport I have come in contact (+20) with refuses to allow me to use pre-check and go through the body scanner. TSA is discriminating against my medical disability and I find it unacceptable. I get to enter the pre-check lines, and then when I state I need to go through a body scanner they refuse to allow me the benefits of the pre-check I have already been granted (keep shoes on, not take out laptop, etc.). I am a pre-check approved traveler and have PRE-CHECK stamped on every boarding pass, but it's useless due to the inadequate accessibility of a body scanner. I understand the American Disability Act does not address this issue, as the problem didn't exist when the ADA was created. I would like feedback on what TSA is capable of doing to allow passengers with disabilities to use a body scanner during the pre-check check in. Thank You for your time .

(b)(6)

2013 4:09:3 AA frequent flyer (b)(6)

(b)(6)

Grapevine TX 76051

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/8/2013 3:50:38 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 11/06/2013 1:15 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) Male in mid to late 20s.
Comment : As I walked through the metal detector, I was randomly selected for special scrutiny (not because I had any metal on me). I asked the TSA employee if I could retrieve my laptop, which was sitting unattended at the end of the conveyor belt 10 feet away. He said no. I had to stay where I was until he could get a female to examine me. I asked if someone could retrieve it for me. He said no. As different passengers picked up their bags, my laptop was eventually tipped out of the tray as I watched helpless.

The female employee arrived after 3-5 minutes and checked the handle of one of my bags. That's all.

2013 4:48:2

Questions:
1) Was the screener correct in not allowing me to retrieve an expensive item?
2) If he was following a rule, could you explain the value of the rule?
3) If my laptop been stolen or damaged because it was left unattended for 3+ minutes, would the TSA have reimbursed me?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller immediately requested supervisor.

Supervisor notes:
(b)(6) took over the call. The caller wanted to know if TSA was employed by the airlines or airports. She has contacted the airline and received two different answers regarding service animals. She stated that the animal has a micro-chip and
:013 10:04: she did not think it should go through the metal detector.

Advised caller:
TSA is a federal government agency. We are not employed by the airline or airport. TSA only requires that the animal be screened. Generally, the owner walks the animal through the metal detector. If you have any special requests, you may request a supervisor at the checkpoint.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/8/2013 9:27:08 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/08/2013 9:00 PM Airline & Flight Number : AA 2299 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
Comment : Just so you know, your implementation of "after hours" TSA Pre without a dedicated security line in DCA is a complete disaster. There are no signs or instructions telling anyone what to do, and people are running around like crazy trying to figure it out on their own. Nobody knows that you can't leave your laptop in or bag or leave your belt on, so the entire line was being re-run. Nobody was telling people with Pre to go to the metal detector line, so people would go wait in
!013 10:07: one line and then be sent to another. The sensitivity on the metal detector wasn't dialed down, so every little piece of metal that is normally fine in Pre set it off. And just for good measure, I heard one TSA agent say to another "these fucking pre people are pissing me off man" as I was walking through. Truly abysmal.
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 went through security today at the Denver International Airport and was really frustrated by the experience and wanted to share why.

I am Pre-Check & Global Entry certified because I travel 100% for my work (today's flight out of Denver was my 7th flight segment in 3 days). I have lots of experience with TSA and airport security. Most of those experiences are just fine. Today was different for the following reasons:

The reason for doing Pre-Check or Global Entry was to expedite my passages through security. That didn't happen today because the lines at Pre-Check were jammed with lots of inexperienced flyers. I found out that is was a test of "Managed Inclusion". The majority of travelers in the line didn't have a clue what to do regarding shoes, jackets, laptops or liquids so not only were the lines long, they were slow because people were asking all sorts of questions. Many who went through the metal detectors had no idea that metal on cowboy hats or in shoes would not work out so about 1 in every 4 people set the alarms off and had to go back to regroup.

2013 9:28:0 If the purpose of this "Managed Inclusion" is to encourage people to sign up for Pre-Check, then you missed the mark completely. People had no idea whatsoever that "Pre-Check" even existed even after they had gone through the process. They just thought they got lucky in security. A guy sitting across from me on my flight from Denver to OKC was telling his seatmate about how he went up to this sign in security and the arrow came up for him to go to the left. Once there, he found out he didn't have to take off his shoes or take his laptop out and it was "really awesome". He didn't know why he didn't have to do the shoes or laptop until I leaned across the aisle and told him about Pre-Check and they were letting people do it in order to get people to sign up!?! Wouldn't it have been a good idea to let people know what the process was called so they could sign up?

I know that everyone isn't a full-time traveler but for those of us who have paid a large fee and been through the whole application/interview process, being mixed back into the same long lines with inexperienced travelers is a slap in the face and a major inconvenience. You made lots of people angry at the Denver airport and it was all for naught since your people didn't make any effort to communicate the merits of the program, that people could sign up for this expedited screening or even that it was called Pre-Check so they could investigate and follow-up if interested. What a wasted opportunity...

Sincerely,
(b)(6)

We flew from Denver to Dallas Love Field aboard Southwest on Monday, 11/04/13. Before entering the security area, I stopped and asked the two TSA gentlemen how to proceed with liquids through the Family and Medical Liquids line, and showed them my liquids. They informed my husband and I that the liquids would most likely be opened and tested, but that we would be fine to proceed.

We entered security, placed our items on the scanner belt, and my daughter and I went through the metal detector to the other side. The woman (so sorry I did not get her name) at the scanner monitor became irate with us, and shouted that we could not bring the liquids through, and we would have to throw them away or consume them immediately (back outside the scanners, however). I mentioned that the gentlemen outside the line had advised us differently and she asked how old our daughter was. I said our daughter was 5, and she said that was not a "small child". She said the rule only applied to toddlers. I asked her if that applied even with a medical necessity and she just shook her head and wasn't even looking at me. She keep repeating that we need to toss it or go back out. After a few more moments of asking her if she was certain and asking why the other men thought differently, she sent us back outside the secure area to guzzle the drink down.

As we stood there drinking, I was directly next to the medical and family liquids sign which, much like your website, has no definition of what a small child is. So after my daughter had drank all she could and we were back in line to go through the scanner, I asked a different TSA woman about the sign not having a defined age...And why it didn't matter about the medical necessity. She said that anything medically necessary would have been fine, I just had to tell the other lady that. I stated that I had told her that, at which time the orginal TSA woman (at the monitor) stood up and started shouting at me that I had not told her. I said, "Yes, I did." and she proceeded to shout that I did not and back and forth and back and forth (extremely rude).

We passed back through the metal detector and the man running it took me aside and apologized for the woman at the monitor. Then another woman, (b)(6) gave me this card to file a complaint if we desired. She also apologized; and it certainly gave me the impression that Monitor Woman was exuding this type of behavior often, if her colleagues were apologizing for her.

My daughter may be 5, but she has 11 different medical conditions, most of which we foresee to be lifelong. Her diet is strictly controlled due to severe food allergies and behavior problems. She is also extremely underweight due to being born FIVE MONTHS early. We must have food for her with us at all times. There is nothing on an airplane she can consume, short of water, and very rarely can we find a food at an airport that is allergen-free and appropriate for her nutritional requirements. So...needless to say, when I arrive at airport security at 2:30pm (after a 3 hour drive to the airport) and know that our Dallas-bound flight does not land until 9:30pm, we MUST carry what she needs with us. That's why we go through the Family and Medical Liquids lines (which used to be separate).

:013 10:57:

I had also paid a visit to the DAL (Love Field) TSA last year to confirm the process for traveling with her due to her needs and was instructed to bring sealed containers, declare them (as I did with the guys at the front of the line) and all would be well. I feel as though I did my part as directly an openly as I could, and this woman caused an enormous ruckus over what should have been cut and dry. Making us look like jerks in the process.

In the future, I can bring a note from several of my daughters physicians along with her Medicaid card and history. What else can anyone suggest to avoid these problems in the future and who is right? Monitor Woman? or everyone else who had given us the green light?

Again, I apologize that I did not get Monitor Woman's name, however this was at 2:30pm on Monday, 11/04/13 at the Denver Airport Security in the far right lane as you enter as a traveler. Perhaps (b)(6) knows which employee it was?

Thank you for listening (reading) and I am anxiously awaiting advice for future travel. Thank you!

(b)(6)
DENTON, TX

as one gets thru the regular screening lines.
thank you

in a message dated 11/7/2013 8:16:08 P.M. Mountain Standard Time, tsatcc_do_not_reply@senture.com writes:

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

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

2013 5:22:2

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at http://www.globalentry.gov/. TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the future with more airlines at additional airports. For more information, including a list of participating airlines and airports, please visit http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. This

Date Time: 11/9/2013 1:44:47 PM

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

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

2013 5:22:4

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Today my lap top fell off of the belt scanner in the LAX airport at around 6:15am in terminal 3, lane 3. The belt was not being attended to and a back-up of luggage and empty baskets caused my basket to be knocked off. I witnessed my lap top drop and so did several staff and travelers. I was being scanned in the metal detector at the time, there was no possibility that I was neglecting my belongings. Unfortunately, the staff was ignoring the belt. My computer has invaluable data on it because this is a computer for my medical education and research at University of Vermont College of Medicine. While the computer turned on at LAX, it is currently inconsistently functioning. I hope that you will be financially responsible for the material. I spoke with a supervisor who noted you would be able to review the video surveillance if I provided the information as above.

I can only assume you will not take responsibly for the lost work on my computer, which includes months of work, including neuroscience research data that I was planning on presenting at the American Academy of Neurology's Annual Meeting (data from my work in Eckenstein Lab at UVM) and personal papers on public health issues which I had submitted to the Wall Street Journal (I am happy to provide you with what limited records of this data/paper I have from emails). This event has been a rather terrible development finalizing my trip to LA, where I was interviewing this week to start a job as a neurologists at the Harbor-UCLA Hospital.

Below are the details of the computer, I hope you take responsibility. Thank you.

'2013 9:27:

Dell Latitude XT2 (tablet PC)

Model PP12S

P/N YM 125 A02

Intel Core Duo Processor

Windows (7) Product ID: (b)(6)

Note:There are some numbers on the bottom of the computer that are illegible from wear

Sincerely,

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 11/10/2013 2:33:51 PM Airport : MDW - Chicago Midway Date/Time of Travel : 11/17/2013 12:45 PM Airline & Flight Number : SW 207?
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I don't understand why the Fly By lane had the fewest number of ID checks. Every other line went faster than the "speedy" line. I plan my arrival time based off the historical and assumed time that I should be able to get through
'2013 3:22: security in 10 minutes or less. It took me 20 minutes today, and it was only because of poor operations management on your part. People and conveyors remain under utilized, and no one on the staff seems to care about making the process flow better or be more efficient. I was also patted down four times (front and back on each leg) because I had a "full" skirt on. The skirt is hardly full, and I had already been through the metal detector. If the machine is not competent, then get a new machine. I shouldn't have to get felt up just to ride an airplane. I've had to get patted down because my jean pockets had metal threading, and it was much less invasive than what I experienced today.
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 : Security Issue
Categories : Carry-on Property Out of View During Screening; Miscellaneous/Other Current Date/Time : 11/11/2013 2:42:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 11/11/2013 12:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Gates D of terminal 4 TSA Employee: (If Known) (b)(6) took off badge and refused to give last name Comment : Allow other passengers to go through metal detector then approach and Handel my items while I was in line for the screening.

When I asked for a supervisor to show my concerns she refused to come to the Area of concern. When I approached her she refuse to give any names and it is against policy, I then looked at her badge and was able to see her first name of &quo(b)(6)" she then covered her badge with her hand and took it off and continued to work without a badge.
When I addressed the issue in the past on other passengers able to touch items, I was told it would be looked at. This is what happened when my laptop was taken from the screening area about a year ago, it appears nothing has been done to restive this. The supervisor that with held her name and took off her badge needs some review and I expect no one should be able to with hold third name and never work without a badge.

/2013 3:13:

My contact info.
(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

Caller does not want to provide any information due to fears of being targeted by TSA. She flies in and out of San Jose all the time they finally got a precheck line but later on they closed it because it because they didn t have enough people to go through it. There was one person going through the closed precheck line on Tuesday walking back and forth through the metal detector trying to clear an alarm. She wants to know if they have time to waste doing this that they could open up the precheck lane again. She said she is paying for this service but she is not able to use it and the airline is raising the costs of the tickets to pay for it.

/2013 5:08: Advised:

The only thing I can do is take down her information and forward it to the CSM at San Jose airport.

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

/2013 5:16:

-----Original Message-----
From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com>
To:(b)(6)
Sent: Sun, Nov 10, 2013 5:18 pm
Subject: In Response to your inquiry.

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

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "http://www.cbp.gov" \nwww.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow

On November 12, 2013, I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

-----Original Message-----
From: (b)(6)
'2013 8:29: To: tsa-contactcenter <tsa-contactcenter@dhs.gov>
Sent: Mon, Nov 11, 2013 3:48 pm
Subject: Fwd: In Response to your inquiry.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a

Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that if a patdown is required in order to complete screening:

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

I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need
2013 10:28 to enter the airport code.

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can t go through the WTMD and if the AIT isn t available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process.
Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review.
Advised if additional information is required, CSM may contact via email.

Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn t suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through.
'2013 2:32: The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn t set off any alarm and didn t understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn t suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation.
There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station.
Flight #not available, via Jetblue from Long Beach to Oakland, Gate #7, departed at 3:56PM.
He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation.
Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

Caller has a dividend miles card with US Airways. Caller flew last week and his departure boarding pass had a PreCheck notification on it. His return flight did not have a PreCheck notification. He has not enrolled in PreCheck. He was told by the airline that TSA selects the passengers who are invited to enroll in PreCheck. He wanted to know if that is true. He said that we tell him one thing and the airline tells him something different. He is a retired airline employee. He asked if he is considered a low risk passenger if he was selected at random for PreCheck. He wanted to know if an arrest record from 45 years ago would prevent him from getting PreCheck. Caller asked to speak with a supervisor.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.
'2013 8:56:

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck.
To be considered, applicants must be U.S. citizens.

There are two primary ways to be considered eligible for TSA PreCheck: travelers may be invited by a participating airline, or they may choose to enroll with a U.S. Customs and Border Protection (CBP) Trusted Traveler program (such as Global Entry, NEXUS, and SENTRI).
For frequent flyer program members, participating airlines will permit some members to opt-in through the airline s system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA s Secure Flight system.

No individual will be guaranteed expedited screening. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of their boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening.
I advised him that the TSA PreCheck application program has not started yet. I also told him that he airline chooses the passengers who they invite to opt into PreCheck. I advised him that I do not know if an arrest record would prevent him from getting PreCheck. I told him that passengers selected for PreCheck who do not enroll are low risk passengers.

Caller is trying to get in touch with Alexandra regarding a complaint he filed. She called yesterday and he did not pay attention to her. He needs to get back to his Senator about it. Caller said he is 81 years old, has a metal hip implant and is a cancer patient at Sloan Kettering hospital.

He said all of this started with a complaint. When he was at DCA the TSO told him he did not have to remove his shoes. He went through the AIT and was on his way. But when he went through LGA the next day he was told by the TSO to remove his shoes. Caller told the TSO he was 81 years old and did not have to remove his shoes. TSO said, I m telling you to take off your shoes. The only chairs available were at the beginning of the line so he would have to go all the way back there to take off his shoes. TSO told him if he did not want to take off his shoes, he would have to go through the Magnatometer (WTMD). Caller said that was okay because that is what he had been doing. The TSO also did a patdown on the caller, then an ETD of his shoes. The TSO then told him he was free to go.

Caller walked 15 feet and a TSO came up to him and told him to come back. This TSO had talked to the first TSO the caller had come into contact with. Caller told him he wanted to talk to an STSO. The person said he was the STSO, then told the caller to remove his shoes. Caller did so and the STSO looked at them and told caller he could put them back on. Caller asked what was going on, why he had to do that. STSO said he didn t have to tell the caller the reason. Caller was very angry.

Caller stated that he is a veteran, worked for airlines and was in security. His jog was the Advanced Passenger Information Coordinator for all airlines at JFK. Caller felt as though he was treated badly by the STSO so he filed a complaint. No one responded so he went to his Senator.

'2013 9:59:

I offered him the CSM phone number, but he did not want it. He felt that it was a retaliation for asking a simple question. What made him angry first was that there were no chairs where he could remove his shoes. Caller said he lives in Virginia, near Washington, and said The next thing I amd going to do is walk in there.

Caller said You d think [the STSO] would explain what he was doing. Caller wants some feedback from the STSO. Caller stated that the STSO will examine his own conduct and if he is satisfied with it, caller is okay with that. But I want feedback from him... I am a veteran and I think that is important. He can t tell I am a veteran, but he could treat me like a citizen, with dignity.

He had called 202-401-1474 and 866-644-8360. He cannot get through to Alexandra. He went to his Senator s (McCain) Chief of Staff . He had filed a complaint in June and he just heard something last week. He contacted his Senator about a month ago. The Chief of Staff told the caller to call back whenever he heard from TSA so as to bring her up to par. Caller said when he went to his Senator he got immediate action. He said he was supposed to call the OCRL s Marble Schlanger (sp?)

He is preparing to fly again so I told him to ask to speak to a PSS. If there are no alarms or anomalies, he can go right through the screening. I told him to be sure he tells them he has a metal implant. I also told him he could call the OCRL at 571-227-1917. He said he would.

Caller did not say which airport he is flying from. The gist of this call, after his venting, was to get a phone number for someone from OCRL and to know what to do when going through screening with a metal implant.
Caller travelled with Guide dog through ATL, and she was asked to remove leash, requiring holding dog by eyelet of collar. The Harness was off already making the request for the collar to be removed a great concern. Caller has a vision impairment and the description of the TSO is limited as a result.
10-11 AM on November 5, 2013
TSO was a male Black medium build may have been wearing glasses. He appeared to be unprepared for the screening procedures.

Advised caller:

2013 11:39 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.

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. Although the dog's harness will not be removed, it and other items that he or she may be carrying, such as a backpack, are subject to screening.

To Whom It May Concern:
Recently my girlfriend and I went on a trip to Denver. We enjoyed ourselves during our visit, but upon our return to the Denver Airport to depart, I was struck by the level of arrogance and blatant disregard for my rights during the screening process. After going through check-in and then another level of check-in at the security screening area, I observed that there was a typical metal detector in use and an automated imaging device or xray type device being used to screen passengers. Most passengers (almost all) were quickly herded through the Xray screening. Knowing that I did not have to submit to X-ray screening, I moved toward the metal detector where I was stopped by an arrogant, pushy female TSA agent and informed that I could not go through the metal detector and would have to go through their "primary screening" the Xray imaging machine. I thought about discussing the fact that I don't have to opt for that method of screening and it is my right according too the Official TSA website to choose alternate screening or what I would call traditional screening. Instead, I saw a male TSA agent working the imaging machine and I decided to raise my objection to him and opt for alternate screening. Immediately he knew I was displeased and said something to the effect that I was lucky because the machine had just gone down for calibration. Anyway, now I am redirected back to the screening I was entitled to in the first place and, of course, went through without incident.

'2013 6:10:

As an attorney, I find it disrespectful and outrageous that people are being directed to a level of screening they can choose to deny and select traditional metal detector screening and patdown if necessary. To come across as if a person has no rights during this process and you will be screened by the method the TSA agent chooses is a ridiculous abuse of power and citizen's rights. I inform you of this as I am sure this happens on a daily basis and it is only a matter of time before Denver TSA agents bring unwanted publicity and lawsuits to your doorstep.
It would be a good idea if your Denver TSA screeners follow your own policy and get some badly needed training or perhaps just read your from your own official website that every person can choose alternative/traditional screening.

I will be traveling on 12/5 from DIA to FLL, and 12/18 from FLL to DIA.

I use a power wheelchair and have a service dog. I would like to know how much more time I should give myself for a proper and legal screening.
And is there someone I can ask for at the very start to prevent what I have experienced in past travels.

In the past I have been forced many times by TSA personnel at DIA to go through a completely illegal screening process, as follows.

I was required to leave the wheelchair to pass through the metal detector, not so much a big deal at that time when I had more mobility.
What was completely unacceptable, and in fact against your own policies, was that the TSA agents demanded that my service dog had to go through the metal detector SEPARATELY, DESPITE BEING MADE TO REMOVE HIS COLLAR, LEASH and pack.

I had to put him in a sit-stay, walk myself through the detector, then release my service dog to come through. This process made me extremely anxious because I cannot predict what other members of the public will do, such as attempt to distract him,
'2013 6:10: children running up to him, pet animals in the security area not being under command and control of their owners and lunging at him, etc.

Your website is very specific that SD's must be on leash at all times and never separated from handler.
For his safety and well-being, I will not allow the above situation to happen again.
I am happy to comply with normal standards and procedures for security checks on a disabled person using a power wheelchair and handling a service dog.
But I need someone in a position of authority and full knowledge of your policies to make sure that they are followed appropriately.

Please let me know of anything I can do ahead of time or at time of entry to make this an appropriate experience.

Best regards,
(b)(6)

Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnatti while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.

Also, the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry,
'2013 1:44: money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process.
Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.
When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.
I told him he may voice his concern to the TSO at the checkpoint.
Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnatti while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

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I told him he may voice his concern to the TSO at the checkpoint.

keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing boarders.

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

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
Traveler's belief that they are on a government watch list.
Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
'2013 2:53: Difficulty printing a boarding pass at home or at the kiosk.

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

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

TSA also selects passengers and their property at random for enhanced security screening.

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

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

From (b)(6)
Sent: Thursday, November 14, 2013 10:23 PM
To: TSAExternalCompliance
Subject: Filing a Complaint: Tucson International Airport TSA

My name is (b)(6) and I am a graduate student at the University of Arizona. I was traveling to Cincinnati, Ohio with my father and nine and a half month old daughter last week for an academic conference when I had an extremely invasive procedure performed by the TSA agents at Tucson International airport. Thus, I write to file a formal complaint.

'2013 8:08: When my family approached the security checkpoint in the United Airlines terminal at approximately 7am, a very helpful agent assisted me with my bags and other belongings since I had my daughter strapped in a baby carrier. She let me know that I should keep her strapped on and that my hands would be swabbed. I went through the metal detector without any issue, but then I was informed by another TSA agent that I need to not touch anything because whatever was on my hands set off an alarm. I was not given an explanation to my questions about what was going on, just told a few times again not to touch anything. I was told to hand my daughter to my father, and then I was escorted behind a curtain with two agents who proceeded to frisk me, including several times across my breasts and genital area. Although the agents asked me ahead of time if I hurt anywhere and warned me about the frisk, I had no choice to comply to a procedure that triggered traumatic memories of sexual abuse. My daughter was visibly distressed by my crying when I came out, and my father was enraged.

I feel like no one should be subject to this kind of treatment, and I maintain that I underwent this discriminatory procedure because I am a parent. I would have greatly preferred to take my baby out of her carrier and go through security like everyone else than be treated in a humiliating and demeaning way because some everyday substance on my hands set off some kind of alarm. The agents did not even think to repeat the swab to see if was an accident.

Of course, I was not offered an apology. My father, on the other hand, offered a few choice words. At the time, my chief concern was to leave and take care of my baby before boarding the airplane. In retrospect, I wish that I would have taken the names of the TSA agents, although I am sure they were following protocol in the most dehumanizing of ways. I tried to find the contact information for the TSA at the Tucson airport, but none was available on the airport or TSA websites.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/16/2013 9:15:41 AM Airport : TUS - Tucson International Date/Time of Travel : 11/16/2013 7:00 AM Airline & Flight Number : DL4539 Checkpoint/Area of Airport : Gate B checkpoint TSA Employee: (If Known) :
Comment : The prescreener that checks boarding passes and ids was completely rude and power tripping. The sky priority lane is there for first class and gold diamond platinum members. He stated I should have been at the back of the line when I was flying first class and a delta gold medallion member. Made everyone there feel bad especially me who was loudly told I was not supposed to be there yet. Overall a terrible experience until I reached the nice ladies at the bag screening and metal
2013 11:20 detectors. They were nice and professional.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/16/2013 12:08:01 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 11/16/2013 Airline & Flight Number : Jetblue 654 Checkpoint/Area of Airport : Termina C TSA Employee: (If Known)
Comment : I've been travelling through PBI for more than 10 years. And the stupidity of the screening process at terminal C in Palm Beach may be second to none.

First of all...using a tablet computer to determine whether I should go left or right to pre screening or not is completely idiotic..especially when you have to employ a staff member to stand there and tell people to use the pad.

Secondly...that system means that Pre Check is pointless since any old customer can use it. Why should anyone get a precheck number if there is a good chance they will get randomly sent through the precheck lanes anyway.

And finally...this is there the stupidity is at its worst....So the rules and screening are different on the pre check lane. I had to put my laptop back in my bag..AFTER talking it out...So every customer who isn't a regular Precheck user will have different
'2013 1:07: policies they will have to learn....Stupid and confusing. Furthermore....I didn't have to go through the gas/scatter scanners just the metal detector...But remember....I WAS CHOSEN RANDOMLY....so the need to have airline precheck or the other enrolled government programs is rendered effectively useless.

What moron came up with this?

Its been called security theater before...but this is even worse...It guaranteed that 50% of the passengers received LESS screening than during the bad aspects of the security theater system.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern -

I am an active duty USMC Colonel traveling from the above airport to Boston Logan. I am in possession of a valid DoD CAC card. While passing through the security check point today at tri cities, there is a sign clearly displayed next to the TSA agent checking boarding passes and IDs stating if you are 12 or under, 75 or older, or are in military in possession of a CAC card you may keep your light jacket and your shoes on. Several folks before me where allowed to do so but when I stepped up to the metal detector I was directed to remove my shoes. I pointed out to the TSA agent the sign and showed my CAC card again, I was told that was only for military in uniform. I removed my shoes and passed though security. My medical alert dog tag did set off the detector and I was told see by the TSA agent. after removing my med alert tag and passing though again I was allowed to pass. When I asked who the supervisor was the Agent rolled his eyes but pointed to the agent screening bags on the belt . He just looked up and said you have to be in uniform I told his the sign did not specify that and said that the TSA web site stated that you are not required to be in uniform I was summarily dismissed and told definitively that was not our policy here but I will check the sign. I travel quite frequently and very aware of that there are currently 10 airports that currently offer TSA pre check to Active military an that the policy is expanding to approximately 100 airports on 20 Dec, but wanted to point out the inconsistency in your posted policy, website and the understanding of the TSA Agents at this airport. Thank you very much for your correction of this manner.

V/R,

2013 11:03 (b)(6)

Ft Devens MA 01434
Office:(b)(6)
BB:(b)(6)

Sent from my iPad

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

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Remote Client IP: (b)(6)
Date Time: 11/17/2013 4:56:30 PM

Name: (b)(6)
Email: (b)(6)
'2013 6:05: Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL6218, delta from LGA to RDU
Comments:I am 33 weeks pregnant. When I travelled to NYC from RDU last week, I was allowed (without even requesting it myself) to walk through the regular metal detector rather than the full body scanner because of my pregnancy. No further screening-such as a pat down-was required. Today at LGA I asked specifically to walk through the metal detector instead of the full body scanner. They refused this and required a full body pat down that included the agent's hands running around my underwear band-not just the waistband of my pants. All this happened after I watched a young boy AND his elderly guardian be allowed to go through the metal detector with no pat down at all. After reading the guidelines on the website and asking the agents on site, I strongly recommend you consider adding a valid opt-out option for pregnant women that does not require an invasive and humiliating pat down. I fail to see how a (nonpregnant) guardian accompanying a child under 12 is an acceptable candidate for the metal detector but a 33 week pregnant woman is not. There will be people who will try to subvert whatever rules you put in place, so denying the validity of this concern on the basis that women may try to "fake a pregnancy" is unreasonable. It is appropriate for me to do all I can to maintain and protect the health of my fetus and that includes avoiding unnecessary exposure to potential teratogenic agents. Please take these concerns seriously and consider a revision to your guidelines.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/17/2013 4:58:01 PM Airport : EWR - Newark International Date/Time of Travel : 11/17/2013 Airline & Flight Number : US678 Checkpoint/Area of Airport : Terminal A Gates A32 to A39 TSA Employee: (If Known) :
Comment : When passing through a metal detector, I was asked for my boarding pass which was already checked and placed in my bag as directed by a previous TSA officer. When I said I did not have my boarding pass, the TSA officer said, "Why am I not surprised." I felt powerless and insulted.
'2013 6:05: Would you like a response? : False
Passenger's Name: (b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/18/2013 9:23:50 AM Airport : EWR - Newark International Date/Time of Travel : 11/18/2013 9:00 AM Airline & Flight Number : UA 5669 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) (b)(6) Comment : TSA agent (b)(6) spent approximately 10 minutes complaining openly (in view/hearing of myself and numerous passengers waiting for screening) about recent complaints that were recorded about her by other passengers. She proceeds to then be rude to pretty much every passenger going through screening - I was given a green piece of paper for expedited screening, but was still required to remove my belt (which did not set of the metal detector) and my wallet and when I asked then what was the point of the expedited screening she became belligerent and said "I let you keep your shoes on didn't I?" Clearly this agent has had other complaints / and it appears for
2013 10:09 good reason. Her customer service is terrible.
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 flew from BDL to TPA and returned back from TPA. She received Precheck on the departing flight, and her return flight she had a rude officer. She stated that she has a back brace. She stated that she was asked to raise her arms if she was able. She stated that an officer wiped her hands with a cloth and her brace. She asked the officer why this was required. She stated that she has never seen this before. She stated that the officer was female and very rude. She asked why she had to undergo this and what they were looking for. She asked how she was TSA Precheck approved on one flight and humiliated on the next.

I explained that in the furture she can contact our TSA Cares line for information regarding a medical condition or disability. Information can be provided that is specific to her medical condition or she can be referred to a disability specialist with in TSA.

I apologized to the caller for the experience. I explained that the officers are trained to treat passengers with dignity and respect during the screening process.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. So, she was asked if she can raise her arms for 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. A TSO will need to see the device, which may require the lifting
2013 12:10 of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. That is what was occurring with the cloth swab.

I explained that the security procedures are designed to be random.

I explained that I can forward the information to a CSM at TPA so that they can be aware of the situation.

Departing Airport: TPA
Destination: BDL
Airline: Delta
Flight Number: Unknown
Gate: Unknown
Terminal: Unknown
Date and Time: November 9th @ 4:15 pm
Caller flew from LAX to New Zealand on NZ 1 November 13. Caller said when she went through the metal detector, an alarm sounded. Caller said she put her wallet in the bin with her backpack. Caller said she did not have her wallet when she got home. Caller said it was a skinny wallet that was 3 1 2 long, 2 1 2 wide, 1 2 inch wide, has a zipper across, has probably less that $50 NZ dollar, 2 antique keys and 1 pair of stainless steel tweezers inside. Caller said she sent an email but did not get a reply.

Airport LAX
Airline New Zealand
Flight numbers NZ1
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand
'2013 2:03: NOI with Writing ?
Terminal or Gate Terminal 2, Gate 22 (caller is not sure if it was 22 or 24)
Contact information

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her to check with lost and found
Los Angeles International Airport
310-242-9073

I am usually very satisfied with the job TSA does. I fly frequently and have never had a negative experience.

I usually wear my cowboy boots when I fly, because they are easy to slip on and off. I always put them in a bin with something small and have never had an issue.

This morning, when going through security, I noticed that the lady working the screening area was rearranging some of my bins, consolidating them. I thought it was a little strange, because I know what usually fits in the bins.

When I went through the metal detector and went to retrieve my belongings, I was surprised to see that my boots had been taken out of the bin and were just placed through the machine. Then I looked at the bottoms and saw that, on each boot, a piece of the bottom sole had been detached, so they aren't straight on the heel.

I know they were not like that before I put them through, because I had looked at the bottoms specifically this morning, when I was packing.

I alerted the TSA agent and told him I was concerned that the other agent would have taken my boots out of their bin, and showed him what I was talking about. He took some pictures of the pieces of the sole that were damaged.

Now I will have to get that piece replaced on both boots. I haven't had any problems walking in them in the past, but now they are unsteady and uneven to walk in.

'2013 4:17:

I would greatly appreciate some help with the cost of the boot repair, and I asked the agent I talked with if, in the future, he could ask that agent not to take passengers' belongings out of bins, and instead ask them to move things around if necessary for some reason.

Thank you.

Sincerely,

(b)(6)

###

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

###

Caller is a retired airline employee and he is leaving the country. Caller said he was detained when he tried to re-enter the US. Caller does not get detained when leaving the US, only when trying to returning to the US. Caller said they asked for his date of birth. Caller said this incident happened 2 1 2 years ago. Caller said he travels frequently and he is concerned about having to do additional screening. Caller said the last time he flew he actually missed his flight. Caller said he will take his trip and then will apply to TRIP if he still haves problems. Caller already knew about Redress.

The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

Recognizing the continued inconvenience of having to go to the ticket counter to obtain a boarding pass, DHS announced enhancements to watch list screening by the airlines. Each airline can now create a system to verify and securely store a passenger's date of birth to clarify watch list misidentifications. If you cannot print your boarding pass from the Internet, at an airport kiosk, or curbside, you may be able to avoid checking in at the ticket counter on future flights. While you are at the ticket counter, provide your full name and date of birth. The airline may be able to store your information and enable you to print your boarding pass.

If you have contacted the airlines and continue to experience delays, you may outline your concerns in a single request to DHS TRIP. The information received will be shared with applicable DHS component agencies, such as the Transportation Security Administration (TSA) and U.S. Customs and Border Protection, as well as with the U.S. Department of State and, when appropriate, with airport and airline operators. Information will be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), and as established in the Privacy Impact Assessment published for DHS TRIP.

'2013 4:27:

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.

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.

(b)(6)

(b)(6)

(b)(6)

From: (b)(6)
Sent: Thursday, November 07, 2013 2:39 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA Pre-Check discrimination

2013 10:09

I am a frequent traveler with American Airlines and have had the 'benefit' of pre-check since the beginning of the inception of the program. The problem is I can't utilize the pre-check metal detector facilities due to my pacemaker. TSA at every airport I have come in contact (+20) with refuses to allow me to use pre-check and go through the body scanner. TSA is discriminating against my medical disability and I find it unacceptable. I get to enter the pre-check lines, and then when I state I need to go through a body scanner they refuse to allow me the benefits of the pre-check I have already been granted (keep shoes on, not take out laptop, etc.). I am a pre-check approved traveler and have PRE-CHECK stamped on every boarding pass, but it's useless due to the inadequate accessibility of a body scanner. I understand the American Disability Act does not address this issue, as the problem didn't exist when the ADA was created. I would like feedback on what TSA is capable of doing to allow passengers with disabilities to use a body scanner during the pre-check check in. Thank You for your time .

(b)(6)

AA frequent flyer (b)(6)

(b)(6)

Caller is a GE member and receives PreCheck and flies with Southwest. She flew through Denver recently and they did not have an AIT machine for the PreCheck lane. They only had a metal detector. The caller has an artificial knee which caused the WTMD to alarm and she had to take everything off. She wants to know if she will have to go through the metal detector at all Precheck lanes because she has paid $100 to get PreCheck.

'2013 9:18: Advised caller:

I do not have information on which airports have AIT machines for PreCheck lanes. If you set off an alarm secondary screening is always required to resolve any alarms.

Caller is a GE member and receives PreCheck and flies with Southwest. She flew through Denver recently and they did not have an AIT machine for the PreCheck lane. They only had a metal detector. The caller has an artificial knee which caused the WTMD to alarm and she had to take everything off. She wants to know if she will have to go through the metal detector at all Precheck lanes because she has paid $100 to get PreCheck.

'2013 9:18: Advised caller:

I do not have information on which airports have AIT machines for PreCheck lanes. If you set off an alarm secondary screening is always required to resolve any alarms.

Before the metal detector checking, I regularly put all my belongings in a basket, including my leather jacket at departure lane 5.
When the basket came out from the metal detector there was a wide laceration of part of my jacket. I immediately called the Police officer so she could testify the problem.
Police Officer number is the following : SJSO (b)(6)
I would like to receive a reimbursement for damage received.

Thank you for your attention-
Best regards.
(b)(6)

(b)(6)

(b)(6)

2013 10:09 (b)(6)

Tel. (b)(6)
Tel.
Fax

CONFIDENTIALITY Confidentiality Notice - This e-mail message including any attachments is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.
P "Please, consider the environment before printing this e-mail"

Feedback Type : Compliment
Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport : PreCheck TSA Employee: (If Known) :
Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.
2013 4:11:
It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

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

My wife and I and our two young children travel regularly, and I will say that our experience in the past couple of years with TSA screening across various airports has been a pleasant experience. However, I do have a concern I would like to express about your procedures at Miami International Airport.

Yesterday (11/19/13), my wife and I and our daughters (ages 3 & 4) were returning from St Kitts & Nevis (SKB) to LAX with a connection in Miami (MIA). We went through US Customs and then proceeded to the TSA security lines. Each of us is designated TSA Precheck. Since receiving this designation, we have been allowed to keep our shoes on through security. This created confusion and frustration as nobody at TSA Miami checked our boarding passes prior to security, and we were thus mandated to take our shoes off after lining up before the metal detector (with the assumption we could keep them on). Additionally, we put everything from our pockets through the scanner belt (including passports, wallet, boarding passes, etc), as every other TSA check recently has asked that we carry nothing and have our pockets empty. Months ago, when I kept our boarding passes in my pocket (at SNA), a TSA agent snapped at me that we were "not supposed to have anything in our pockets." Here in Miami, the TSA agent showed frustration with us that we put our boarding passes through the belt rather than keep them with us.

/2013 6:01:

I understand TSA purposely creates some inconsistencies for security reasons, but the inconsistencies that we experienced at TSA Miami certainly are not for that purpose and in my mind are completely unnecessary. Because we sent our boarding passes through the scanner belt, the frustrated agent called for a "boarding pass check." I expressed my own frustration with the separate agent who came to check our boarding passes. He expressly told me that he agrees with me and that they (Miami TSA agents) have expressed the same concerns over these inconsistencies with TSA.

He has a left should replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn t opting out of the AIT he just isn t able too since he can t raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can t go throught he body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can t raise his arm

Response:

/2013 7:31:

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

Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decisions and that is how it will differ from airport to airport.

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She is a Global Entry Member. They will be flying to Panama. She was chosen on October 31, 2013 for PreCheck on her trip to Dublin. After questioning the caller I determined that she did not enter her participant Id when she made the reservation. She said that when she made the reservation she was not asked for the number. She said that there is no place to enter the number. She has not confirmed that the information on her reservation or in her profile matches her Global Entry account. She said that she has a TSA PreCheck card. She wanted to know how she was chosen for PreCheck in October if she did not enroll. She also wanted to know why her husband has PreCheck on his boarding pass if he did not enroll.

CBP Trusted Travelers Global Entry NEXUS SENTRI
1. Are you a US Canadian Citizen? - Yes - US citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? - Yes
3. Do you have a valid unexpired CBP membership? - Yes
4. Have you received TSA PreCheck in the past? - Yes
5. Do know your CBP Trusted Traveler PASS ID? - Yes
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
2013 11:04 8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? - Yes
9. Date of Birth - April 22. 1949

I gave the following information: If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile. Nicknames should not be used in lieu of an actual name on the card. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.
If you made your flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz) or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation.
Please note that even if you opt in for TSA PreCheck with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

(b)(6) took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the
/2013 4:29: patdown.

I advised caller this is the process for opting out of the WTMD pre-check or not. I did advise caller if she feels like she was treated rudely we can send to the CSM at the airport. I placed the agent back on the phone to take additional information. Call was disconnected and was unable to call back because caller refused to give contact number.
(b)(6) took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the
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Caller has a stint in each of his thighs with titanium in it. When he flies out of SAN, he provides documents from his doctor, and the TSO s are not looking at his documents and just having him place it in the plastic bins. He does want to let this problem become aware top the CSM at SAN just to hopefully prevent the matter from happening in the future.

Advised,

/2013 6:36:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller has received Precheck with South West. He wants to know if he will receive it with other airlines. He flew out of Burbank,CA. TSA Precheck did not work yesterday. Precheck was on boarding pass. Metal detector was closed. He had to take out the laptop. He wanted to know if we take complaints on Precheck. He wants to make a complaint. He had additional screening. Caller was upset about the length of time and additional screening. He said his flight delayed. The incident was yesterday. He stated he had wasted enough time on this and said lets not call this precheck lets call it something else and hung up before I could get additional information.

Advised:
2013 11:25 I explained to the caller there are two ways to receive Precheck either with a FF or a TT membership.
I explained to the caller he would not receive Precheck with other airlines unless he applied for a CBP TT membership program. He could receive Precheck on a random selection basis with SW.

I stated I would inform the CSM at the airport of his dissatisfaction of the expedited process yesterday and regretted he was not happy with the process.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/22/2013 11:35:23 AM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 11/21/2013 5:00 PM Airline & Flight Number : SW 2193 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) :
Comment : I am enrolled in TSA pre.
It took more time to go through TSA Pre instead of regular screening.
1. The metal detector for TSA Pre was not manned. I was told to wait and did for 2-3 minutes while they sent someone over.
2013 12:14 When I went to pick up my breifecase after it went throough X-Ray, I was asked if I had a laptop in it. I said yes, and they said your laptop and briefcase have to be X-Rayed again.
As A result, I was now delayed and other passengers who had gone through regular screening had long left the security area.

So much for the value of TSA Pre.
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 flew through Logan Airport last night and had one of the most embarrasing situations due to the employee running the metal detectors at Logan Terminal B at 615pm.

The Pre-check signage is very confusing as the Precheck sign is next to a security entrance in front of a primary set of USAirways gates (10-14). However, it is apparently not a precheck set of gates, only expedited security. The guard checking IDs did not mention that this is not a TSA point even though it passed as precheck.

Once through, I went as if I was in normal precheck lines. No removal of laptop, shoes, etc. When directed to remove my laptop, I stated I'm designated for precheck. ANother guard said "this is expedited security, you have to remove it." I was unsure of the difference as I didn't have to remove my shoes, belt, or jacket. When I went through the detector, my jacket triggered the detector. WHen I went to remove jacket, I was told to take everything else off. WhenI said I don't see why since it's only the jacket (I've worn the belt and shoes through ORD and BOS security multiple times),, I was told "If you're gonna act this way, you can go through the scanner." THis was in a loud voice in front of a waiting line of ppl. When I attempted to go
'2013 8:03: through the metal detector, he said "no, you go through the body scanner."

I spoke to a female supervisor. She indicated that multiple people had said the signage was confusing and that the guards were not directing ppl to the proper TSA Precheck point. She also asked who handled the situation and said it was inappropriate; but did not provide me his name. He was a gentleman about 5'10, brown hair, and a goatee.

I'm more concerned about the male individual and his treatment of me. I realize that he deals with the public on a daily basis, but it was beyond rude and inconsistent with any of the behaviors I've experienced at major airports throughout the country.

Please advise how this situation will be dealt with as an employee acting in this manner should either be coached to improvement or removed from your organization.

Regards,
(b)(6)

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 11/24/2013 12:19:04 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On a recent trip, flying from Dulles (DC) to Tampa, our tickets showed that we were set for TSA Precheck. My wife has a replacement knee, and the precheck line at Dulles was using a standard metal detector.
Because of this, secondary inspection was required, and my wife was subjected to the most intensive, intrusive body search I have ever seen. Up her inner thighs to crotch height, up under her breasts to actually lift them. I could only laugh at the
'2013 1:05: extreme nature of the treatment, as any protest would, of course, result in delay.

However, my wife and I would like to understand what steps can be taken to assure that whenever an airport has Advanced Image testing, that she will be able to be checked by that method.
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 lodge an official complaint against the Denver division of the TSA, at Denver international Airport.

My mother was traveling today to Dallas, and experienced an entirely unwarranted and invasive violation of personal space.

She has had breast cancer twice, and as a result, she had a double mastectomy. She often experiences pain in her chest region and also is dealing with lymphedema as a result of the surgery. Lymphedema is a very sensitive condition. While not a travel risk, she has to be careful to not bump into things or cause herself undue stress. What follows is inexcusable and a perfectly accurate description of undue stress.

A female TSA agent told her to stand off to the side today after getting through the metal detector and my mother complied. With no warning or explanation, the TSA agent shoved the heel of her palm directly into my mothers chest, right at the surgery site. This completely startled my mother and caused her terrible pain. The TSA agent then told her to go very loudly, with a non-explanation of "it must have been the buttons." My mother then had to collect herself and her belongings, while trying not to cry. She then suffered on her connecting flight due to the force and stress of the shove. There is a potential for that abrupt and traumatizing physical contact to prolong her healing process and possibly create more damaged tissue. If she had received
'2013 5:07: surgery last month, stitches would have been torn and the damage would have been near-irreparable. We will be seeing her surgeon to verify that the contact from the TSA agent did not cause any damage, and if it did, there shall be a suit filed as soon as possible in order to ameliorate the costs and mental anguish associated with the contact.

I want a written apology from the TSA staff at DIA and I want proof that TSA employees receive additional training in order to better handle the populace and all forms of ability, as it is incredibly obvious that there is a woeful and horrific lack of such training.

I will also be forwarding this complaint to the relevant authorities at DIA, as well as local news agencies. I really wish I didn't have to, but I am not hoping for much of a response, as it is quite apparent that the TSA is a non-functioning agency.

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

Remote Client IP: (b)(6)
Date Time: 11/24/2013 6:03:59 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Airport - LAX
Terminal - 7
Date -11-23-13
Time - approx. 8:15 to 8:45 AM
Comments:I found the TSA employees at the terminal listed to be unprofessional, particularly the larger of the two female screeners employed to do additional screenings and pat downs.
I have several metal implants, which cause the machine to beep every time I fly. The screening is usually quick, courteous, and while not pleasant, not intrusive. This experience was neither quick nor courteous, was VERY unpleasant and was definitely intrusive.
'2013 7:16:
If you will bear with me, I will compare the procedures I am used to with those followed at LAX.
There were people trickling through at the rate of perhaps one or two every two or three minutes.

I was listed as PRE-check on my ticket, but since I do have implants, I required additional screening.
Normal - I step to the side, a female screener is available within 30 seconds, or perhaps a minute if the line is busy.
LAX - I step to the side. The screener at the metal detector calls for a female screener. Two minutes later he calls again. 2 minutes later he calls again. Two minutes later, he calls the team leader of the screeners (who were joking around and paying no attention to the metal detectors. A female screener then comes over, yells at ME for standing "in the wrong place (where I was told to stand). All in all, it took more than 5 minutes to get the attention of the screeners, at a time when the line was far from busy.
Second step - normal - I am asked to stand with my arms out. A wand is run over my body.
LAX - no wand was used.
Normal. - The areas which beep are felt with the palm of the hand. Other areas are lightly patted with the back of the hand.
LAX - All areas of my body were squeezed with the palm, including into my crotch and my breasts.
Normal. - the screener stands so I can see her name badge when checking for chemical residue. (often, there is no check).
LAX - the screener stood so all I could see was the sheriff badge. Her name plate was unreadable. I felt too intimidated to ask her name, so I apologize for the incomplete information.
The impression I was left with was that the team leaders didn't give a damn about their customers (who do ultimately pay their salary), and that the woman in particular gets a thrill out of intimidating and bullying her customers.
I assure you I was not rude or demanding, I understand that this is a hard job, but I expect a minimum of courtesy from the screeners. I am interested in getting through security as quickly as possible and with the minimum of fuss.
The caller flew from PHX to AUS texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHXs Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

'2013 8:09: The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

Response Details: The caller was advised that the set up for TSA Precheck may vary from airport to airport. I advised the caller that we are not located at an airport and that we do not have specific information on how these lanes are set up.

I informed the caller that we do not have specific information pertaining to her question about being denied Precheck if she cant walk at one airport and not the other.

I advised the caller that we would forward this to the appropriate department for review.

I explained to the caller that to have a formal complaint it must be hand written. I advised the caller that I would send her the information about filing a formal complaint via the provided email address in case she changes her mind and wants to file one.

The caller was informed that anytime passengers have specific questions or concerns while they are at the check point, they can always request a PSS or TSO Supervisor to help assist with their concerns.

I informed the caller that TSOs receive various types of training.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; Facemask and tubing may remain in the case.

'2013 8:49: I explained that we did not have any specific information stating that any part of a CPAP must be removed except for the CPAP machine its self.

I told the caller that TSA strives to maintain consistency through out the airports and that we try to maintain rules and policies as close as possible

I apologized to the caller that she has not been satisfied with her experience.

Incident Details: The caller travels through SFO and ATL often and uses a wheel chair. The caller opted in for TSA Precheck through Delta Airlines and Alaska Airlines. The caller flys 10 to 20 times a month and the policies always seem to be inconsistent from airport to airport and sometimes within the same airport. The caller stated that she never has an issue with going through TSA Precheck at other airports and that it is only problematic when she goes through a Precheck lane that only has a WTMD and no AIT.

The caller stated that she is able to walk 10 to 20 feet at a time and sometimes up to 100 feet, but is unable to walk 200 plus feet.

When the caller flys from ATL and gets to use TSA Precheck she is told that she must walk down the hall to the Precheck lane if she wants to use the benefits.

When the caller flew from ATL via Delta Airlines Flight 789 on 11 16 2013. She went through screening around 8:30- 9:00 a.m. and was chosen for Precheck. The caller was told that she must walk down the hall and that she could not use TSA
Caller was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening.She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX.When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs.Finally someone apologized to the operator of the wheelchair but no one ever apologized to her.I explained that we do not
2013 11:57 have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AIT if they can hold their hands over their head for 5-7 seconds.But if they cannot perform these two functions they would have to go through a patdown.Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time.Conferred with Amber and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter.
Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn t want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

If a passenger has metal implants, she should inform a Transportation Security Officer (TSO) before screening begins.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:
• The patdown should be conducted by a TSO of the same gender.
'2013 1:01: • The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger may ask for a chair if he or she needs to sit down.
• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
I told the caller she cannot be exempted from the screening.

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.

Caller said he called American Airlines and was told to call TSA about precheck. He said he got precheck with US Air and wants precheck for friday when he flies to CA. He requested an email response on this. He asked if he can opt in or fill out a known traveler #. He said he is not a global entry member.

Response:There are two primary ways to be considered eligible for TSA Precheck : travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA Precheck is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Precheck benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline at a participating airport. For more information, including enrollment, please visit http: www.globalentry.gov .

'2013 1:44:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From: (b)(6)
Sent: Tuesday, November 26, 2013 12:43 PM
'2013 2:15: To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 11/26/2013 12:42:41 PM

Name:

(b)(6)

Email:

Disability Description: Caller has a heart monitor.

Information Request: She asked how to go through screening. The monitor is attached to her belt and she has electrodes on her.

Response Details: 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 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. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

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 3:21: 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.

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.

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.

Feedback Type : Request for Information
Categories : Screening
Current Date/Time : 11/27/2013 3:36:43 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On Tuesday, November 26, 2013, I went through airport screening at MSP airport terminal 1.

I had my dog with me, so carried through the metal detector. The TSA agent, swabbed my hand and then told me the machine identified a substance so they needed to check my bag and complete a manual search

When I askd several times the nature of the substance, he stated he did not know. Clearly this is not acceptable as ths is not N Korea so transparency is important.

/2013 4:06: As the TSA employees managed the manual body search, I again inquired as too the suspected substance discovered.

I am both TSA cleared and approved into the global entry but apparently none of this pre screening matters.

I have no complaint against the TSA employes as I realize it is a massive government jobs program that wastes billions annually.

I would just like to know the suspected substance. Other than dog hair and saliva, I am mystified.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/27/2013 4:22:34 PM

Name (b)(6)
Email (b)(6)
Complaints:Consistently Selected for Secondary Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:TSA racial profiling complaint:

/2013 6:10: I have been a victim of racial profiling and unfair harassment for invasive extended screening procedures multiple times by TSA during the last few years.

In 2011, I was unfairly flagged for extended screening procedures at the Oakland airport when I was wearing post eye-surgery dark eye protectors as required by my LASIK surgeon. The TSA requested I take off my glasses even though it caused much pain to my regenerating eyes.

In 2012, I was unfairly flagged for extended screening procedures when requesting to use the metal detector because the safety of body scanners was not proven yet during this period. I was unreasonably detained for a long time and made almost late for my flight.

Today, 11-27-2013, I was flagged for asking about a sign that said I could leave shoes and light clothing on if prescreened.

Hence,

I have been a victim of racial profiling and unfair harassment for invasive extended screening procedures multiple times by TSA during the last few years.

(b)(6)

/2013 5:09: My wife and I are traveling back to St. Louis through the newark airport. When we were going through screening (we both are tsa pre check) the agent at the metal detectors told her she had to go through the regular metal detector in spite of the fact that she told him she has a metal hip replacement. It of course went off and she had to go back through the detector and go through the x-Ray machine. He made a big deal of it and embarrassed her. The x-Ray was right beside the metal detector and in full use. This agent was black, with a semi Afro haircut and beard. He is unprofessional and should not be doing this service.

Sent from my iPad

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

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

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

2013 9:59:5 If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could removed her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no . Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realized that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was african american too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,
(b)(6)

MY QUESTIONS:

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry
2013 3:35:5

Hello,

Three questions:

1. Your website states:

"U.S. Citizens currently enrolled in CBP's Global Entry, SENTRI or NEXUS Trusted Traveler programs are automatically eligible to participate in TSA Pre?™."

Do I read this to mean that as a Legal Permanent Resident, even if I were a member of Global entry, I would not be automatically eligible for TSA PreCheck?

If so, when do you expect TSA PreCheck to become an automatic benefit for LPRs enrolled in Global Entry?

2.

(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

2013 3:36:2

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

rockville

State:

below the following cut and paste. Thank you. I quote:

"Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre?™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

2013 8:17:1 Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre?™ eligibility. For more information about these programs, please visit our Web site at:http://www.tsa.gov/tsa-precheck."

I want to make it clear that this automated response does NOT address my concern. In Denver, at DIA, it appears that the TSA employees are routinely routing randomly chosen, non-TSA Pre-Check passengers through the TSA Pre-Check line. While waiting in the TSA Pre-Check line, as a TSA Pre-Check passenger, a group of about 15-20 passengers will be suddenly routed from the long, normal TSA security lines to the TSA Pre-Check lines. This is disruptive and inconvenient to the passengers who bothered to pay for and be screened of TSA Pre-Check handling. The non-PreCheck passengers appear to be randomly chosen. An entire group is brought over from the other lines and put in front of waiting PreCheck people. The passengers who are routed over in that direction don't know any of the rules. They need too much monitoring. The lines become too slow. The TSA employees who are normally more quiet in PreCheck lines start barking out orders in order to rush the non-PreCheck people through. It's just not good customer service for those who have paid for the Pre-Check service.

After it happened for the 4th time in 3 weeks to my adult son, he asked the TSA Supervisor about it. She told him that it was a test program at 5 airports across the country. My family is very dissatisfied with this program. It's just not fair or good customer service for those who have taken the time to pay, wait for processing, and then face the screening challenges that PreCheck initially required. We are dissatisfied. With the new policy and with this canned response to my complaint.

Please respond, if able. Thank you.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/1/2013 7:12:16 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/30/2013 9:10 PM Airline & Flight Number : SWA 2999 Checkpoint/Area of Airport : Pier A TSA Employee: (If Known) : Officer (b)(6) Comment : While I can appreciate that on a holiday weekend things are likely to run less smoothly than usual due to volume, Officer (b)(6) handling of Pre-Check passengers in the screening line was wholly unacceptable.

After proactively checking with another TSA employee prior to getting to the front of the screening line as to what the protocol would be for me as a pre-check passenger given that the pre-check designated lane was closed, and following those instructions, I removed my coat, liquids and laptop, leaving on my shoes and put everything else through the metal detectors as guidance in recent months given full body scanner implementation has been to walk through with nothing in one's hands. Officer (b)(6) proceeded to curtly inform me that I needed my boarding pass to go through and subsequently needed to remove my shoes instead of proceeding through the metal detector. He very rudely claimed that he had been repeating this audibly, not so subtly indicating that I was somehow stupid or incompetent for doing so. These instructions had not been audibly given, which was evidenced by the several other pre-check passengers who also did not retain their boarding pass. Though I was still holding identification linked to my trusted traveler ID at the time of this exchange, and though there were other agents who could have easily retrieved my boarding pass and that of the other affected passengers, Officer (b)(6)
2013 8:18:3 proceeded to instead berate us for not following instructions which were not given. It's unclear to me why the instructions for pre-check passengers can't be printed on the signs which indicate we are eligible to follow rules for elderly and very young passengers, or why Officer (b)(6) could not have found a solution to the situation which didn't involve extreme rudeness - such as assisting us in retrieving our boarding passes, or explaining the protocol calmly and apologetically. Instead, he slowed down the entire screening line for all passengers, and unnecessarily angered a number of passengers. When I mentioned the problem to a friend on my flight who had gone through security about 10 minutes prior to me, he guessed exactly the Officer who had yelled at me, indicating that Officer (b)(6) attitude was not only poor to those individuals in pre-check who faced opaque instructions.

It was suggested to me that submitting this complaint is useless as it's unlikely to be genuinely considered, and have never bothered previously when facing excessively rude, unhelpful or downright obstructive officers in the past - but as someone who has now opted into the 'trusted' traveler programs, I'm more concerned by this treatment which I assume is even worse for travelers not yet enrolled, and subsequently less 'trusted' to begin with...
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn t even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn t required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn t qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn t see her items during the process and if it wasn t for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn t happen again because she is traveling for treatments frequently to NY.
Caller thinks she should get some sort of compensation, thinks she should be moved to first class because of the incident.
Caller is grateful that TSA is conscientious, but, still felt embarassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else.
Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

2013 8:25:1 Response:
Apogized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process.
Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening.
Advised if she isn t offered a private area for a patdown she can request anytime during the process.
Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.
Advised caller if additional information is required she may be contacted via email.
Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade.
Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

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Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

Caller states that she is a TSA Precheck member, she has seen where people are getting this random, and she doesn t feel like this is acceptable, since she paid for her membership, and other people are receiving this by the airline, and she doesn't feel like we should allow the airline to do this to passengers who have no idea what their doing.

Also she states that there are no TSA bins she states that there were some at the TSA Expedited Screening at Tampa Airport which is great but any other place there are no bins and she feels like she should not have to place her 300 dollar purse on the conveyor belt alone since there are bags who have been on the floor and then they expect her to place her very expensive bag on the conveyor belt.

Informed caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™. Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Passengers who are directed to theTSA Pre\u2713™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre\u2713™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage. Although TSA's new initiative leverages the current TSA Pre\u2713™ process, passengers should not expect to be directed to the TSA Pre\u2713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre\u2713™ eligibility.

Advised caller that regarding the bins there is really nothing I can do as far as supplying bins.

Took callers complaint.
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: 12/2/2013 11:26:54 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Air, flight 525 at 11:00 to Seattle from Burbank. Passsenger name: (b)(6)
Comments:My fahter is 88 years old, has trouble walking, and a metal hip. The agents made my father stand up and go through the metal detector 3 times, then took him off behind a screen to pat him down. My father is a World War 2 vet, a former Marine, and walking is PAINFUL. Yet your agents treated him like a criminal. When I complained the agent up front said if I didn't like it I could write to you. Disgusted, I went to the head of TSA at the airport and lodged a complaint. The gentleman I spoke to was very kind and helpful, but I am still disgusted at both my father's treatment and the response of the agent.
Disability Description: The caller indicated that she has a pacemaker defibulator.

Response Details: As the caller indicated that she would like information in regard to filing a formal complaint, I advised that I would email the criteria to do so.

I advised that I would also refer the information to the CSM at BOS to make them aware.

I advised that she can always request the assistance of the PSS at the checkpoint who can address concerns and provide assistance through screening. I advised that she can request a TSO Supervisor as well.

Incident Details: The caller indicated that she flew from BOS to MCI on Saturday with Southwest flight 1212 departing at 5:10pm from E1A . She indicated that she had the Precheck indication on her boarding pass. A TSO advised that passengers make her aware if they have an expedited ticket. The caller stepped out of line. The caller advised that TSO that she had a pacemaker defibulator and the TSO acknowledged this.

The caller was directed to the WTMD by an older female TSO, tall, slender, blond hair, glasses, caucasian). She reiterated that she has a pacemaker and that she normally goes through AIT. The TSO advised that she would be fine. There was an alarm of the WTMD. The TSO advised that it was because of her bracelets and became upset when the caller would not remove them. The caller indicated that the bracelets have never caused an alarm. The TSO (elderly, caucasian, short, stocky, glasses, salt and pepper hair) that conducted the patdown to clear the alarm advised that the caller that she should not have been directed to the WTMD. This TSO (offered to get an EMS for her. The caller indicated that she declined this as the EMS does not have the capability of the checking the pacemaker.

The caller indicated that a Southwest representative at BOS would check into this.

The caller indicated that she felt very scared that the pacemaker would fail. The caller indicated that she submitted a device check via phone to the hospital a few moments ago to make sure that the device is working. She won t receive information until tomorrow.

The caller indicated that if the WTMD had caused the pacemaker to stop, she could have died if she experienced any type of arithmia.

Hello,

Due to two hip replacement surgeries, I have metal in both hips. As a result it is very difficult for me to bend over to take off my shoes and put them back on again. Even slip on shoes are difficult because I can't bend over far enough to pick them up off the floor and put them on the screening belt. For this reason, I enrolled in PreCheck which allows shoes to be left on. I then request to be sent through the ATI whole body scanner rather than the metal detector (since my hips set off that machine). I have heard from one of your employees that you are now considering not allowing PreCheck passengers to request using the ATI machine and that all PreCheck passengers will be sent through the metal detector. This makes it really difficult for me and was the primary reason I signed up for Pre-Check. I'm sure that many others with metal hip implants signed up for the same reason.

I hope you will not change any policies and allow those of us in this situation to continue to use PreCheck and the ATI machine. Please forward this message to the managers who are responsible for the Pre-Check program. I'd appreciate hearing from them.

2013 6:09:0

While I have not had a problem, I have also heard many reports of passengers who did not enroll in PreCheck being given this benefit without even knowing it, on a selective basis. This appears to be causing long lines at some Pre-Check points as these passengers have no idea what to do. While you may have good reasons for doing this, it should be VERY limited so as not to cause lines longer than those for regular passengers.

Sincerely,

(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Speech
Current Date/Time : 12/2/2013 5:16:02 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/02/2013 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : I am a current employee at Austin Airport. Everyday I am simply inconvenienced by TSA going through checkpoint just to get to work. I am okay as long as TSA employees do not use their hands to physically touch me. In today's issue, I went through the metal detector and the alarm went off signalling an extra check, again they usually just wipe my palms for whatever reason and I'm on my way, no big deal. However, this time they asked me for a patdown. I do not consent to any search no matter whom they may be, or what the reason may be. There is just no reason for someone to lay their hands all over your body like that. Anyhow, I asked them for other options and (b)(6) told me, "You can either be searched and head to work, or you can leave." No matter what the consequences would have been for me to miss work, I would have rather of left, so I made my decision to leave rather than be searched. (b)(6) then responded,"You cannot leave without being searched." "But you gave me an option first now your going back on your word?" I responded. "Sir you can be searched first then leave, or work it doesnt matter what you do after, you must get searched." An Austin Police officer came to the scene to back up (b)(6) and I proceded with the search with his words (b)(6) was way out of line did not offer any other way to get through. I know my rights and I know I could have just argued more, however, that would have just taken up all my time and nothing would have happened because there is this sense of power with the TSA officers in Austin. Especially (b)(6) this man feels that he owns the airport, he believes he could make me lose my job as he claimed and made threats about doing so. If this is how TSA represents themselves and protects the states, how has this program lasted for so long? How does TSA higher-ups allow such incompetent people run the security program at every airport. This would not of been a problem as long as my rights were not violated. Nor if he had not made any personal remarks about making me lose my job. A job that pays the bills for my family and kids. Why is he the man in charge?
2013 6:09:4
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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/2/2013 4:29:54 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/02/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Up til about a month ago, the pre check line at PHX was fabulous. It met all the expectations for pre qualified (TSA pre check) passengers.

Now, the airport has combined/routed the lines of elite travelers and passengers without carry ons. The only difference among all the lines now is the line to and at id screening, where pre check passengers get three beeps instead of one. So in effect, the pre check r ray and metal detectors are being used for non pre check customers.

2013 6:10:0

I believe that I had to be vetted to get qualified for pre check. Now it seems that one doesn't really need to. It's frustrating that non pre check passengers can enjoy the ease without the qualifications, and not having the knowledge of what pre check is, they slow the process with shoes, etc.

Why is this the case now?
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,

I'm writing to voice my frustrations with the Pre-Check line for the A,B, and C concourses at PDX. The past two times I've traveled through PDX, I've been detained while transiting Pre-Check. I am a Global Entry member, and have undergone an extensive background check by the TSA as part of that program. For the TSA to identify me as needing extra screening seems absurd. The real frustration, however, is that my screenings seem to occur for the same reason. I pass through the metal detector, and it sounds a random beep which tells the agent to check my hands. The machine that tests the hand swabs then indicates that I supposedly have explosives on my hands, so I'm taken into the back room for a pat down and full luggage search. Similar hand checks at other airports do not result in alarms.

Dates: Monday, 10/7, 6pm (AS 386) AND Monday, 12/2, 6:30pm (AS 379)

2013 8:22:3 While the agents are always accommodating and friendly, I believe there is a flaw in the process by which you identify people for extra screening (random beep). Furthermore, the hand swab machine seems to identify false positives, as my luggage, shoes, and body always check clean in the second search. I might suggest re-calibrating the hand swab machine, but am no expert on the equipment. Perhaps that's the correct course of action. I'd appreciate a response, and am eager to hear what can be done to prevent these unnecessary detainments in the future.

Thank you,

(b)(6)

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote.
She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia
Airline:Southwest
Flight Number:1004
Date and Time:November 29th at about 12:30 pm
Terminal or Gate:E12
2013 9:43:1 Description of Bag:It is black with turquoise butterflies on it.

I apologized to the caller that she is missing the earrings from her bag. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

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

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

Disability Description: Caller is blind and uses a guide dog.

Response Details: We recommend that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal. Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel. Even if they did need to remove things, they have a private screening area they could have taken her and the dog to, so that the dog could not have escaped.

In the future if she has any concerns or needs any assistance at the checkpoint she can ask for a PSS. When passengers make prior arrangements for assistance it is usually provided by the PSS, so they may have a little more knowledge on how to handle the situation.

I offered to provide instructions for written complaint verbally. Advised that I would send the instructions on how to file a written complaint and if she can do this, that would be great. I have her complaint and will forward it to our disability branch for their review as well, so if she cannot put her complaint in writing they will still have it.

2013 9:51:3

I will also forward to CSM, so that they may provide additional training to these individuals.

Sent e-mail.

Incident Details: Caller flew from LGA on Sunday. She boarded through gate C23 and went through the screening lane on the far left that was for passengers with disabilities. At the point where you put your items on the conveyor before going through the WTMD an officer came over and told her the harness had to come off. She did not want to argue with the officer, so she removed the harness. The officer proceeded to tell her that the dog s leash and collar had to come off as well. The caller had her instructor for her guide dog with her because she had been to a class. The instructor held the dog as the caller went through the WTMD. Then the caller called the dog and luckily it came straight to her. However, it alarmed because it had one collar remaining, so the officers patted the dog down and conducted explosive trace detection. At the end of screening she was allowed to put the leash, collar, and harness back on the dog. She contacted a guide dog school who works directly with TSA to provide accommodations and they told her that under no circumstances is TSA allowed to ask a passenger to remove all of these items from the dog. The caller says that the dog could have easily escaped. She went through security between 8:00 a.m. and 8:30 a.m. She says this was not just the one officer, but multiple officers at the checkpoint all were saying the same thing as far as removing all of these items. Caller states this is both a failure to accommodate and poor customer service.

Just a comment regarding my most recent flight out of Appleton WI on November 26, 2013

I fly approximately 75,000 miles a year to many US and International airports.

I am 67 years old and observe how TSA folks conduct their inspections.

Point being at my most recent trip this is what took place:

First stop was to check my ticket and ID. No problem the TSA employee was very professional and cordial.

Over to the belt where I placed my backpack (carried with me over the last 5 years) and assorted other items in the plastic tub.

Walked through the metal detector not the x-ray machine. No alarms. I got the "special pass" because I was TSA "pre screened".

Now the problem begins: The belt x-ray screener pulled my backpack out so it could be checked by another screener. Never stated exactly what they were looking for. After thoroughly going through my backpack it was re-screened. This occurred 2 more times. Finally, after another search of my backpack it was determined the problem was some loose change. Which in all of my travels has never been an issue at any airport.

2013 2:19:2

Then I guess the screener decided to make an additional check my backpack and "wiped my backpack down". Again no explanation as to what was going on. She then took the wiping pad to a machine not visible to me and made a statement that the wipe was either a "strike or line" to show up on the machine.

This then prompted a complete "pat down" by a male TSA employee. Even though I went through the metal detector.

I am sure this situation is repeated all over the US on a daily basis. The check in/screening process at ATW that I went through was a waste of my time but I did not complain or confront the TSA screeners. I am sure they enjoyed their time hassling a "TSA pre screened traveler".

There appears to be a lot of room for improvement.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/3/2013 5:16:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/03/2013 5:00 PM Airline & Flight Number : DL442 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : I have a pacemaker and cannot use the metal detector. However in the pre check lane there are only metal detectors - so I am subject to a pat down. There should be a way through the pre check lane to access the advanced screening machines.
2013 6:04:4
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 checking agent, (b)(6) was extremely rude to me, a known crew member. After clearing the metal detector screening without a problem, she forced me to return back to go through the screening process again for no reason. This delay
2013 8:15:1 caused myself and my crew to miss our scheduled showtime and delayed our flight. This can not be a common occurrence. Action must be taken.

The caller said she flew from Charolette to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.
2013 1:59:5
I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.
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: 12/4/2013 10:46:30 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):OAKLAND INTL AIRPORT
2013 9:20:0 FRIDAY, NOVEMBER 29, 2013
between 5:30-6 AM
Southwest Terminal 2 Security Check
Southwest Airlines Flight 870
OAK to LAS
29 Nov, 07:10 AM
Comments:I am complaining about a TSA agent who was monitoring people putting their belongings in the gray bins at the security check. I was traveling with a 10 month old infant, and this woman belittled us, telling me I didn't know what I was doing, rolled her eyes at us, jerked the bin out of my hands, and refused to answer my question of whether or not I needed to remove my hat. Literally would not answer me or speak to me after I asked her several times. I asked her if there was a reason she was being so rude, and she said she wasn't being rude- in a hateful tone of voice- just snarled at me. At the metal detector, they sent me back because I still had my hat on. She just stared at me. I have NEVER been treated so poorly in my entire life. EVER. I felt humiliated and started crying. ALL because I went through security????? THe airport and the security line were virtually empty- it's not like me and my baby were holding anyone up. I complained to the supervisor but I watched as he "talked to her." She rolled her eyes in his face and went back to work. She should be fired. NO ONE SHOULD BE ALLOWED TO KEEP THEIR JOB WHO TREATS PEOPLE LIKE THAT. It is shameful. I was never rude to her or did any thing to her. I travel a lot, and it takes a lot to bother me. But this was over the top.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 12/4/2013 5:30:26 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Please train & regularly remind TSA screeners & officers NOT to separate a young child from her/his parent/adult travel companion.

During one of my more recent trips via busy JFK, my daughter, who is not even four (4) years old, became separated from me during the screening process because TSA agents insisted that I go thru the x-ray machine and my daughter walk through the traditional metal detector machine. I passed through before she did. Understandably scared b/c of the somewhat sudden and ill-handeled separation from me, my daughter experienced a "freeze" response to fear and refused to walk through the screening machine (she was also given little assistance & confused directions). TSA screeners prevented me from passing back to the un-screened side in order to be with, comfort, supervise, encourage or protect my pre-school-aged child. TSA allowed a tussling group of adults, all unknown by me or my daughter, to collect around and even at times surround my daughter causing her and me much distress and endangerment. TSA agents either ignored my and her expressions of distress and fear or failed to respond appropriately, let alone with calm & kindness. Instead, when they did respond to my pleas for assistance, agents positioned themselves between me & my daughter (who was still on the other side of the screening device), often blocking and/or allowing others to block the sightlines allowing her at least to see me (her mother & sole caregiver) and/or for me to see her. The TSA agents responded w/domineering agression to my expressions of concern and pleas for help regarding the worsening situation -- including the fact that my young daughter and I had been separated b/c of TSA agent instructions/demand and that (presumably armed)TSA agents were, perhaps negligently at first but then willfully, keeping us apart (by many feet, on opposite sides of machines and pulsing crowds of strangers) without providing any explanation and, indeed, without the slightest reasonable or good cause. The TSA agents near her were not providing
2013 9:24:0
constant direct supervision and protection of my daughter, as their attention was at times drawn elsewhere. The TSA agents near me (and I was seated in a wheelchair since clearing the xray machine), if they responded to me at all, stood over me (often intentionally blocking my view of her), refused to listen attentively to me & in fact obstructed my attempts to get help and relief for my daughter and myself, say from a senior TSA officer, by gruffly interupting me, threatening me and behaving in otherwise intimidating ways without much if any sensitivity to the safety, feelings, or needs of my young child or of myself as a mom traveling alone with that young child and using a wheelchair (with airline assistants). When, finally, a more senior TSA officer was called over, he responded in a threatening, intimidating and aggressive manner similar to, and even more frightening to me, as had his junior officers. Rather than being treated as a mom who had been separated from and at times prevented from even maintaining visual contact with her now-terrified pre-school-aged girl, rather than recognizing my all-too-legitimate fear that, in the confusion and tumult, my very young daughter was, as a result of TSA action &/or negligence/failure to act, at risk of being abducted by some passer-by (or even "just" lost and/or injured) in one of the largest and busiest international airports in the world (in one of the biggest cities in the world), this supervising TSA agent, like his supervisees, treated me as if I were a criminal of some sort or, at best, a dishonest, unintelligent, not-worth-listening-to irritant.

Indeed, were it not for the intergity of an airline supervisor who was assiting us (b/c of w/c), the TSA agents might have continued to detain (and intimidate) my daughter and me and to disregard almost whatever I might say. It was not until this airline employee who'd wheeled us to the checkpoint spoke up (apparently they don't ordinarily get involved in such situations) and corroborated my account of how and why my daughter and I were separated (i.e., at the directive of the TSA agents), and of how the TSA agents obstructed my young daughter's and my access to each other, that the supervising TSA officer himself calmed down a bit, tried to "back-peddle" with a now-polite, if short and not fully-empathic, apology and acknowledgement that TSA agents had erred both in the initial directive that separated mother and young female child, and in their subsequent response to me, my child, and the situation.

Since I had flight to catch and was just glad my young child and I were safe and reunited, I did not file a formal complaint at the time. I understand and appreciate the importance of TSA's work, and did not wish to get get anyone in trouble. I do, however, want some assurance that other parents and children will not go through the same or similar experience we did, so I am speaking up now. Accordingly, please do emphasize that young children should not be separated from their authorized travel companion (in this case, mother and court-ordered sole custodian) unless a true and serious emergency requires it - and, in that case or if they are accidentally separated, the manner in which TSA agents and employees are to protect &

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 12:43:54 PM Airport : LIT - Little Rock National Date/Time of Travel : 11/20/2013 9:30 AM Airline & Flight Number : SWA 738/2878 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Officer (b)(6) (young female) Comment : I arrived at the airport at 8:45 am for a 9:30 flight, checked bags at 8:59 per claim check. I was running late due to a family medical emergency. I fly 3-6 times monthly. I am not typically late. I have never had a problem with TSA,though am often patted down due to clothing with metal, or rolled sleeves, etc. I have preferred check-in status. This time TSA offered me expedited screening with no explanation that this would be a metal detector, not the x-ray. I have a knee replacement, therefore requiring a pat-down. I was turned over to Officer (b)(6) who was immediately rude and hostile making statements such as "I don't care if you miss your plane, you shouldn't be late, it's your fault. I won't rush, I will do my job. You should get here on time." She made no attempt to be supportive or cooperative or defuse the situation with a reassurance. She has no conflict mgmnt skills - just the opposite. She is an escalator and should not be in a security position without additional training. She deliberately took longer than necessary to complete a pat-down and continued to berate me for being late. A male officer came over and said, "Stop it, both of you." At which point (b)(6) finished up, not even checking my carry-ons. I pointed out to the male officer that, yes I was late, but that they knew nothing of the circumstances that made me late and that their job is also service even though
2013 2:14:0
security is primary. The young and exceedingly rude (b)(6) needs additional training. I am sure I am not the most "stressed" person she will deal with, but her attitude and poor performance increased the stress of the situation is not conduct conducive to maintaining safety and order. I would like to hear from a manager, preferably by phone. I also suggest you train your employees to explain "expedited screening" if it should involve a metal detector, or to send all expedited passengers through the x-ray screener.
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

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said you do not have to take up the whole bench and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complaint she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO s name.

RESPONSE:

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

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 4:29:E TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off. but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information:

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The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information:

Caller flew from SAT recently. She is 7 months pregnant. She had a doctor s note that said she cannot use the AIT. She had to have a patdown. It was done by a female officer. A male TSO was rude to her while she waited. He said her only option was to have a patdown to make her flight if she did not want to use the AIT.
Airport: SAT
Airline: Southwest
Date and time: 12 02 13 at 3:15 p.m.
Location: Gate C3
'013 12:29:
Response:
I told her that the TSO followed policy when he told her that she cannot be screened by the WTMD instead of the AIT. She would have to have a patdown to get through security.

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.

She would like a response from the CSM.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 12/6/2013 11:35:32 AM

!013 12:44: Name:(b)(6)
Email:(b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DI807 Delta Terminal B EWR Gate B14
Comments:My husband and I had a tsa pre check and I set off the metal detector because of a hip replacement surgery(for which I carry a card from the surgeon that no agent acknowledged). First I had a pat down, then I was told I tested positive for explosives. I was told to take off my shoes and sit and wait for a female supervisor for a second pat down before I could go to my flight. My wait was almost a half hour sitting in my stocking feet waiting for my second pat down. During my uncomfortable wait a women in a wheel chair who also had replacement surgery was also treated to an unnecessary "pat down" . I believe as a member of the flying public I was unjustly targeted by the tsa for no reason other than setting off the metal detector due to my replaced hip. I believe the tsa agents should be better trained to handle people who have had joint replacement surgeries. I must admit my recent experience has left me with an unfavorable impression of the job tsa is doing when they single out senior adults to such scrunity.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

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

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

2013 6:51:0 TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

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

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

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

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

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

I indicated that the complaint would also be forwarded to ODPO.
I arrived at SJC at approximately 1:30pm today. I was very disappointed to find that the Pre-Check lane was closed. When I finally arrived at the document checking station, the TSA agent told me to 'show my boarding pass with the pre-check indicator to the next TSA agent' and implied that I would be treated as if the Pre-Check lane were functioning. I threw my bag on the conveyor and walked through the metal detector with shoes and coat on. The agent looked at my boarding pass and allowed me through. The scanner operator on the other hand gave me a rather hard time about leaving my laptop in my bag and informed me rather indignantly that the Pre-Check lane was closed.

What is the use of obtaining trusted traveler status when local TSA arbitrarily decides to not operate the line during a busy Friday? Also, why does one TSA agent tell me to effectively go through the line as if Pre-Check were operating when another agent chastises me for doing so? It would seem that even if an airport is short staffed, operating the Pre-Check lane would get more people through security in a shorter period of time.

2013 9:17:5

This proved to be a very disappointing experience.

(b)(6)

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

Thanks in advance for your time.

2013 1:16:1

Best regards,

(b)(6)

(b)(6)

(b)(6)

Cell: (b)(6)

Office: (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/8/2013 2:49:02 PM Airport : BOS - Logan International Date/Time of Travel : 12/08/2013 2:15 PM Airline & Flight Number : United Flt# 382 Checkpoint/Area of Airport : DElta Checkpoint in Terminal A TSA Employee: (If Known) : Officer (b)(6) Comment : When we passed the identification checkpoint where you show IDs and boarding passes, the TSA office told my 13 yr. old daughter that she did not have to remover her shoes of jacket (light overcoat). On her boarding pass, it was written TSA Approved. When we got to the metal detector area, Office (b)(6) stated rudely to her that she needed to remove her coat. When I pointed out to her that the first officer had told us that she did not, her attitude became arguementative and vey RUDE stating that she "did not care what the other officer told us, and that this was her post not is and my daughter needed to remove her coat". When I talked to the supervisor, he told me that the TSA was trying to determine when a coat needed to be removed and when it did not. I totally understand that, but Officer (b)(6) attitude demeaner and how she spoke to me and my daughter waS TOTALLY
2013 3:17:(inappropriate. tHE tsa HAS A very POOR PUBLIC IMAGE, and having officers like Office (b)(6) does not help. If she worked for me, and talked to a customer like she talked to me, she would not be working for me anymore !!!! I definately would like to discuss this with a TSA supervisor. PLEASE CALL ME!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/8/2013 3:26:50 PM Airport : ORF - Norfolk International Date/Time of Travel : 12/07/2013 9:30 AM Airline & Flight Number : Southwest 2111 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : The TSA Pre line was not setup on this day with only one ID Checkpoint and one line open. Even with this setup and a backed up ID screening line, 15-20 minutes for ID check, they were giving out random TSA Pre stickers to non TSA Pre individuals. I am a normal TSA Pre flyer.

When I rounded the corner for the baggage check/X-ray line there was confusion as to what was going on with the TSA pre individuals. With only one line open of course everyone was still waiting in the same backed up area and the passengers who had been given TSA-Pre stickers on their tickets had no idea what was expected of them.

To make matters worse though the TSA personnel were not on the same page as to what to do with the TSA Pre ticket holders.

On the baggage check/X-ray check in side they were sending them to the metal detector but on the other side the TSA personnel assigned to that position was basically in a roaming pattern and not full time assigned to it causing delays there.

She was motioning TSA-Pre people back to the x-ray scanner and when the TSA person assigned full time there saw fully clothed passengers with jackets and shoes on they indicated for them to go back to the metal detector.

2013 5:15:2 As a result of all of this I was actually longer getting through security as a normal TSA-Pre passenger than the regular passengers behind me who were required to move jackets, and shoes.

I can understand if there is a very light passenger load why there wouldn't be manpower assigned to running a TSA-Pre line but why with only one ID checkpoint and one luggage scan line open would you continue to give out random TSA-Pre stickers to non TSA-Pre travelers?

It only caused more problems as these travelers have no idea what is expected of them when they get to the luggage/X-ray screening area which causes confusion and further delay, especially when the TSA employees have no game plan on how to handle these passengers.

My recommendation would be to not give out the TSA-Pre stickers to non pre-screened TSA-Pre fliers if there is only one line open as it adds to the confusion of the situation.

I fly out of the Norfolk terminal that houses Southwest 8-10 times a year and because of the layout of that terminal, a small passageway that doesn't give vision to the luggage/X-ray area until you turn the corner, there has always been slow processing times for the low amount of customers that pass through that terminal. That coupled with a lack of cohesion of the TSA employees on how to run that area, which I see almost every time I go through there, even before TSA-Pre, makes it a frustrating terminal to fly through and this situation was worse than even before.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)

Caller flew from Newark, NJ to LAX. She has Cereal Palsy and Epilepsy. One of her hands is permenantly clenched in a fist and she had a piece of paper that she had forced into her and. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn t have to endure this kind of treatment and would like to voice her complaint.

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of
2013 7:39:2 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.

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I faxed in a claim on Novemeber 22nd because my insulin pump was damaged and destroyed during travel when the security agents had me go through the full body scanner instead of the metal detector. I had to purchase a new pump which was over $8,000. All I am asking for is the portion (or at least a good part of it) of what the insurance did not cover which was $3600. I do not know why they have not responded yet to the formal claim I filed properly. I also faxed the bill showing the $8000 charge as proof of purchase. If nothing is done about this soon I will be contacting the news channels in the areas for further investigation.

2013 8:12:0 (b)(6)

Sent from Windows Mail

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/9/2013 7:38:31 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/09/2013 6:23 AM Airline & Flight Number : 3770 Checkpoint/Area of Airport : B10 TSA Employee: (If Known) :
Comment : I have been approved for TSA pre and have traveled quite a bit using it successfully except for today.

At this check in point, the person checking my ID did not see that I was TSA pre and failed to inform me of such. I asked him if I was TSA pre on this flight and he had to recheck and said he had trouble with his vision. I would hope that all TSA agents that are checking tickets and IDs have the necessary vision to properly see all details to effectively do their job.

'013 10:03: Also, at this gate a TSA pre passenger must take out the laptop, liquids and gels shoes, belts and jackets. What is the difference between TSA pre at this gate and everywhere else, the fact that I go through a metal detector vs a full body scan? I'm hoping that your employees at this gate just need more training. If your metal detectors are more sensitive at this gate vs other gates for some other reason so that my shoes and a belt that do not set off any other metal detector at DFW or anywhere else set this one off, then there is no point in having a TSA pre check at this gate. There is absolutely no difference in the screening process between a nonTSA pre and a TSA pre customer. In fact it took me longer because I had to go through the metal detector twice.

The TSA pre is a great idea and very helpful to frequent passengers like myself who flies weekly and who have exchanged personal freedom for check in convenience. I hope this feedback helps in making the program more successful.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is in the airport and went through screening. The caller stated that it is his right to opt out and it is unconstitutional that the officer made him go through the machine.

The caller stated that he has a right to opt out of the machine. The caller stated that the screener said go through the machine. The caller stated that he said he was not going through that machine (AIT), he was going through this machine (WTMD) and pointed at it. The caller stated that the officer forced him to go through the machine he opted out of.
The passenger told her she was not doing her job.
The caller spoke to a supervisor who was very nice and told him that he has that right to opt out.

Supervisor (b)(6)
Screener - (b)(6)

Airport: William P. Hobby
Airline: Southwest
Flight Number: 11
Departure date and time: 9:15 and 9:45 am on 12-09-13
013 10:46: Description: 5 foot 9 inches, 175 pounds, hispanic 40 year old, brown jacket, jeans and white shirt
Left arm pointing to machine to tell officer that he was opting out
One Checkpoint

Response:

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

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

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

Hello.

I believe there is a bit of a Catch 22 for flying passengers like me who have chrome alloy knee replacements AND participate in the TSA Pre Check program.

When I go through the TSA Pre line and walk through the final metal detector I am flagged due to my knee replacement hardware setting off the equipment.

I have been sent to the regular TSA line but then have to take the belt off - remove the laptop etc. - which defeats the purpose of the TSA Pre program. I just did that today at BWI Gate C and this was not a good solution.

If I obtain an image of my knees from my Dr. could that be used to expedite the screening?

The x ray image of my knees COMBINED with the Pre screening and my Global Entry ID card - which I always use - should be enough to avoid the pat down.

2013 6:05:2 Please advise the best method to expedite my security screening.

Thank you,

(b)(6)

Riva, MD 21140
Global Entry (b)(6)

The only line in SLC security that does not have a scanner is the TSA pre line. I have a hip replacement and can't make it through a metal detector.
When I asked people redirected me to a different line and told people I was TSA Pre. Didn't take off my shoes but bag pulled out, laptop out rescreen etc.

Please put a scanner in the TSA pre line or allow me to pass through a different line as if it was TSA pre. TSA pre does nothing for people with medical implants.

2013 8:08:(

Caller asked what she is allowed to bring on board, knows Breast Milk is allowed, but, is she allowed to bring a Breast Pump whether she has a child or not?

Response:
/2013 8:13: Individuals traveling with or without a child may bring a breast pump through the screening checkpoint. However, all child-related devices are subject to screening by the Transportation Security Administration (TSA).
At the screening checkpoint, travelers will be asked to place the breast pump in a plastic bin provided at the screening checkpoint and onto the x-ray conveyor belt before walking through the walk-through metal detector. Travelers may take child-related devices out of their carrying cases for screening.
May place in a clear plastic bag for screening.
I was sent an email saying I did not include enough detail but I didn't think I needed too since I had faxed in the claim on the forms from the website. I have them still if I need to refax.

My name is (b)(6) and the incident happened at Charlotte Douglas Airport on October 15th at 4:30 AM.

I went through security on way to visit family in California and it was my first time flying with my family. I asked the agents at security if I needed to disconnect my pump or get hand checked due to my insulin pump. THey quickly ushered me forward saying "No, just come on, it will be fine" and had me go through the full body scanner. The pump began malfunctioning while on vacation saying no delivery and motor error which I had never seen before. We actually had to leave Disneyland early so I could go to a nearby pharmacy and purchase syringes so I could take my medicines. When we returned home I called the pump manufacturer who asked if I had done anything such as traveling or flying lately. When I told them I flew they immediately asked what they did at security. When I told them they said "They should have known to hand scan you or have you go through the metal detector. An insulin pump can be destroyed in their full body scanners due to the radiation." I am trying to be understanding and nice about this matter but this is a lot of money I am paying that I shouldn't have to and if it not handled and keeps getting the run around I will have to contact a lawyer or television network to investigate so I am compensated and this doesn't happen to anyone else because obviously some need to have more training.

Sent from Windows Mail
/2013 8:21:

From: (b)(6)
Sent: ?Sunday?, ?December? ?8?, ?2013 ?8?:?21? ?PM
To: TSA-ContactCenter@dhs.gov

I faxed in a claim on Novemeber 22nd because my insulin pump was damaged and destroyed during travel when the security agents had me go through the full body scanner instead of the metal detector. I had to purchase a new pump which was over $8,000. All I am asking for is the portion (or at least a good part of it) of what the insurance did not cover which was $3600. I do not know why they have not responded yet to the formal claim I filed properly. I also faxed the bill showing the $8000 charge as proof of purchase. If nothing is done about this soon I will be contacting the news channels in the areas for further investigation.

(b)(6)

Sent from Windows Mail

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/10/2013 12:27:12 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/04/2013 3:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : South West Side of Airport TSA Employee: (If Known) :
Comment : On 4 December, I (b)(6) escorted my disabled father (b)(6) through the checkpoint at Austin-Bergstrom International Airport. I placed my father in a TSA wheelchair and had his walking cane with him to use when he was required to get out of the chair at the checkpoint. Upon going throughout the scan he was asked to get out his chair, walk through the metal detector (with no cane), and then told to walk over to for additional screening process (without his cane or wheel chair). The attendant doing the initial scans asked 3 times for wheelchair assistance so that it could be given to my father but no one came. He then told me to go tell the supervisor to have someone come get the wheelchair. While all this was going on and no one was in any rush to get the wheel chair through the check point, my father was forced to walk around unassisted. He was handed his cane only after he walked back over to the table to retrieve his items. Sadly enough I saw that there were wooden canes ready available of which he was not offered. As I was gathering my items and helping my father with his an attendant finally came and pushed the wheelchair through, but did not bring it to my father and pushed past the check point. I asked him why he didn't bring it to my father and he stated "It's not his job to do that". I immediately asked to speak to the supervisor and after talking with her for about ten minutes and her providing me nothing but excuses and not trying to show any concern for my father or what happened, I was approached by another gentleman and he asked if we could speak. He never identified himself like he should have when he walked up to me and only after I asked who he was did I find out that he was the Security Manager. I was told that the wheelchair needed to be brought through so it could be checked and patted down but I observed the attendant merely bringing the wheelchair through the check point without any type of additional screening. I felt as I was being told once again answers on procedures that should be in place but aren't being enforced and my father in the mean time was suffering while waiting for the wheelchair. I have served twenty one years in the U.S. Army and have gone through check points, customs, and numerous of searches to understand what a proper check looks like. The wheelchair wasn't checked and my father was forced to walk around without any assistance. Needless to say my father had a very painful flight home that day, due to the unprofessionalism of the TSA Supervisor and lack of concern by the other TSA Employees. I am very disappointed and would like follow up on this matter to ensure my father and I don't experience this type of treatment in the future.
'2013 8:23:
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she cant go through the WTMD and was told by her physician not to go through the scanner either.
She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn t call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal.
She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated bcause they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address.
'2013 8:36: She wanted a phone call from the CSM.

Response:
Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

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Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Caller flew from Orlando, Sanford to MidAmerica, Scott Air Force Base in IL, on 12-5 because she was moving her mother to assisted living. She had 2 small bags with jewelry in her suitcase that she has been unable to find. She is missing two Lia Sophia necklaces, one is a 3 strand necklace that comes aparts and it is called, Great Expectations which she paid $49. It was in a cloth jewelry bag with a drawstring at the top. She is also missing a Lia Sophia necklace which has a silver cross and it was $24 and in a yellow jewelry bag, satin material, with a snap top.
Flight #660, Allegiant Airlines, Gate # was suppose to be 12 and was moved to 10, Baggage Tag #(removed at her mothers, not available). She did curbside checkin upon arrival at the airport and the flight departed at 3PM.
There was a NOI inside the bag and nothing written or stamped on it.
The bag was a black, Jeep Brand, heavy duty plastic large size roller bag with 4 wheels. There was a blue name tag from AMA Waterways around the handle and it wasn t locked.
Caller asked how she should pack jewelry for future reference

Response:
Apologized to caller and provided claim form via email.
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
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.

2013 10:56 TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Sanford
Orlando Sanford International Airport
407-585-4573

Explained baggage screenings are under surveillance video and can be reviewed by the CSM.

TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as bulky jewelry may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Caller flew from Orlando, Sanford to MidAmerica, Scott Air Force Base in IL, on 12-5 because she was moving her mother to assisted living. She had 2 small bags with jewelry in her suitcase that she has been unable to find. She is missing two Lia Sophia necklaces, one is a 3 strand necklace that comes aparts and it is called, Great Expectations which she paid $49. It was in a cloth jewelry bag with a drawstring at the top. She is also missing a Lia Sophia necklace which has a silver cross and it was $24 and in a yellow jewelry bag, satin material, with a snap top.
Flight #660, Allegiant Airlines, Gate # was suppose to be 12 and was moved to 10, Baggage Tag #(removed at her mothers, not available). She did curbside checkin upon arrival at the airport and the flight departed at 3PM.
There was a NOI inside the bag and nothing written or stamped on it.
The bag was a black, Jeep Brand, heavy duty plastic large size roller bag with 4 wheels. There was a blue name tag from AMA Waterways around the handle and it wasn t locked.
Caller asked how she should pack jewelry for future reference

Response:
Apologized to caller and provided claim form via email.
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.
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I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)

(b)(6)
(b)(6) , Brookfield, WI 53005 - (b)(6)

Come as You Are - Leave Inspired!
P Please consider the environment before printing this email.

This e-mail and any attachments may contain confidential information from the (b)(6) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the (b)(6) in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.

'2013 2:08:

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, December 08, 2013 3:48 PM
To: (b)(6)
Subject: In Response to your inquiry...

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

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

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

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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/10/2013 2:53:53 PM Airport : MKE - General Mitchell International Date/Time of Travel : 12/05/2013 9:45 AM Airline & Flight Number : Airtran 197
Checkpoint/Area of Airport : C Gate TSA Employee: (If Known) :
Comment : I asked not to be put through your scanner for a variety of reasons, including medical. I fly a lot and each time this comes up at Milwaukee the staff continues to push. In this instance on December 5, 950 am the screener spoke "male assist" and the man looked at me, and indicated back why? Opt out, he said. "Make him wait." I waited for 5 minutes or so before another person came to complete the screen. I indicated to my screener that that comment was not very nice, especially while they took others in front of me. All of this when the line was backed up and 8 people ahead of me went through the regular metal detector and not the scanner. You really need to consider the opt out strategy and why you screen those as you do.
'2013 4:05: 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 the reason for this letter is my encounter with TSA agent or employee Moriarty.

Today before boarding my flight #367 to Los Angeles from boston at approximately 5:00 PM, I apparently had the metal detector go off after I had emptied my pockets so I was directed to (b)(6) to rub something on my hands and an additional security check. As I approached him I routinely took my wallet and cell phone out of my pocket and put my hands out as he asked. This is as close to the conversation as I can remember having with him:

Him : "What are you doing! I said give me your hands not empty your pockets!"
Me: "I hope you're having a good day, I didn't mean to do anything wrong"

- "It doesn't matter what kind of day I'm having. Do what I tell you" With an incredibly rude tone of voice that I have never experienced before in my life. Then he very aggressively grabbed me by my sleeve and stuck some baton type tool in my face. I told him has absolutely has no right to grab me like that and no human being deserves to be talked to like that. He proceeded to threaten there were going to be huge problems once he got the police involved when I had done NOTHING wrong (At this point I very nearly requested the police myself to protect myself from him. In fact the only reason I did not was because I did not want my family members to panic as they were watching the entire exchange from behind the gate.) I walked away telling him to lighten up and to not be so devastatingly rude to people just because he woke up on the wrong side of the bed. He proceeded to pull me back away from earshot of everyone and say I'm too busy for this and bullied and intimidated me trying to get a forced apology out of me for my behavior. He was in my face the way a third grade bully would be to a smaller classmate. I never imagined experiencing anything near the level of treatment this man showed toward me. I told him I did nothing wrong and was afraid to even speak to him because he simply took advantage of the situation and the lack of power I had in that particular setting to express how I truly felt. He took my ID and boarding pass and proceeded to intimidate me until I just refused to speak and I stood in front of him until he stopped. I then noticed as I was getting my boarding pass and ID back that he was also incredibly rude to a stewardess from Virgin America who was boarding the same flight with us. I contemplated whether I should exact my own version of justice as an internet marketer and simply publish my experience to as many media outlets as I possibly could then figured the more reasonable mode of action would be to simply notify you that an individual who cannot keep their temper or personal emotional dynamic at home, away from a public service where people are supposed to feel safe and well taken care of, should not be the ones in charge of security. I know TSA agents are not expected to be masters at building customer relationships and being the nicest people in the world, but no one who even has the capacity to treat an individual the way this person treated me should be allowed to be employed in a public service. I cannot even comprehend whether it was an issue of ethnicity that triggered his visible disdain for me before I even spoke a word to him, or a comment I said that he misinterpreted as a snide remark, or he was simply having a bad day. But I truly don't remember the last time I felt so bullied. I do not want to give the impression that I am a victim and will now be scarred for life, but it felt just absolutely ridiculous that a grown man who has done nothing wrong and is a citizen of the country just like him could be treated so poorly in this day and age in America with all the unspeakable hurdles we have overcome as a United People simply because this man didn't like how I looked or how I spoke. Bullies have no place in a public service position. If there were any cameras in the vicinity everything I said is probably going to be extremely clear for you to see.

'2013 8:11:

My goal is for individuals who carry an undeniable disdain for a fellow human being the way this man carried for me, which can only be felt when having the actual interaction with him, and which I can only PARTIALLY articulate through this letter, AND is probably going to be very difficult to prove in court, do not have the platform, the ability or the legitimacy provided by the airport and supporting airlines to express such hate and can instead stay at home and keep that negativity to themselves. There are certain rules for treating others that go beyond the legal requirements of an employee's position and I am sure we would have a hard time proving that (b)(6) broke any laws because he was simply following "security protocol". To whoever reads this, I hope my message resonates with you that just because something isn't officially illegal to do such as the way this man treated me, it still has no place in our country or any other for that matter. If I made even a fraction of an impact to lessen the amount of hate being expressed with this message I consider that a success.

Respectfully,
(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 7:03 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: FW: TSA PreCheck and Global Entry

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,
2013 12:09 (b)(6)

MY QUESTIONS:

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry

Hello,

Three questions:

1. Your website states:

For the pass 24 years, I have been traveling almost every week in and out of BWI airport. My husband and I once owned two Annie Ann stores in the airport until we sold them five years ago. Throughout my many years of traveling, I have seen many security changes implemented. In all these years, I have never had an unpleasant experience with anyone at BWI airport or any other airport until recently.

On Thursday, December 5th, I was traveling with my husband and friends to celebrate a milestone birthday in Florida. I was selected to go through the TSA pre-check process. The first TSA agent that checked my ticket and license informed me that I could keep my shoes and jacket on, and that my laptop could remain in its case. Prior to going through the body screen, I handed my boarding pass to the TSA agent to show that I was pre-check traveler on that particular day. She then informed me that I had to take my jacket off. I informed her that I was told that I didn't and in the pass I never had to take my jacket off. She, then, raised her voice and stated in very harsh and disrespectful manner "take your jacket off". I took the jacket off, but still communicated to her that the policy is that I can keep my jacket on. She then informed me that she was not going to stand there and listen to this, so she was going to call her supervisor. While waiting for the supervisor she started pointing and stated very loudly that I needed to stand in another area. I quickly informed her that I would not tolerate such disrespect and she did not have the authority to speak to me in that manner, especially since she was in the wrong.

/2013 4:00:

When her supervisor arrived, she handed him my boarding pass. He reviewed my boarding pass and then asked me if I had metal in my shoes and then allowed me to go through the metal detector screening. The supervisor was very professional, but his behavior did not mitigate how I was treated by the female agent. Therefore, I decided to speak with the manager in charge. While I was speaking to the manager, another traveler came to the desk to inform the manager that he witnessed the whole incident. This was an unsolicited witness. The traveler stated that the TSA agent was out of line, she had a very nasty attitude and was totally disrespectful.

Almost at the conclusion of my conversation with the main TSA manager, the TSA officer walks by the deck and looks at me with a defiant smirk on her face. I then stated to her that instead of smiling she really needed to learn her job. Then she started talking load with other TSA agents present. They immediately asked her not to speak…but to no avail. She even put her hands up to them and stated, "I am through talking to her and about the situation."

My intent in writing this complaint is not to jeopardize the agent's job, but to make sure that this type of treatment does not happen to any other passenger. She owes me an apology and she definitely needs sensitivity training in addition to being properly trained on current and upcoming standard operating procedures. This whole situation would have been avoided all together if she had known that I could keep my jacket on since I was a TSA pre-checked traveller.

I am a TSA Pre, today while I was waiting to go through the line, I noticed next to my line was a double line of travelers who were being treated like TSA Pre but did not have to go through the scanner that was there. I know I read that the TSA were going to start selecting some travelers to be treated as Pre, but many of us in the Pre line had never seen this many being herded through without at least being scanned. The TSA agents were literally getting them through quicker than the Pre line. I did not see any precautions with baby carriages, I realize this is a busy airport but I don't know why they just didn't let them walk through without even scanning luggage with the degree of speed that was going on. Even the metal detector they would stand there and yell at the folks to keep moving like herding cattle.
/2013 5:59: I fly very frequently and have never seen anything like this no matter how busy the airport was.

(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : Disability or Medical Condition: Professionalism/Customer Service Current Date/Time : 12/11/2013 6:43:20 PM Airport : DEN - Denver International Date/Time of Travel : 12/11/2013 4:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) Comment : At TSA PreCheck, an officer passed judgement then insulted me and my possessions before I entered the metal detector. This was in front of a full line of passengers. Fellow TSA employee laughed in my face and mocked me, upon which I responded asking for her supervisor. Unwilling to give me the proper supervisor, I found (b)(6) who was unwilling to give me the officers names. I have a medical condition and as a result had a
/2013 8:02: panic attack to which went unattended and mocked further. I am extremely unimpressed with the foul behavior of TSA employees at DIA.
I demand proper punishment for the TSA employees involved.
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 would like to take a moment to share a concern I have with an issue I recently witnessed at my local airport. As a frequent travel I am aware of the rules and regulations each passenger must follow when flying. I question however why TSA agents are not held to the same standards as everyone else that must enter the terminal.

Let me share my story with you. About two months ago I was waiting for my girlfriend who was flying up from FL at the Harrisburg International airport. Her flight was delayed so I just sat in one of the available chairs and waited. While waiting I just watched all that was around me and noticed a trend that disturbed me greatly. Regular passengers would enter the screening line, have their ids verified and then move to the detectors before they could enter the terminal, proper procedure. Air line employees, workers, admin people, pilots, etc, would walk to the side entrance of the regular line, show their ids and then go through the detectors before being allowed to enter the terminal. Here is where the requirements seem to differ for TSA agents. I watched, several times, TSA agents leaving the nearby Burger King, walk through the side entrance and around the metal detectors. Thinking this was a fluke, I continued to watch as TSA agent after TSA agent would reenter the terminal by walking around the metal detectors. My largest concern was when a TSA agent who I assumed was coming on to shift as he came from the outside with a large backpack on his back, walked through the side entrance and once again around the metal detectors and down the terminal never missing a step and no one saying anything.

I walked up to the local policeman who was sitting at the exit of the terminal and I politely asked why this was allowed to happen. He told me that they do whatever they want, that the TSA managers will just walk through the DO NOT ENTER hallway all the time.

Now as a tax paying citizen of this country who has to endure the some of the ridiculous stuff that has been put in place under the cry that we are protecting the American Citizens from danger, please explain to me how TSA agents are allowed to shirk
2013 12:10 the rules put into place for every one protection. Should they not be going back through the metal detectors when ever they leave the terminal? Even more important, why are they not entering the metal detectors while coming on shift with bags and backpacks?

I copied this response by TSA to the recent issue where a 2" toy gun was taken from a stuffed sock monkey.

The TSA told NBC News in a statement: "TSA officers are dedicated to keeping the nation's transportation security systems safe and secure for the traveling public. Under longstanding aircraft security policy, and out of an abundance of caution, realistic replicas of firearms are prohibited in carry-on bags."

I italicized the important statement that I feel covers this very realistic danger to any citizen who is in the terminal.

I would truly appreciate a response to my concern so that I may truly understand how the entire system works and to know it works properly or is this simply another case of government agency employees just doing as they feel regardless of the rules put into place by said agency.

I sincerely thank yo for your time and look forward to your response.

Best Regards

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/12/2013 11:40:47 AM Airport : MCO - Orlando International Date/Time of Travel : 12/11/2013 12:30 PM Airline & Flight Number : SWA 444
Checkpoint/Area of Airport : Southwest Terminal checkpoint TSA Employee: (If Known) :
Comment : I walk with a prosthetic limb that sets off metal detectors every time I pass through security. This time was no different, however I went through the imaging scanner, which of course identified my prosthetic limb as an area of interest.

The screener then frisked my leg as is very common. I am very familiar with the procedure, as I travel a lot.

I then asked the TSA employee if there was any advantage to going through the imaging system vs. the metal detector, as to me it appeared there to be no advantage as I was still held up even when going through the imaging center.

The agent then told me that the advantage was that he didn't have to frisk my entire body.

Once he was done frisking my leg, I assumed I was done and proceeded to go get my luggage. He then raised his voice and told me he was not done, and I was not to make any move towards the belt to retrieve my belongings. I started to become very unhappy, as I was running late for a flight. He then told someone else that he needed a male screening.

This was not normal for me, and I don't appreciate the attitude.

'2013 2:29:

It then took several minutes to find someone else to provide a screening.

I then asked the additional screener why this additional screening was needed, and he said that this procedure was not normal.

The attitude and professionalism of the initial screener is unacceptable.

I then asked to see a supervisor and was told by the initial screener that there was not one available. This is also unacceptable.

I asked again and was told that the supervisor was on a break and unavailable. Also unacceptable.

Unfortunately I did not get the screeners name, but will absolutely do so in the future.

My prosthetic limb prevents me from making a seamless pass through security. I understand this and accept it.

I am not willing to accept the behavior and lack of professionalism from the TSA screeners that I received on Wednesday.

Caller asked if anything can be done about going through security, She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response:If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown

'2013 2:44: At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

I am writing to you to find out why the scanners weren't running at 5pm on 12/7/13. I have a total knee replacement, metal in my wrist and ankle. I went through the metal detector and of course it went off. An elderly agent with salt and pepper man haircut style took me over to the side. She did not wand me with the hand held detector, but proceeded to touch me inappropriately. I have been through the hand search before and this time was WAY different. I was facing out and my mom was in a wheel chair, we could see each other. The agent went all over my breasts and then between my legs she had her hand palm facing out and rubbed between my legs, my private part - in-out-in-out-in out. Mom saw the color leave my face and I was about to scream at the agent and mom made the signal with fingers over your lips to indicate zipper your mouth. I was in shock. Then the agent had me turn around and did the same thing between my legs again, at the top of my private parts and
/2013 7:57: stroked again -in-out-in-out-in out. Thankfully, I had leggings on under my dress. What if I had been wearing a thong? This agent needs retraining. I am shocked and dismayed at the treatment I received, especially since we have those expensive scanners. I asked the agents whey they weren't running and I got several different answers "we're not busy" "no one on duty knows how to operate them" and my favorite "we're overstaffed". So I get ABUSED because the agents are trying to prove their value?

(b)(6) cell

Caller flew from LGA on Wednesday and when she went through she alarmed. The TSO told her to take off her metal and she refused. She was told to either take it off or she would be required to have a patdown. Caller claims she has long blonde hair and wears make up and thinks she is being profiled due to this. She refused to take off her metal(jewelry) and states she had metal bobby pins in her hair and was wearing an underwire bra. Her issue is the lack of respect she received from the TSO and said she was treated like an animal by being ordered to remove her metal and told she would have a patdown. She states instead of ordering someone to remove their metal if they had said please take off your metal! Caller s husband is retired military. States she is 70 yrs. old doesn t know why they patted her down twice. Caller had some LGAs in carry on that were removed. She is fighting the respect she received at the airport and said this happens everytime she goes to NY. She stated she was offered the option to check the items rather than abandon at the checkpoint.
Said she was taken to a room and her husband.accompanied her. She stated she tried to refuse to go in the room and the TSO told her if she didn t go to the private area she wouldn t be allowed to board her flight. The TSO officer that performed the patdown was (b)(6) the second TSO officer. States the first TSO officer was a black girl who told her she had too much metal and when she refused to remove her jewelry, etc. was told she would have a patdown.
Caller flew from LGA, Flight #2347 via Delta, Gate #D11, departed at 2:59PM.

Response;
Advised caller TSA doesn t profile passengers.
Apologized to caller for the way she felt treated and informed caller if an alarm triggers going through security they are required to perform a patdown to complete her screening process and if she refused she will be denied entry into the secured area
/2013 1:20: of the airport. Standard Protocol was used in conducting the additional screening.
Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
Explained the TSO was following proper procedures by performing the patdown if an alarm sounds going through the WTMD. Explained if a sensitive area is required to be patted down the TSO will offer a private screening area and she can be accompanied by someone of her choosing.
Explained for future reference she may consider removing her jewelry and placing in carryon before proceeding through screening and even use non-metal bobby pins in her hair.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. Explained if additional information is required, may be contacted via email.

Explained to caller the Military card doesn t exempt her from going through screening.

Advised caller if the 2 items removed were more than 3.4 oz. containers and not placed in her 3-1-1 bag she wouldn t have been allowed through checkpoint with the items.
Option to check the items would have been provided and if she chooses to leave at the checkpoint not retrievable.
Explained to caller TSA doesn t profile individuals.

Just came through PIT and had concerns about the security procedures. The TSOs were saying they did not agree with random passengers being taken through the checkpoint without paying the fee and having an interview. The TSOs did not know why this was going on and called it Management Inclusion.

Advised caller:
TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

/2013 2:06: Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck .

Since he did mention that this the TSOs did not know why this was happening and did not agree with it and voiced that to other passengers I will send this complaint to that particular airport.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/14/2013 11:59:10 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/14/2013 8:30 AM Airline & Flight Number : AS 346 Checkpoint/Area of Airport : North end TSA Employee: (If Known) :
Comment : I did not drink the last bit of water in my clear plastic water bottle. it went through the screening belt. It was flagged and I was told I had to throw it away. I could not drink it there. I was thrown through a loop. I had to go back out, drink my water. Send the obviously empty clear plastic water bottle through the belt and then go back through the metal detector myself.
'2013 1:27: There was clearly nothing wrong with me just drinking the water right after it was found. on the secure side of the process. Why would I have to drink it on the other side? The purpose of the liquids rule is to not bring dangerous liquids through. If I drink it, then its clearly not dangerous. Please have your employees use common sense.
The TSA is here to help, not to hinder
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller has a metal implant, and flies often from PHX with Southwest Airlines. However, she is always told to enter the TSA Precheck lane, but then, due to the metal implants, alarms the WTMD and forwarded back to the normal line. She believes that this is odd, and wanted to file a complaint regarding the incidents. She indicated that PHX must see several elderly passengers who have Precheck, and this is not efficient for them. The caller wanted to know if the Notification cards would help ensure that this does not occur.

Advised Caller:

'2013 2:05: I informed the caller that the cards are used to improve communication between passengers and officers, and does not exempt anyone from the screening procedures.

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.

Hello,
I just wanted to ask why there isn't a separate line for people you have Global Entry and Nexus? Nexus and Global Entry card holders have been pre-screened extensively in order to get that status and Toronto's Pearson airport has now made a Separate line for Nexus card holders and your shoes can stay on, lap tops can stay in the bag and the metal detector is slightly weaker so Jewelry can stay on. My husband has had joint replacement so he still sets it off but that makes sense. Also they don't submit every flyer to the xray machines just metal detectors and the random search sometimes puts people throught the xray version.
The scrutiny I go through every time as I always decline the x-ray machine as I feel a receive enough radition in my day that if I have a choice to avoid more I do. The issue is when I refuse the machine they want me to stand directly beside the bag x-ray machine which is also radiation and I have to wait for a significant amount of time to get the manual search. Often my bags are well through and I begin to get anxious about my valuables in the bags that were xrayed. I think most people refusing the x-ray machine are doing so for reasons on radiation so that is standing beside the bag xray machine is the last place you should make them stand.
Children and airport employees are allowed to go through just the metal detectors which shows that you are acknowledging there is radiation in those newer screening machines. I feel if a traveller presents either a global entry card or Nexus card you should be able to just go through the metal detectors. I am now travelling frequently to LA and do not want this extra dose of radiation for myself or my family members.
'2013 3:12: I would appreciate your comments on my feedback.
With thanks,
(b)(6)

(b)(6)

Phone (b)(6)
Cell (b)(6)

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 12/15/2013 5:54:43 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/24/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have sent this in to you already 2 other times. I have have been ignored each of the other 2 times, therefore, I am pasting the original, and the additions to the re-submission of the original.

It has been since October that I sent this to you and I have had no response. I will not be ignored. This is too serious and too important to me, and I absolutely will file a Title 18 complaint if I am ever again tortured, mutilated and otherwise hurt harmed or grieved at any airport especially SMF. I will not have 5 for 5 injuries at the hands of TSA agents, and I want to know what is being done to override the horrendous threat that was extended to me under color of law by a so-called customer services person. I have not been answered, even though you have had months to do so, and I will not stop until I have assurance that something effective and sustaining is being done to stop the torture that has been inflicted upon me 4 flights for 4 flights from SMF and from no other airport in American airspace.

(b)(6) of TSA has not responded to me with any information and I feel that I have a right to know because I will carry an ugly red and jagged scar on my body for the rest of my life because of the bullying and cruelty of TSA at SMF. I want to know what is being done not only to protect me but to also protect other similarly situated disabled senior citizens who are bullied and victimized at SMF.

You have had months to respond to me and you are communicating very effectively that you think that if you ignore me long enough I will just go away. Think AGAIN!!!

'2013 7:09:

This is the letter I sent 2 times before. When will I get a response that is effective, comprehensive and active in preventing any further torture or abuse the next time I am forced to fly out of SMF?

As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA's history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it's completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!
The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

'2013 9:56: The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.

I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.
Caller stated that he wanted to file a complaint with the TSA Manager at IAH. He stated that he was held when he got off of an international flight and that was not right. After further investigation; he was trying to reach Customs instead of TSA. I also explained to him that TSA is the ones at the WTMD, where you take your shoes off, etc mostly during domestic flights.

2013 11:18

Advised caller:
We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511

a mailing/contact address for him. No place on that site does the address you provided in your reply appear.
That's why I sent my letter to this Contact Center address.
(b)(6)

-----Original Message-----
From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

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
'2013 4:50: their personal situations and needs, are treated with dignity, respect, and courtesy.

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

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

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

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

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

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 12/16/2013 6:19:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 12/13/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have once again been given the "we will ignore you until you go away" response. I have e-mailed the same complaint and received the same response on 3 other occasions, and I have been screaming and yelling about this horror story since it happened on June 13, 2013.

Here is the original event listing that I posted months ago, and have no response from you. I get "we've forwarded it..." and nothing else happens. I have sent this to my congressional representatives and they are supposed to be looking into this, but according to the research that you had on line when I was looking into this, if I do not trip your walk-through metal detector, then I am not to be touched. I have been threatened with horrible threats under color of law and in violation of Title 18 according to the following that I have sent in months ago.

I want some answers, not to be told that I will be ignored. I will not be tortured, maimed, harmed, scarred, bloodied or otherwise abused by TSA again, and I want ABSOLUTE assurance that I will not endure another torture session at SMF in spite of the threats issued by (b)(6).

Here is what I have sent to you already three times:

/2013 8:34:

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

The complexity is this. I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because (b)(6) at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/17/2013 6:41:20 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I thought it was meant to expedite the process. I was "chosen" randomly by metal detector for additional screening. It took 10 min at minimum to call over a person to wipe my hands with a cloth and test it in a machine. Thanks
/2013 9:17: for allowing me to miss my flight. It was complete bulls!?t. Get it right or quit the program.

One pissed flyer!
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 is calling for procedure for PreCheck for medical disabilitis.
He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing. there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.
He had the mailing address so I gave him the email. TSA-CRL@tsa.dhs.gov

'2013 3:09:

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.
Name: (b)(6)
Phone:

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening.
He and his wife has disabilities and have to go back out for additonal screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

cruise and were flying out of the Ft. Lauderdale airport on Southwest Air. Amongst my group was my 78 year old mother. An agent looked at her boarding pass and informed her that she was prescreened and that she would not have to take her shoes off when she approached the line. He made the point of checking her pass a second time and again stated that she could keep her shoes on and to tell the agents. As she approached the screening agent she tried to inform them that she had a knee replacement and would need to be pulled aside. The woman would not even let my mother speak and kept telling her that she was in charge and that my mother needed to "shut up and follow her instructions." The agent abruptly told my mother that didn't she know she was supposed to take her shoes off. My mother then tried to tell the agent that she was informed two different times that she didn't have to. The agent would not listen. This totally confused my 78 year old mother. My mother was then moved to another agent for a personal screening. I was able to watch from the side as the next agent did a complete search under her bra, feet, waist of her pants, collar area, crotch area (front of palms, not the back) and each of her legs. Throughout this ordeal my mother was in total view of the public and she was totally confused about what was happening to her. At no time did the female agent explain what she was doing or show any effort to be sensitive to the fact that she was searching an 78 year old woman who didn't have a clue what was happening to her. After the search the agent said, "oh, we could have done this in private if you had requested it."

Let me state that my family and I are totally supportive of what the TSA agents are doing. Our daughter was a TSA agent in the Jacksonville, Florida airport for 11 years until her death in February of this year and the agents and personnel have been very supportive and loving. In fact, at her funeral over 80 agents and top officials were in attendance. In September, we were presented with a memorial badge to honor her service. I let you know this information to let you know that we are not anti-TSA, just the opposite. (Lol, during my daughters training my wife and I were "fake" screened many times so I am well aware of what is proper and what is not.)

'2013 4:18:

After my mother's screening, I was so upset that I requested to speak with a supervisor. I voiced my concern about the way she was handled and that the agent (s) were not following proper guidelines. (not using the outside of the hands in sensitive areas, not giving proper instructions or explanations, not offering to screen in private "before" the search, not listening to the passenger tell of a knee replacement and not recognizing when the passenger was confused. ..) He agreed and said that he had brought those issues up in their morning meeting but they were still not being addressed. He let me know that when they put my mother in the chair that they were supposed to explain what they would do. I let him know that they never had my mother sit down, despite the fact that the ligaments in my mother's foot were torn and she struggled to walk and maintain proper balance. His response. . .ugh.

I would like for someone to review the video at that airport on that day, and use it to refresh and retrain if necessary, the agents so that the proper TSA guidelines are being followed. I would also like for someone to meet with the agents to make sure that they understand that common courtesy and respect for the dignity of another human goes a long way. Especially when they are dealing with an elderly person or a person who does fully understand what is happening to them. In my opinion, the agents acted like bullies and I know that this is not how they were trained. (My daughter was never a bully on the job.) For your information, the first agent, who told my mother to shut up was a blond, heavy set 55ish year old woman, who stood just before the metal detector. The other woman who used the improper screening procedures had dirty blond hair and had a medium build. BTW: when I let the second screener know that my mother did not understand what was going on she just said, "we are just doing our job."

In closing, let me stress again that my family and I fully support what you are doing. We believe that you are a vital part of keeping our travel safe. However, I also believe that the agents need to be properly trained and be willing to listen and speak

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/17/2013 11:25:46 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/09/2013 9:00 AM Airline & Flight Number : DL 0719 Checkpoint/Area of Airport : Term 4, tsa pre-check TSA Employee: (If Known) :

Comment : Apparently you have started allowing seniors & children to process through the precheck lines. This is extremely frustrating & time consuming for business & regular precheck passengers. It took over 40 minutes to get processes at JFK because of confusion & ability of seniors holding up the line. While I feel sorry & understand seniors shortcomings it is posing a serious time constraint & possible security constraint within the tsa pre check line because of allowing them in the lines. The elderly woman in the line who was in a wheelchair & unaccompanied by any family members was not able to walk thru the metal detector herself & couldn't claim her bags thru the detector as your agent tried to help another elderly person. You must stop allowing children & seniors to be processes through the pre check line where regular seasoned business travellers move swiftly through. This is not one incident but several I have encountered in travelling since the change in the rule over the last month.
'2013 4:19:
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 would like to give you some feedback on an experience I had with TSA at the SBA airport this afternoon. I was running later for a flight than I usually do, but I arrived to the TSA checkpoint approximately 30 minutes before the flight was scheduled to leave at this very small airport. I was about 20th in line when I got there and it took approximately 25 minutes to get through the line and I missed the flight. There was a handicapped person with a service dog ahead of me and the TSA agents were trying to take it through their pre-check line. Apparently the dog was setting off the metal detector and they shut down the line for 10-15 minutes while they wrestled with the dog to remove its harness and hand wand it. While this was going on, the line did not move, even thought they had a regular lane open. Not one person passed through. I along with several passengers informed the TSA agents who were scanning boarding passes that we were going to miss our flights if the line didn't move. The two TSA gentlemen told us not to worry as the airlines will come out to the TSA area and shout out when the flights are about to leave. He said they would expedite the line at that time if needed. Needless to say this never happened. It was the longest I have ever had to wait for such a short line in all of my years of traveling. I missed my flight. Upon checking with the US Air agent, she also recommended that I file a complaint with the local supervisor. I approached the TSA Supervisor since my flight was gone to tell him what I thought of this experience and he handed me a blue TSA Comment Card and walked away.

I am a business traveler who flies several times per week and about 250,000 miles per year. I have been doing this since pre-9/11 and this is the first time I have ever been so aggravated to file a complaint. By the way, I counted at least 13 uniformed TSA officers so there were almost as many of them as passengers in line. There was absolutely no urgency to move the line along. I don't appreciate the agent telling me he will expedite the line and then not do so. I realize that they are not there for my convenience, but this was the laziest effort I have ever seen by TSA.

'2013 8:11:

This incident occurred on flight US Air flight 2848 on 12/17/13 at approximately noon.

Regards,

(b)(6)

(b)(6)

Project Manager

(b)(6)

Hi,

I travel regularly and have always opted out and almost every time I have faced some sort of discrimination, intimidation or plain violation of human dignity. I am sick of it and am going to file a number of complaints going forward. Please stop treating your customers who exercise their right to opt out in such a gross way and stop tearing families apart at security check points. Here are a couple of my cases.

Friday, December 13, 2013: I flew from Dulles (AID) airport at 6 am. When I opted out the TSA agent made me wait for more than 15 minutes, while I saw that in the back as he kept asking for a "male assist" none was approaching. There were plenty of employees, male agents, doing almost nothing behind security checks as it was not a busy morning whatsoever, but none would assist. Finally, the agent at the gate, who was somewhat nice, frustrated, at his colleagues took me down and did the pat down himself. As I walked by those agents who were standing behind two of them looked at me, rolling their eyes. I believe this was a form of their frustration and perhaps a TSA endorsed way of intimidation. I want you to know it will not work, nor will it stop me from opting out, and it is a disgusting way to treat American citizens and your customers. Please stop this practice among your agents.

September 3rd, 2013: at about 1 pm my wife our toddler and I were passing by security checks in Austin, Texas airport. My wife was able to go through the "less intrusive" metal detector with the toddler, but I was forced to go through the radiation machines. I opted out of course, upon which I was given a pat-down and somewhat harassed by the supervisor present, and asked why I was opting out. I complained to him that I was being separated from my family and that was the wrong thing to
/2013 7:59: do. He seemed to disregard my concern and did not even bother to take my complaint to heart or do anything about it. I was told to call an "800" number if I had complaints. Why does TSA separate me from my family?

Furthermore, on my recent from Oakland Aiport, Sunday 10:49 pm, trip my luggage was thoroughly searched a note was left and all my belongings were scattered all over the place. I had at least two ties in there and they were stolen by TSA agents. I believe who searched them. Please let me know how I can file for a theft with your TSA.

I am somewhat afraid that after this post and revealing my name, I will be subject to more intimidations in the future and more thorough searches, but I am sick of keeping silent about your gross violations of human dignity.

These are just a couple of my experiences recently. I am a regular traveler, but do not believe how you "in the name of security" violate citizen'ss constitutional rights. I have one plea at least to you – be nice to those folks who opt out, please do your job and get them through as quickly as possible so they can make their flights on time. And please, please please be mindful of families traveling with children. I have three children and am about to enter a career of lots of travels, please please I beg of you implement family friendly policies so that the crazy experience of traveling with children does not become prohibitively difficult.

Regards,

(b)(6)

Hello,

I have seen a pattern lately (at both DTW and SMF airports) of the TSA pushing the elderly and wheelchair bound (and their fellow travelers) through the precheck area. I asked TSA agents about this and they mentioned that I should go to TSA.gov and provide feedback.

This process is slowing down the speed of the TSA precheck process and is very frustrating to those of us who travel frequently and have enrolled in precheck. Also, it appears that people aren't going through a scanner but instead a metal detector. While I don't perceive the elderly or disabled as a threat, the others in their party are going through the same checkpoint and thus more lax security.

2013 12:04 Best regards,

(b)(6)

HYPERLINK (b)(6)

office (b)(6)

skype (b)(6)

Caller was flying out of DTW and was subjected to secondary screening and wants to know why.

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

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 5:23:

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 was flying out of DTW and was subjected to secondary screening and wants to know why.

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

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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to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability, people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair. she has asked for a supervisor because a complaint was irrelavant.
Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

(b)(6

This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

2013 12:05

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.
SUP CALL

Escalation Notes:(b)(6)
The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and
mobility impaired.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through 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

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

2013 10:23

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Pawleys Island

State:

SC

Zip:

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/20/2013 8:28:12 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/18/2013 8:30 PM Airline & Flight Number : EK202 Checkpoint/Area of Airport : Main screening area before gates TSA Employee: (If Known) :
Comment : Simply put, there were 4 screening areas open for more than several thousand passengers at the height of the evening rush of international flight from terminal 4. The staff were allowing coach class passengers use the business line and only had 2 individuals checking each persons identification. This resulted in long lines, (it took me an hour to get through security- and I was a business class passenger). The staff in general provided no guidance to passengers, offered no direction
2013 10:13 regarding order in the line, left on breaks during our 1 hour wait and made people line up (again) to go through the metal detectors after spending more than an hour in line just to have your identity checked. As a tax payer, I am thoroughly embarrassed by this situation and am ashamed that for the billions this organization receives from congress, a simple identities check takes more than an hour to accomplish,. Glad I was not in a rush and made my flight, 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

Dear TSA,
The new Pre-Check at Albuquerque Airport had the potential to offer increased throughput and facilitated screening for qualified frequent travelers. Unfortunately, the present operation mixes passenger queues for both TSA Pre and non-Pre, thereby compromising the stated benefits of the program. This results in lengthy wait times for Pre participants. It results in passenger confusion and disarray at the area of convergence of the two incoming queues. It also results in non-frequent travelers unfamiliar with the screening rules to cause frequent delays their failure to remove metal from their person prior to passing through the metal detector portal.
2013 12:07 ABQ appears to be the only airport with this faulty configuration. Please assist them in remedying the situation.

Sincerely,
(b)(6)
spellchecking by BlackBerry

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 12/21/2013 11:09:48 AM Airport : LAS - McCarran International Date/Time of Travel : 12/21/2013 6:30 AM Airline & Flight Number : american airlines/1802 Checkpoint/Area of Airport : D gates TSA Employee: (If Known) (b)(6) /5202 Comment : Officer (b)(6) insisted that my husband take off his shoes and belt and jacket when we told him that my husband'd movements are constricted and that he's unable to take off his shoes. After a struggle he agreed to let my husband keep his shoes on but insisted the belt come off and I was extremely disappointed that he forced him to when we said over and over he has constricted movements. Forced us to take his skin tight leather jacket off. Even though we called the wounded veteran hotline at mccaran airport a day earlier to report our arrival we didn't have anyone waiting for us. Nevertheless we did what we are suppose to do and went on without it. My husband have a spinal cord simulator and a fusion in his back he can't go through the metal detector or body scanner. We requested a pat down and officer viola said its easier if he tales off everything and stand, I explained again that he cannot move freely as they want him to as he is still recovering from an invasive back surgery and his vision restrictions. During the pat down, he forced my husband to bend when he kept of telling him that he can't , that he has multiple back surgeries that constricts his movement, that he is physically incapable of doing it. Not to mention he is legally blind so it was hard to him to locate items. He was dressed warm because he has a pneumonia and we didn't want to go through this rigorous screeing process. In every
2013 11:46 airport we flew he never had to go through such a terrible experience. when I brought the matter up to a supervisor, he said the jacket looked bulky and he agrees that the officer was right by removing belt an jacket because its easier to to the pat down then he shortly dismissed my claim because i was an employee. We are in shock to be treated so poorly, especially after being a TSA worker and knowing rules and regulation are different for extremely wounded military veterans. Every other airport we went through has been an expedited screening with excellent customer service experience.
This reflects negatively on the advertisement of TSA helping wounded veterans through expedited security screening. They dropped the ball and we are just upset that my husband is in real pain now coz he was forced to move many times although we established that he can't.
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 has metal implants in his hip and wrists, and flies often from LGB. He is upset that the airport, while relatively new, does not use an AIT. Instead, he has to undergot the WTMD, and then receive a patdown.

Advised Caller:

'2013 3:49:

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov.

Feedback Type : Complaint
Categories : Professionalism Customer Service; Screening Current Date Time : 12 22 2013 5:31:14 PM Airport : DCA - Washington Reagan National Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport : Terminal A security TSA Employee: (If Known) :
Comment : I recently flew out of DCA. I m a military personnel and I was wearing my dress blues. I wore it specifically to get through security faster due to time constraints but it instead delayed me because security wanted to pat me down because I
'2013 6:15: was not aware I was supposed to take off a part of my military uniform. I was always told that I didn t have to take any military issued items off. I was treated rudely:..one person even told me he used to be in the military and he knew I could take it off. I had to go through the metal detector 3 times. My point is what threat do I have to the country I am serving? It s ridiculous.
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

I m inquiring as to an experience on 17 Dec at Reagan National Airport. I am an active duty Marine, who was in uniform traveling on orders and am enrolled in pre-check. When I proceeded through security I told the TSA agent that I have a prosthetic hip which is why the metal detectors were going off when I went through. The TSA agent then asked me to remove my shoes and to come back to the screening area. Once my shoes were sent through screening I was escorted over to a search area at which time the TSA agent swabbed my body, patted me down and then ran a scan of the swabs that were performed. I am at a loss as to why I am enrolled in the pre-check program when in fact you are not honoring it even for service members in
'2013 7:07: uniform.

(b)(6)

I am a business traveler who flies more than 140 business flights per year. My global entry /TSAPre member number is (b)(6)

On Friday December 20th, I flew from MIA to DFW to TUL on American. I checked in at MIA International on concourse D center point. I went through the TSAPre line. I noticed that the TSA agents on duty Friday December 20th at the concourse D midpoint around 10:30AM where allowing passengers who went through the regular line to merge over into TSAPre and go through without removing shoes, liquids, laptops, and without a full body scan.

The TSAPre line should be blocked off all the way to the metal detector to prevent other passengers from merging into the TSAPre line without being noticed.
If your agents are going to continue this practice, what is the point in having TSAPre or the enhanced security measures that are in place in the regular lines.

2013 12:17

Best Regards,

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

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that screened her BiPAP but did not take it apart.

Advised caller:

2013 12:51 If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.
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From: (b)(6)
Sent: Monday, December 23, 2013 10:42 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 12/23/2013 10:41:39 AM

2013 6:18:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

MIA Concourse D Midpoint _TSA Pre Complaint

Comments:

I am a business traveler who flies more than 140 business flights per year. My global entry /TSAPre member number is (b)(6)

On 22 December, this past Sunday, I arrived at Buffalo-Niagara Airport early in order to ensure that I would have enough time to comfortably make my way through security. In this regard I was successful. I made it through with plenty of time to spare. This success, however, was soon overshadowed by the poor behaviour displayed by your staff.

I have a 16 year old sister with Autism. Although she is high-functioning and quite capable of getting through systematic checks and procedures smoothly, information must be clearly stated and explained. Now, it should be noted that she has been going through airports her whole life and has never encountered a problem. This time, the problems began even before one of your rather ill-mannered employees directly confronted her.

I was positioned approximately halfway through the line, with numerous passengers-to-be both in front and behind me. While in line I watched an elderly man of approximately 85 years endure inconvenient and unnecessarily hostile treatment from one of your screeners. He was forced to take off several clothing items, many of which would he would have to struggle to take off. Whether or not you are mandated to do this does not take away from the fact that a fairly quick assessment of context would- and should- have led your screener to conclude that he is not a threat and could pass security doing the bare minimum, i.e. metal detector, bag check, belt etc. In addition, after being addressed by the mans daughter and made aware of various physical challenges (including a hearing deficiency), your screener continued to speak abruptly and impatiently at the man, only showing remorse after noticing the disapproving glares coming from those waiting in line.

When my family reached the front of the line, my sister found herself in front. As usual, she took her Ipad out of her bag and placed it in a contained of its own, set her bag in a container and took off the necessary clothing items. Proceeding from there, she naturally walked to the metal detector and, having not been told to pause beforehand, stepped right on through. Your screener then raised her voice and rudely spoke at my sister. This, of course, only served to confuse her. As anyone who has read into Autism should know, they experience incredible challenges when trying to assess social settings and cues, which is why at times they tend to display odd behaviour, often screaming, jumping and stimming (hand flapping, head shaking and so on) in public. She looked back at me, clearly anxious about the screeners tone and intended message, and so I decided to address the screener myself and attempt to clarify what was required of my sister. I told the screener that she has a hard time understanding, wishing to engage in euphemism as much as I could so as to not embarrass her. Your screener then proceeded to raise her voice, letting the whole crowd of perhaps 50 people hear her ask: Does she have a disability I should know about?

'2013 6:18:

Now, to gage how astonishingly vulgar this type of behaviour is, I would like you to consider the following situation: A veteran of the U.S. armed forces is coming through security and is dressed in civilian clothing. He has relatively manageable PTSD which only sparked in situations of high tension. Moreover, he is very much ashamed of his disability and, as such, wishes for it to be kept under wraps in public. He goes through screening and is addressed by a TSA employee in a harsh tone. His stress levels begin to rise and he becomes discombobulated, confused and cloudy in the brain- as I said, this tends to happen in such situations. His family attempts to quiet the situation by subtly telling the TSA worker that he has a hard time in these situations and it would be helpful if the worker could strive for more clarity.

Now, attach the response I received from your worker and place it in the situation I laid out above. I am almost certain that, between the rabid patriotism of your country and the excessive attention given to your veterans, such a story would make the media rounds for quite some time, sparking controversy surrounding the TSA s procedures and methods- or, I should say, even more controversy, since such occurrences are not hard to find in the history of your agency.

I would like to extend the care that would have been given to a veteran to the arena of those naturally mentally handicapped. I would like to see an apology issued for the absurd behaviour of your employee. I would like to see your agency put less effort into funding advertisements that attempt to wipe its heavily tainted slate clean, and more funding put toward training employees to deal, not only with precision, but with some decency, some human decency.

And to pre-emptively address any concerns you may have about my complaint, I would just like to mention that, upon reaching our gate, my sister inquired into the altercation, asking about her apparent disability . I lied and said the worker was speaking to me.

WTMD and explained that at most airports they allow him to show his LEO ID and go on through The WTMD. He told The TSO it was no big deal either way he was just asking. The officer told him he needed to go on to regular line. The caller stated that he then went through The AIT, The officer standing there right after you passed The AIT smarted off to The officer and stated well you don t have to fly rude and sarcastically. At this point The officer requested to speak to a supervisor and he did not know if this did any good but he wanted to make a complaint about this situation. The caller wanted to give The suggestion that expedited screening is offered to LEOs The same as Military personal and wanted to know who to provide this feed back to. The caller wanted to know if The CSMs are located at The airport. The caller wanted to know if The fee to enroll in The TSA Application Program can be waved for LEO. The caller wanted to be emailed John S. Pistoles contact information.

The caller was advised passengers that use TSA Precheck can take children through with them that are 12 and under.

Explained that The following TSA Precheck lane was available at STL for Southwest.

Southwest Airlines
Terminal 2, Concourse E

The caller was informed that we have not precheck but another form of expedited screening available for passengers 75 years or older that allows them to keep on their shoes and light out wear only.

TSA Precheck expedited screening benefits to U.S. Armed Forces service members, including reservist and National Guard members, who possess a valid Common Access Card (CAC) at 10 TSA Precheck airports. Eligible service members do not
'2013 6:54: need to be in uniform to participate in TSA Precheck Family members, ages 12 and under can process through expedited screening as well.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Beginning December 20, 2013, TSA will offer TSA Precheck expedited screening to members of The military at all participating TSA PreCheck airports when they use their Department of Defense (DoD) identification number when making flight reservations.

The caller was advised some airlines are selecting passengers at random.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Currently, TSA PreCheck is limited to select airlines and each is contacting eligible frequent flyer s with an invitation to opt-in. Once a passenger opts-in, The airline identifies The individual as a TSA PreCheck participant when submitting a passenger's reservation information to TSA.

The caller was informed that The new TSA Application Program cost 85 dollars, where as opting in through Southwest would be a free option. CBP TT Programs and Application Program members are eligible for all airlines where as FF can only use

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/23/2013 7:38:32 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/22/2013 Airline & Flight Number : Delta 4233 Checkpoint/Area of Airport : Pre-Check
TSA Employee: (If Known) :
Comment : When checking your web site for the information on obtaining a medicl implant form and when clicking on the link shown, I get the message "View static 404 page Not Found".

'2013 8:13: I have Pre-check status through Delta airlines, am a TWIC holder, own a TSA approved airfreight forwarding company and assume that I am not a security risk whatsoever. When I get through pre-chek and walk through the metal detector, my knee implant sets off the alarm. Immediately, I lose my pre-check status, shoes and belt have to come off and I have to be subjected to a the intrusive (and let's be fair, humiliating) pat down. At Midway, the pre-check line does not have the other scanning machine that would avoid having me go through the pat down. I would appreciate if the TSA could come up with a policy for the thousands of trusted passengers with implants. When i go through a metal detector in Europe and my knee implant sets off the alarm, the security agents use a metal wand and a quick touch of the affected area. I cannot see why this could not be done in this country.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/24/2013 12:42:16 PM Airport : TUS - Tucson International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
'2013 2:24: Comment : Quit telling people where to put their ID. If they don't know then they're idiots. Also, update you're metal detectors and have more than one in that dumpy airport in Tucson.
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 : Security Issue
Categories : Firearms; Miscellaneous/Other Current Date/Time : 12/24/2013 2:10:10 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/24/2013 6:45 AM Airline & Flight Number : delta 440 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :
Comment : first time I got fast-tracked in the pre-screen lane and it was super efficient. That said, I'd say you have a pretty big security hole there.y hands were swabbed for explosives before I got to the conveyor belt. I passed and was told I don't need to take off my shoes or jacket. I put my stuff on the belt and headed through the metal detector (there was no body scanner at this outpost). I said 'I have a metal hip' as I walked through and the sensor went off. An official asked me to step to the side and he proceeded to repeat the explosives test on my hands which was negative again, so he said thank you and sent me on my way - no pat down, nothing. I could certainly have had a knife anywhere on my body, if not a gun. I appreciate the
'2013 4:11: effortless screen, but the only thing that sent me down that lane as far as I know was a random touch on an iPad. I don't know the odds that iPad is programmed with, but it sure seems like a decent gamble if one wanted to get their face/cause on the news. A pat down would have taken an extra couple of minutes, and it would have made a big difference (I'd think) from a security perspective.
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

Dear Sir or Madam,

You need to do something about who gets selected for preCheck. You are destroying any advantage that precheck provides for frequent fliers.

This morning in Pittsburgh I watched at least four people in a row set off the metal detector. One woman had 5 metal bracelets around her wrist yet seemed confused as to why the metal detector was going off.

2013 10:07 Please, for those of is who travel frequently- or at the minimum exert the effort for a precheck screening process - reevaluate who is allowed thorough the precheck lane.

Thank you.

(b)(6)

Sent from my iPhone

My family and I left on Lufthansa's flight LH 403 from Newark to Frankfurt, en route to India on the 19th of December. When we arrived in India, we discovered that one of our bags had been opened by TSA, a little card left inside indicating that it had been opened and ALL of my wife's costume jewellery missing. The approximate cost of the jewellery was around $300.

I am very disappointed that TSA has deviated so much from its original mission to keep airports and passengers safe. I suggest more scrutiny of agents' activities, video-recording and metal detectors on way in and out of the checking facilities. Meanwhile, I am out $300 worth of jewellery that I would appreciate compensation for.

'2013 8:16: My contact details are:
(b)(6) Cell Phone: (b)(6)

Regards,
(b)(6)

and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a through examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

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

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 10:07

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.
I told him that passengers should be treated the same all all airports.
I advised him that the AIT may not have been available in Asheville when he went through the checkpoint.

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) Cangzhou, Hebei, China
Zipcode: 061001

2013 10:16

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? yes
Gender? no
Disability? no

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/26/2013 4:47:43 PM Airport : BOS - Logan International Date/Time of Travel : 12/26/2013 4:00 PM Airline & Flight Number : UA503 Checkpoint/Area of Airport : Terminal C PreCheck TSA Employee: (If Known) (b)(6)
Comment : 1. I had to return to checkin to check my carryon bag because of a 0.75 inch swiss army knife keychain. TSA supv (b)(6) said 4 inch plus knitting needles and 2 inch plus scissors are allowed but not even a 0.1 inch blade of any sort is permitted. He said rules were changed after the Boston marathon incident. Clearly this is an absurd screening rule (which I doubt even exists).

'2013 6:02:

2. TSA PreCheck line was jammed with people including families with children setting off the metal detectors and slowing the lines to a crawl. The same TSA supv (b)(6) said this was a "MI" (management initiated?) pilot in Boston. The result is a horrible TSA PreCheck mess. Why would TSA ever include these individuals -- even though they may appear harmless -- in the PreCheck queue? Makes no sense at all and is a great disservice to your PreCheck pre screened travelers. Please end this ridiculous Boston Logan pilot. The "I" in "MI" should stand for Insanity.
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: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of (b)(6)

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

'2013 9:39: Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13
AIRPORT New Orleans
AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740
CONTACT INFORMATION (b)(6)

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of (b)(6)

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

'2013 9:39: Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA (b)(6 has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13
AIRPORT New Orleans
AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740
CONTACT INFORMATION (b)(6)

I submitted an online complaint form today and received the attached unacceptable automated reply. Please notice that is nothing more than a form letter keyed off of key words in my complaint form.

Here is the situation I reported:

Today (26 Dec 2013 4PM EST United Airlines) at Boston Logan airport Terminal C PreCheck I had the following two problems which I reported to a TSA Supervisor (b)(6)

1. A large number of families with children were inexplicably directed to the PreCheck line causing a huge delay as many of them set off the metal detectors and or had issues with their screened baggage. Several people had to remove shoes. The supervisor told me that this was a MI pilot at Logan (I don t know what MI stands for, but the I must surely mean Insane). This pilot is a disaster and should be stopped at once. It is a real disservice to PreCheck prescreened travelers. It pretty much destroys the value of PreCheck.

'2013 8:31:

2. I had to return to the checkin counter to check my small carryon bag because it contained a tiny Swiss Army knife scissor tweezer keychain keyfob which I received for Christmas. The entire keyfob was a little over one inch long and the rather dull knife attachment measured only 0.75 inches. The supervisor told me that sharp knitting needles four plus inches and scissors 2 plus inches are allowed, but the keychain Swiss Army keyfob was not. I think this is absurd. Clearly this rule -- if it actually is a rule -- needs to be changed. TSA should realize that having policies like this undermine the credibility of your very important programs. When combined with the MI pilot mentioned above, the traveler s impression of TSA is greatly diminished as not being very well thought out.

I would like to be contacted by the Station Manager (or other TSA executive) at Boston Logan either by email or phone.

Regards,

(b)(6)

---------- Forwarded message ----------
From: HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the patdown. She told the person at the checkpoint and the woman was rude and said she didn t care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

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 2:27:

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

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

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

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

Cell Phone:

PO Box or Street address:
(b)(6)
'2013 4:01: City:
Opelika
State:
Al
Zip:
36804
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
Yes
If so please provide the third party s name and contact information:
(b)(6)
(b)(6)
2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
Yes
Your First Name:
On Dec 21 at 6 am at Atlanta airport, my husband, myself, my 7 year old daughter, and my 4 year old daughter went through security checkpoint. I stayed with my 4 year old daughter. She was upset because we put the blanket through xray machine. She was crying. The black female TSA agent waved my daughter through the metal detector. My daughter folded her arms. The TSA agent called her female agent over. They flanked us from front to rear. They asked my daughter to put her arms down. I went through the metal detector with my daughter clinging to my shirt. The TSA agent scolded my daughter for disobeying a TSA agent. She said Santa will not give her toys. I felt terrible for my daughter. TSA agent violated my daughter s trust for adults. TSA agent used excessive force and humiliation toward my daughter.

'2013 4:01:
(b)(6)
(b)(6) Opelika, AL 36804
(b)(6)

and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

(b)(6)

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

2013 11:07

From:(b)(6)
To: TSA-CRL@tsa.dhs.gov <TSA-CRL@tsa.dhs.gov>;
Subject: PreCheck at Houston Hobby
Sent: Sat, Dec 28, 2013 3:42:00 PM

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way

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Thank you and sorry for the complaint.

2013 11:08

(b)(6)

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

To whom it may concern,

Today my husband, son and I went through the Reno air security to fly to Oakland. Both my husband and I have TSApre designations on our tickets. But our 16 year old son dose not. In Oakland the agents let us go through the TSApre line as a family. In Reno they did not and when I asked why they said it was against the rules. In Reno we were asked to get back in the normal line where the stamped my boarding pass with Exempt and did not stamp my husbands, my son had to take off his shoes, my husband was held back for extra review and I was allowed to pass through just walking through the metal detector.

I believe we were racially profiled, I am a 56 year old white female, my husband 63 is a scruffy looking mixed race Spanish & Blackman my son is 6'2" kid with very curly hair.

'2013 1:19: The Reno airport needs training and lessons on consistency.

Sincerely,

(b)(6)

Sent from my iPad

Caller said she has precheck and has had 2 flights in Dec. with Delta and United and got precheck. She said they are traveling on Jan 2 with American and were told they are not in the precheck program with them. She said they did not go through global entry but her husband said they are both signed up. She said they are retired military and he has his govt.ID..

Response:I advised her that with global entry and TSA Precheck Application Program she will go through fingerprinting and an interview and that an invitation from one airline does not transfer over to other airlines. I advised her to go to global entry.gov or tsa.gov for the precheck application.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

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
'2013 2:44: also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry.

I advised her that precheck is random and unpredictable for security reasons.

Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5 6-5 8, caller states that she was not skinny but she was not fat.

Advised Caller:

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

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

/2013 7:35:

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

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

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

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

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I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

/2013 1:18: This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

Confidentiality Notice: Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege and may otherwise be protected from disclosure. If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message is strictly prohibited. If you received this message in error, please notify the sender immediately, delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses.

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: 12/29/2013 11:24:36 AM

/2013 1:18: Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 1808 SAT to CLT
Comments:When i arrived at my destination container of home made caramel had some missing. The small loaf-sized container was full. Upon taking it out of the bag it was stored in, I discovered that it had two swipes taken out of it. presumably with a finger. This food is no longer edible, as I don't know what else has been done to it. You may refer to the picture on my facebook page (b)(6)

thank you -

(b)(6)

Feedback Type : Complaint
Categories : Other
Current Date/Time : 12/29/2013 9:36:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/15/2013 1:30 PM Airline & Flight Number : Westjet 1771 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : On Sunday, December 15, my mother and I nearly missed our flight because of an exceptionally slow line at security. I am writing about that as well as a couple of suggestions.

We were flying out on Westjet 1771 which was to leave Phoenix at 2:30 pm. The airport wasn't crowded at all. We were in Terminal 4. After checking in, we got to the TSA security checkpoint at about 1:20 pm, thinking we were in good shape. But then we saw the line-up. It was winding back and forth about 5 lines deep. That would have been fine if the line was moving along, but the thing is, it wasn't moving hardly at all. Every couple of minutes we'd shuffle another few feet. The reason for the slowness: there was only one security machine being used for general passengers. And they were using the AIT machine which seemed to take longer per person.

Within the first minute of being in the line-up, I knew we were in trouble with catching our flight unless another lane opened up. By 1:55 (35 minutes later), we were still only halfway along and I knew that our flight was now starting to board. Others around me were obviously nervous too. I heard one gentleman behind me say that his flight also left at 2:30 and could miss it.

Finally, about 2:05, a group of TSA employees came onto the scene and they soon opened up another checkpoint and added 3 more people to id the passengers. Then the line started to really move. We got through the security about 2:15. I looked at my 74-year old mother and said, as we were putting on our shoes that we were really going to have to hoof it if we were going to make the flight.

'2013 8:31: As we reached the concourse where our gate was, the PA system announced a final boarding call for our flight. We started to run. Then they gave another final boarding call and called out about 5 names including ours. I had to leave my mom to struggle on her own while I ran all the way to the gate at very end of the concourse to say that she was coming. The airline agent had already locked up the door to the gate and had to open it for us. While going through, I mentioned that any others they were waiting for may have been delayed by the security line-up, in case that helped them to wait.

The bottom line is, that was cutting it way too close, and I think there are few things that would help in the future. I don't know how often the security line-up moves that slowly at Sky Harbor. But if it is a frequent thing, it makes flying into Mesa much more attractive.

Here are my suggestions for preventing long lines in the first place:

1.Open up additional checkpoints earlier. We were lined up for about 45 – 50 minutes. Those who can see the wait is about 30 minutes and is increasing, should be given the authority to tell a supervisor or coordinator who makes the decision to open up additional checkpoints.

2.Use technology to anticipate passenger volume based on number of flights and passengers for any given hour. Then plan ahead how many TSA employees to have on hand.

For those times when the wait is extraordinary, put in place any of these suggestions:
3.Use the faster technology, which I'm guessing is the metal detector, not the advanced imagining machines which seem to take longer.

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 12/29/2013 7:29:44 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a hip implant, and also TSA Pre. Today I went thru a metal detector which went off. I then was told remove my coat, and try again; then remove my shoes, and failed again. I then had to have the patdown. My coat and shoes were on
'2013 8:31: the belt, and my husband was unaware of my situation. The TSA agent was reluctant to allow me to talk to my husband, and by that time, I was in tears! I was told that I should have notified TSA before going through the metal detector that I had a hip implant; they then would have taken me to a scanner; once you pass through the metal detector, you must have the patdown. I LOVE the TSA Pre (check)and I hate patdowns! It's a great system, but it's not working yet@

Would I be eligible for a permanent pass?? I haven't even had a traffic ticket!!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 8:53:59 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/28/2013 Airline & Flight Number : DL1772 @ 2:20pm Checkpoint/Area of Airport : Screening TSA Employee: (If Known) (b)(6) (b)(6) (b)(6) Comment : I am a PreCheck traveler and Diamond on Delta. I have hip replacement and thus set off the metal detector. The TSA screener did not change his rubber gloves before his pat down of my person. When he tested his gloves they said 'explosives'. This resulted in a complete swiping of my carry on luggage. This resulted in NO detection of any explosives. I was then taken to an enclosed room and subjected to ANOTHER patdown, this time using the fingertips and more aggressive. I expressed my dissatisfaction and told the supervisor (b)(6) that the TSA employee did not changes gloves before my patdown and I should not be subjected to this harassment. He told me that he did follow procedure and to stop taking and submit to the search or I would be detained and would miss my flight. Nothing was detected on the second patdown. If the employee had followed procedure initially,
2013 10:08 this entire situation could have been avoided. This took over 20 minutes to complete with considerable embarrassment.

I expect a response and apology from all TSA present during this situation. The TSA employee who conducted the patdown should be reprimanded or terminated for not following 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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 12/30/2013 12:08:36 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/30/2013 10:30 AM Airline & Flight Number : Delta Flight #3740 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : I was traveling with my minor child who has type 1 diabetes and wears a lifesaving insulin pump. As we always have done when we fly, he removes the insulin pump and asks for a hand screening of the insulin pump. He then went thru the body imaging scanner and all of the rest of his belongings and supplies went thru xray screening. After all of this screening, (b)(6) made my son go through an unnecessary pat down and then a belongings search including wiping down all of his belongings. (b)(6) was extremely rude and I felt did this unnecessary screening was not according to TSA rules. According to the TSA rules "Regardless of whether the passenger is screened
'2013 2:21: using imaging technology or 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 hands" (b)(6) did not follow this procedure and suggested that he wear the pump through the body scanner which is against the recommendation of the insulin pump company (Animas Corporation). I would never risk damaging a very expensive life saving medical device based on what he thinks would be fine and is against manufacturer requirements. My son was extremely embarrassed and should not have been subjected to this invasive 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

Caller s two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties.The sister with the disabilities has MS,difficulties removing shoes and uses a cane.The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.Passengers in wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.
'2013 3:24: Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

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

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this make TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

All passenger must be screened. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

'2013 3:35:

Airport: EWR
Airline United
Flight#: 5795
Date and Time: 12-13-13 12:23PM
Email (b)(6)

(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
Cell Phone:
PO Box or Street address:
(b)(6)
City:
Opelika
State:
Al
Zip:
36804
Email:

'2013 8:19 (b)(6)
Check here if you are represented by a third party or an attorney in this matter.
Yes
If so please provide the third party s name and contact information:
(b)(6)
(b)(6)
2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
Yes
Your First Name:
(b)(6)
Your Last Name:
(b)(6)
Your Job Title:
Stay at home mom
IF YOU CHECK THIS BOX, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 9:27:12 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/30/2013 5:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My father is 78 years old. According to recent TSA guidelines the elderly are not required to remove their shoes and jackets however TSA at Midway clearly do not recognize this exception. My father was required to remove his shoes, jacket, and belt. He was then forced to have a pat-down search after his prosthetic knee and hip set off the metal detector. The procedure of pat-down is flawed and ineffectual. First, the TSA agents do not change their latex gloves in between searches so if there were any questionable substances on the wipe they use to clean their gloves it would be impossible to determine which person it came from. Secondly, when the metal detector goes off due to metal medical devices it is impossible
2013 10:04 to verify the validity of the person's claim of such device when TSA agents no longer use the metal detecting wands to isolate the area on the body that is setting off the detector. TSA agents are unwilling to answer simple questions regarding what is being done to people. The whole procedure is a colossal waste of time and taxpayer dollars. My father is an elderly veteran and my son is an active US Marine: neither should be subject to such invasive procedure when they both have CLEARLY demonstrated their loyalty and dedication to the protection of this country through their military service.
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
---
Remote Client IP: (b)(6)
Date Time: 12/31/2013 12:26:10 AM

Name (b)(6)
/2013 8:26: Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK Airport, Delta Terminal 2
Comments:On 12/29 at approximately 5:30pm, I passed through the TSA checkpoint at Delta Terminal 2 at New York's JFK airport. As I began to place my items in the provided trays to be put through the x-ray machine, I started to remove my eight pound dog from her pet carrier. Officer (b)(6) was working in the next lane over, and began sighing, saying negative comments, and giving me dirty looks. She then approached me and demanded I remove my dog from the table. I immediately complied with her request without saying a word. Please note: my dog was only briefly on the table as I was removing her from the carrier and placing her in my arms so that we may walk through the metal detector. At no point during this interaction did I reply to any of Officer (b)(6) comments or rudeness, until she made a comment about how dogs stink. I asked her "excuse me?" She reacted extremely aggressively and confrontational and yelled at me to not to talk to her. She then got a bottle of alcohol and opened it right next to me. I travel often with my dog and have never had a negative experience with TSA; in fact, many agents are extremely courteous and react positively to seeing her. Officer (b)(6) was beyond rude and unprofessional. I did report this incident to her manager, however I want to submit a formal complaint about her behavior. Office (b)(6) could have easily kept her personal opinions about dogs to herself, and if she wished to clean the table, she could have done so after we passed through the check point. I would like to commend the rest of the officers at the check point who were gracious and very polite.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 30032

2013 12:48 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? yes
Gender? no
Disability? no

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

What was the date and approximate time of the incident?

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/31/2013 4:04:54 PM Airport : EWR - Newark International Date/Time of Travel : 12/29/2013 Airline & Flight Number : united 4502 Checkpoint/Area of Airport : security TSA Employee: (If Known) :
Comment : My wife and I were both informed we were selected for TSA Pre by the agent that checked our boarding passes and drivers licences. She told us we would not be required to remove our coats and shoes.We were given a slip of paper to hand to the agent at the metal detector informing him of our selection. We proceeded to the luggage scanner, emptied our pockets, placed hats and our carry-on's on the belt and stepped to the walk-thru scanner. The agent told me I would have to remove my coat. I handed him the paper informing him I had been selected TSA Pre and he said it didn't matter what kind of paper I had, EVERYONE had to remove their coat. I asked about my shoes and he said no. I laid my coat on the scanner belt and he said it needed to be in a bin, forcing one the passengers waiting behind me to pass on the the front. I then walked through the scanner and set it off with the clearly visible metal grommets on my hiking boots. I was sent back to remove my boots '2013 4:11: and made it through. He then told my wife (who also had the pass paper) she needed to remove her slip-on shoes with no metal, but could KEEP HER COAT ON. So another bin had to be passed forward for her shoes. The line meanwhile, was backed up and this TSA agent kept chastising everyone to hurry up. The agent who refused to honor the TSA Pre was twenty feet from the agent who was clearing passengers for TSA Pre. When I suggested the line would move faster if the two of them communicated with one another as what was or was not acceptable, he asked if I would like a "special" screening. If the intent of TSA Pre is to move things along, my first experience is it was an epic failure, doubling the time it took to clear security. Maybe the agent was having a bad day, maybe he hadn't been properly versed in the new rule changes or maybe he is just an a**hole, he personally slowed the process to a crawl.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/31/2013 7:56:55 PM Airport : DEN - Denver International Date/Time of Travel : 12/31/2013 4:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : South side TSA screening TSA Employee: (If Known) :
Comment : My TSA experience at DIA and SFO have been so bad that I feel as if my right to a speedy pat - down have been violated. I would like to speak with a supervisor about the way I am treated by the TSA employees at each of these airports. I am especially upset that it takes the TSA aalong time to get a pat - down assistant for a female traveler. It is a regular occurrence for me to need to wait a long time for assistance, even when I notify the TSA employees right after I get my ticket and ID checked and before I am placing my items on the belt to be screened. It's my constitutional right to be searched in an efficient manor and I am upset that TSA hasn't attempted to make sure the passenger really isn't feeling violated.
What happened today was absolutely ... and if the TSA employees would have been more knowledgeable then I wouldn't have been through so much trauma. I describe my experience as traumatic because I had the incorrect bag checked at ticketing and the TSA employee made me get a full baggage search and pat - down before they could release me to go back to ticketing to check my bag. If the TSA employee would have known how to handle this situation, I wouldn't have had to take so much
'2013 9:12: of my time at security today. TSA needs to recognize that it's job is to provide safety AND to help passengers get to their flights on time. It's not fair to me when it takes a long time getting through security just because I will not go through the new xray scanners. It's not fair for the TSA to make me wait a long time for a female pat-down. It is common for me to need to wait a long time and then the screening process takes time. The problem that happened today was that I realized I was going to need to go back to ticketing and I was nervous about time and because I walked faster than my security person and I talked faster than my security screener, she slowed down and made me walk behind her slowly and she took her time starting the screen. She was instructing me that she had her job to do and I wasn't going to make her faster, but she actually made my pat-down slower because she was not happy with me being in a hurry to get back to ticketing. It's ridiculous that I couldn't have just been escorted out of the screening area without a full pat-down! Please, you need to recognize that the people going through security are customers of the airlines and the TSA salaries are paid by paying passengers of the airlines. We are having our Civil Liberties violated when we are harassed like I was today and when I am required to wait so long for my pat-down. I refuse the xray scanners because you don't have good research regarding the long term usage of this technology. I work around xrays and don't want to be exposed to more radiation than necessary. My health is a major concern to me and opting - out of the scanner always makes me need a full pat-down. I see children and their parents go through the metal detectors and I don't understand why they are not required to go through what I do! Do you really see me as more of a risk than someone with a child?
Please call me so we can discuss this further. I have spoken with supervisors almost every time I go through this and the TSA at DIA and SFO are always consistently slow and rude. I wish to see this change and I am going to write to my lawmakers to complain because this just isn't right. Thanks for your concern and allowing me to express my dissatisfaction with my TSA experiences. (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

My family and I travelled from Dtw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son, (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance,

(b)(6)

>
>
>
!014 5:06:5
> Begin forwarded message:
>
> From: (b)(6)
> Date: December 15, 2013 at 2:23:57 PM EST
> To: (b)(6)
> (b)(6)
> Subject: Fwd: In Response to your inquiry.
>
>
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From:
> tsatcc_do_not_reply@senture.com<mailto:tsatcc_do_not_reply@senture.com

I am approved for global entry as well as TSA Pre-check.

Recently I was flying from Phoenix. At the security I informed the officer that both me and my wife have knee implants before going through the system. One officer says you don't have to take off belt, shoes, jacket, etc. My wife and I were very happy.

So we go through the metal detector and it beeps. So, we were asked to take the belt etc. off and go through the metal detector again. After it beeped again we were searched, patted down. In my case he took some samples, ran it through some machine and asked me to go to a private room for more pat-downs and sampling. After almost half hour of searches my wife and I were allowed to go.

014 8:33:1 This is the most unfortunate experience.

First of all they should know that when a passenger says he has an implant they should send you to the scanning machine and not through the metal detector. There was confusion all around. I was most embarrassed when they did multiple searches through my carry on baggage and then patted me down twice including once in a private room. What is the use of TSA-Precheck if I have to go through this experience?

I would appreciate a response.
Thanks
Sincerely,

(b)(6)

Caller and her husband both got PreCheck on their trip out on Virgin America. He got it on the trip back and she did not. She wanted to know why. She thinks that if they are flying together they should both get PreCheck. She asked how passengers are selected. She wanted to know if it is random. She made the statement that she would need to fill out a form with Homeland Security to be guaranteed. She said that she does not remember enrolling in PreCheck. She stated that it may have been through the airline she is not sure.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to
014 10:17:0 also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA PreCheck process, passengers should not expect to be directed to the TSA PreCheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA PreCheck eligibility.
No individual will be guaranteed expedited screening no matter how they enroll in PreCheck. I told her that passengers flying together may not be chosen for PreCheck on the same flight. I told her that PreCheck is random.

He was put in the rounder (the AIT). He has an artificial ankle that it didn t pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren t looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the _rounder_ (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

:014 3:06:2 I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That s why he puts the narcotics in the bag. Some of these are oxycontins. When he got back to Austin, his bag wasn t zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, (b)(6) ?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

I advised that I would send up that information as well.
Caller states she wants to file a complaint. She said she is elderly and in a airport wheelchair and she went through screening at MCI on December 30th. She said she cannot get up, so the first tsa agent (b)(6) that tested her chair for explosives yelled so the other passengers could hear that her chair tested positive for explosives. She states another tsa agent did a second screening (b)(6) and found nothing. She states people on the plane for 1 1/2 hrs stared at her like she was a criminal, she states she was the only person on the plane who did not have someone sitting next to her. She states she cried all the way home. She said I understand screening but I am not a criminal, it was not justified on me and I want to take this further I just cant let it go. She asked who do I complain to?

Advised:
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 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. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at:

:014 3:54:3

TSA.ODPO@tsa.dhs.gov or

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/2/2014 4:24:30 PM
Airport : LAS - McCarran International Date/Time of Travel : 1/2/13 12:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have been through TSA pre check 7 or 8 times since available to me. I have travelled at least once a month since TSA was created. I have never had a complaint until today.
On this trip I went through pre check at LIT on 12/23 and STL on 12/30. Both experiences were exceptional, nice agents saying hello and have a good day. They were not "barking orders and rules".
014 6:06:0 I complimented both to the supervisor on duty.
If you wrote a script for how not to act, Tonya(spelling?) at LAS could have starred in the play. She was barking orders and rules that were not even relevant to the passengers in line. I was wearing a sport coat which I was going to wear but had an overcoat and hat in my arms. I asked for a bin for my coat and hat. She said "this is pre check we do not use bins". When I started to go through the metal detector, the agent said that I had to send my overcoat through the conveyor belt.
(b)(6) attitude to me and others is not in keeping with image I think TSA is trying to project in the pre check experience. She would make a good prison guard.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The callers mother was a traveler at JFK and was going to travel to PR. The caller stated that a TSA worker stole 400 dollars out of her wallet. The caller stated that his sister already done the process and filed a complaint. The result was that the cameras were not able to see anything from TSA and that they could not see TSA stealing anything. The passenger was escorted in a wheelchair through the airport. When they got to the checkpoint, they put the purse through the metal detector. The passenger saw TSA steal her money out of her purse. The callers sister has a form and needs to submit it to TSA but the caller would like to know why. He does not know who she called or where the complaint was filed. The caller does not know what she filed and who she talked to, but they said they could not see anything on the cameras. The caller said the day this happened was the day TSA was on the News for stealing.

Response:
014 6:12:2 Asked the caller to provide phone numbers to try to link previous complaint and record

No information was able to be pulled up.

Advised the caller that I am unaware of what is on the News and is his sister called TSA I can not locate the record

Advised the caller that if she filed a complaint and has a form, she needs to submit the claim form if she is his mothers representative or have his mother sign the claim form and send it to TSA

To Whom It May Concern:

The following description concerns an incident which happened today (1 2 14) at SEA at approximately 5:30 a.m. when I went through screening as a Pre Check passenger aboard Alaska Airlines Flight 65 from Seattle to Ketchikan.

Upon reaching the pre check line right before going through the metal detector, the TSA officer told me to remove my light jacket. I believed that to be incorrect as the gentleman in front of me was not asked to do so. I complied as that is my nature. When told to remove my shoes, I objected and the matter was dropped.
There was a bottle of purified water in my backpack and the TSA officer told me to dump it ; I replied that I had a medical necessity which required me to have that bottle of water with me. He raised his voice and told me to dump it and buy one on the other side . I again stated that I have always done this and TSA officers take it and check it, and then return it to me. He raised his voice yet again and told me to dump it or pour out the water and fill it at the fountain on the other side if purchasing a bottle was a problem for me.
Feeling embarrassed and humiliated beyond belief, I threw the water away and proceeded through the metal detector.
I requested to see a TSA Supervisor and (b)(6) (I believe that is his name. When I requested a complaint card with his name on it, (b)(6) ignored my request and I had to look for his name and later write it down.)
014 10:16:5 When I explained to (b)(6) that I believed the screening officer acted inappropriately towards me, (b)(6) asked me what medical condition I had that required me to have a bottle of water with me at all times. I informed him that his questioning of my medical condition was inappropriate. His response was that having water with me was a prohibited item.
(b)(6) called over another TSA Supervisor (name not visible) and asked him about the water. That Supervisor contradicted what (b)(6) had just told me and stated that I should have been allowed to have the water with me and that I should not have been treated in such a humiliating fashion. When asked to locate the TSA Officer who had screened me, I could not locate him. His general description which I provided was a tall and thin bearded man.
Throughout the verbal exchange, (b)(6) repeatedly touched me and I told him that such physical contact was inappropriate. He responded that he was just a friendly person .
My traveling companion had caught up with me by this point and (b)(6) asked her point blank what our relationship was. She was not involved in this incident at all and I found (b)(6) question to her to be inappropriate and informed him so.

What is the point of being a TSA Pre Check passenger when I am humiliated in front of other passengers for no reason, especially when the TSA officers involved are wrong? Rarely have I felt so discriminated against as a senior female with a medical necessity and a member of the traveling public. Needless to say, I will rearrange my travel plans in the future to avoid flying in or out of the Seattle Tacoma International Airport as this was a horribly humiliating and disturbing experience.

Sincerely,
(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Alcoia (b)(6)
Zipcode: 46680

014 10:16:5

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? Yes
Ethnicity? No
Religion? No
Nationality? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Po Box (b)(6) Ga 30344
Zipcode:

:014 2:09:0

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

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

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

What was the date and approximate time of the incident?

States he flies every month domestically.
Caller said he was provided 2 phone #s to contact and asked if the precheck process is the same?

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

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.
• 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.

!014 3:14:5 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 apply 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)

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.

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.

DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders.
Advised if an alarm sounds from the WTMD or an anomaly shows going through AIT will be required to have a pat-down to complete screening.

Provided TRIP form and information via email.

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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) Oakland CA 94611
Zipcode:

:014 4:08:3

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

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

Which U.S. airport were you traveling through?
Bob Hope Airport

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely, (b)(6)

(b)(6)

!014 3:17:

HYPERLINK (b)(6)

HYPERLINK (b)(6)

HYPERLINK (b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely,(b)(6)

(b)(6)

!014 3:17:4

HYPERLINK(b)(6)

HYPERLINK(b)(6)

HYPERLINK(b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

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: 1/4/2014 10:44:24 PM

Name(b)(6)
Email(b)(6)
!014 9:29:4 Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United 49 from Mumbai to EWR - United Terminals
Comments:1.0 At Mumbai Airport we went through standard security at Airport & were in the "secure" area / Lounges

2.0 For United - there was a secondary screening/metal detectors

3.0 After Landing in EWR .... we go through INS, then wait 30 minutes for Baggage
& put the bags on a conveyor belt for connecting flight to SFO (or wherever the final US destination)

4.0 We are then required to go through TSA security AGAIN - wasting 30 minutes --- WHY ?? This makes absolutely NO SENSE.

we have already been screened TWICE .... and after arriving in EWR .... get in a TSA line AGAIN - complete waste of Time & waste of resource for TSA ..... unless they have absolutely nothing to Do and are trying to justify their Jobs at EWR.....

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 1/5/2014 5:00:53 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/03/2014 7:45 AM Airline & Flight Number : United Airline 759 Checkpoint/Area of Airport : Security Area 3 TSA Employee: (If Known) :
Comment : My husband's cell phone was stolen off the scanner belt at the security checkpoint. It is unacceptable to have such a lack of security of one's belongings when going through security at the airport. A contributing factor was that TSA was trying out a pre-check process at this checkpoint. They did not convey the changes in the security policies to the passengers until right before the metal detector, resulting in more confusion and chaos. One TSA employee (name not known) was
!014 6:07:1 particularly rude and unhelpful during the process. We were extremely disappointed and frustrated by our experience with TSA yesterday.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom it May Concern,

My daughter was flying back to, Boston today from, El Paso Airport. She is a 22 year old college student, as well as a title holder in, MA for pageants. For reasons myself and my daughter are unable to comprehend one of your agents harassed her for quite some time, because "He was doing his job," according to him. She was flying by her self, and this was not her first trip as she visits quite frequently. She knows how to travel well, and has never had a problem in the past, but for some reason on today, 1/6/2014 at around the times of 11:20am-1:00pm one of your agents felt it was his duty to harass my daughter. I am well aware that agents must be diligent and careful to ensure the safety of our Airports, however this particular Agent went above and beyond to humiliate my daughter. After two of your, I'm assuming trained staff, checked my daughters identification and had no problem with it a third agent who I will have to describe to you because my daughter was too terrified to ask for his name, proceeded to ask for her ID. He called her aside while she was waiting in line to go through the detectors. She complied and gave her ID, but your agent was not satisfied with all of her correct responses, after questioning her 3 different times about her information on the ID. My daughter is young and enjoys changing her hair color, and she explained this to him because he questioned her about her hair. She even offered to show him her school ID so he could compare pictures, but because it was his motivation to embarrass her instead of seeking the truth of his questions, he refused to look at it. He joked that she had dyed it blonde which quite frankly I don't think is any of his business. He held her there for much longer than necessary, and almost made her miss her flight. Another agent came up and even told this agent to let her go and "Quit giving her a hard time," that she was going to be late, and your agent cussed at another agent in front of my daughter. Is this the kind of professionalism you instill in your staff? This agents said that he didn't care if he made her late that he had to do his job. Was it his job to drill her about her hair style, or keep her late for no reason what so ever? Mind you this is before she
!014 4:15:4 even got to go through the official security screening where you walk through the metal detectors. This man was not doing his job. He was taking up my daughters time, because he was preying on the fact that my daughter is young, beautiful, and traveling alone. Your agency is there to make people feel safe, and not feel uncomfortable and sexually harass people. My daughter felt violated and called crying. Please resolve these issues. I will now describe this Agent, and the times that he worked so that he can be reprimanded, and given education on Sexual Harassment. The agent worked Monday the 6th, at around 11:00am-1:00pm in the El Paso Airport. He is about 5'3-5'5 heavy set, white male, has a goatee, with a buzz hair cut. This is how my daughter described him.

I would like to close with this. I never have written a letter of complaint, and am not asking for anything but that you see to it that your staff does not abuse their power. People trust you guys to keep us safe, and its very sad that some of your agents would use this power to harass a pretty girl flying alone. I really do hope that this does not fall on deaf ears. Thank you for taking the time to read this email.

Very Disgruntled Parent,

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/6/2014 7:17:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : PHX is a rather confusing airport and rather laid out. Upon approaching the TSA agent, they definitely muttered something under their breaths. I approached the agent and both him and his partner asked for my hands for either finger printing or a new security measure. I asked questions and they were rather rude and trying to be imitating. Then when I get to the agent who tells you to go through the metal detector, he assumes that I know that I am not suppose to take off my shoes. I asked
!014 8:01:5 to I take off my shoes and he responses rudely, no! Each airport is different and clearly each one has its own protocol, but being intimidating and rude, gets no one anywhere. Scare tactics may seem fit, but I don't understand why. A TSA agent is like a police officer at an airport, they are the "final" authority and if authority instills fear in the people traveling, well then maybe they should be reconsidered for another position or perhaps be terminated. We are all humans, and tempers flare, but repeated issues will not and should not be tolerated.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01 06 2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Patdown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select
014 8:10:5 opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/7/2014 7:00:24 AM
Airport : RSW - Southwest Florida International Date/Time of Travel : 01/07/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal D
TSA Employee: (If Known) (b)(6) et. al.
Comment : Despite being Precheck I was subjected to an unconstitutional patdown this morning after refusing to go through the unconstitutional naked body scanner. The metal detector was right there, but your personnel refused to allow me to use it. On top of this, even though is was given a yellow card that specifically said "PreCheck - Leave your shoes on." they made me remove my shoes before I was frisked like a criminal suspect.
014 8:40:3
I am copying my congressman, each of my senators and the White House, asking that they withhold funding for TSA until you start showing some respect for the Constitution and the traveling public.

Stop this obscene behavior. Just stop.
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

Good morning,

I am writing on behalf of my daughter who is a Cadet at the United States Coast Guard Academy in New London, CT.

On Sunday, 1/5/2013, my daughter was traveling to the U.S. Coast Guard Academy from Atlanta's Hartsfield-Jackson Airport. She entered the military pre-check line, as she has successfully done on numerous occasions previously, and was told by a TSA employee that she could not utilize the TSA pre-check line for military members because she was a Cadet and not considered "active" military. She was in uniform and had her Coast Guard issued ID with her. She entered the general security line where after about a 10 minute wait she was pulled from the line and instructed by a TSA employee to proceed back to the military pre-check line. She presented her boarding pass and ID to a TSA employee in the military pre-check line and was once again directed to the general security lines. On her second trip through the general security line she removed her uniform jacket, shoes, and cover as expected. Unfortunately, the shirt stays for her uniform activated the metal detector which required that she receive a patdown from a TSA employee.

014 10:15:2

Are Cadets from the U.S. Coast Guard Academy eligible to take advantage of the expedited screening offered to members of the military? If so then are there any requirements other than using her Coast Guard ID number for a Known Traveler Number (KTN) when making flight reservations?

Thank you for your time and consideration regarding this matter.

(b)(6)

Lawrenceville, GA

Feedback Type : Security Issue
Categories : Other
Current Date/Time : 1/7/2014 11:55:15 PM Airport : LAX - Los Angeles International Date/Time of Travel : 01/01/2014 8:00 AM Airline & Flight Number : united Checkpoint/Area of Airport : checkpoint TSA Employee: (If Known) : overall Comment : when we checked in there was no bins to put our items in.. one of the passangers had to squeeze herself past the converyer belt to get several bins to put our items in. I didn't realize I had 2 large bottles of perfume in my carry-on.. I guess in the rush of returning our car everything was thrown in the carry on bags .. the childrens carry-ons had capri sun juices.. 3 of them..there was no staff near where we were.. until you passed the metal detector.. seems as though the staff was preoccupied while
014 8:18:0 we were going through the line.. 2 other female staff was standing near a wall and seem to carry on in a conversation.. for more than 10 minutes.. as I stood in line I watched them and they did not make eye contact with others.. they were looking at each other the whole time.. i apologize about the items.. this was an accident.. but i'm very concerned thinking that they should be more alert. thank you very much..
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 said she was provided a yellow card by the document checker going through security and when she arrived at the checkpoint was told she didn t have to go through normal security. She states she didn t go through security, AIT or WTMD. She said the lady TSO took her arm and around the AIT to where her items were on the conveyor belt. Her personal items went through the x-ray scanning. She states she didn t keep the card, but a TSO told her she didn t have to remove her shoes and she walked her around everything. She was so shocked she didn t have to go through screening, but, someone at security took the yellow card back from her and she is wondering what was on the card?
She flew from Sarasota via CLT to DCA via US Airways. Didn t go through security at CLT because they remained in the secured area of the airport.
5:40 AM departure, Flight #4077, Gate # not available., small airport, (b)(6) and 72A Area is on her boarding pass. Stated the ticket agent printed for her after the Friday flight was cancelled and rescheduled for Monday.
014 8:32:0 Caller thinks it was strange that she didn t go through security and said there were very few people at the airport at that time of day going through security.
She was traveling with another passenger, (b)(6) and she had to go through security as normal. She didn t get one of the yellow cards.

Response:
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.
Explained to caller information would be provided to the CSM at SRQ.
Advised caller we no longer use wands and questioned her regarding the screening and she insists she didn t go through the WTMD or AIT.

One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport:Fort Lauderdale
Airline:Airtran
Flight Number:7417
Date and Time:January 4th at 8:30 am
Terminal or Gate:B6
Name of Person involved:(b)(6)

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSO s are trained in the proper manner to screen passengers.

014 3:09:0

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically.
I told her I could forward this to a CSM for review.
She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:
Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don t do anything wrong, they don t have any guns, he doest t use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn t want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm.

I told her that since we aren t at the airport, she can contact the CSM directly and provided her with the number.
Name:(b)(6)

One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

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I told her that since we aren t at the airport, she can contact the CSM directly and provided her with the number.
Name:(b)(6)
Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

Advised caller it seem to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be
!014 3:43:5 screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening.

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

On Thursday, December 12, 2013 3:46 PM, (b)(6) wrote:

I am writing to you to find out why the scanners weren't running at 5pm on 12/7/13. I have a total knee replacement, metal in my wrist and ankle. I went through the metal detector and of course it went off. An elderly agent with salt and pepper man haircut style took me over to the side. She did not wand me with the hand held detector, but proceeded to touch me inappropriately. I have been through the hand search before and this time was WAY different. I was facing out and my mom was in a wheel chair, we could see each other. The agent went all over my breasts and then between my legs she had her hand palm facing out and rubbed between my legs, my private part - in-out-in-out-in out. Mom saw the color leave my face and I was about to scream at the agent and mom made the signal with fingers over your lips to indicate zipper your mouth. I was in shock. Then the agent had me turn around and did the same thing between my legs again, at the top of my private parts and stroked again -in-out-in-out-in out. Thankfully, I had leggings on under my dress. What if I had been wearing a thong? This agent needs retraining. I am shocked and dismayed at the treatment I received, especially since we have those expensive scanners. I asked the agents whey they weren't running and I got several different answers "we're not busy" "no one on duty knows how to operate them" and my favorite "we're overstaffed". So I get ABUSED because the agents are trying to prove their value?
!014 8:27:0
(b)(6)
cell

The Pre-Check line East Checkpoint Lane 16 has problems.
As a business traveler I fly every week and I use this checkpoint every week. Since last Oct-Nov I've noticed that when I walk through the metal detector I trigger an alarm. The agents usually guess what's wrong: it's my shoes or coat or belt or change yet I have no problems in other airport TSA PreChecks. Since October 2013 I've traveled through Pittsburgh, Washington DC, Baltimore, Newark, New York (LGA), Oakland and Providence. I know there is something wrong because I wear the same shoes, belt & coat when traveling through these airports. Why only the alarms in Orlando?

This lane is supposed to expedite boarding however it's slowing things down. I've notice that more and more non-frequent flyers are allowed into this lane and these are the people who still don't know we can't bring liquids on the plane! Why are these knuckleheads allowed in Pre-check while the true business travelers get hassled?

I've complained several times to the TSA officers here but since they don't travel they don't have an understanding of how other airports function. Now I'm going to complain to you. Please take a look at this operation. It's a problem.
!014 2:22:4
Thank you
(b)(6)
Orlando, FL
(b)(6)
PS the officer I spoke with today is (b)(6) (very helpful). I've also spoken to supervisors (b)(6) and (b)(6) on previous occasions.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/9/2014 6:57:29 PM
Airport : DEN - Denver International
Date/Time of Travel : 12/28/2013 10:00 AM Airline & Flight Number : UAL 3445 Checkpoint/Area of Airport : Main level TSA Employee: (If Known) :
!014 8:05:0
Comment : WHy must a precheck eligible passenger go through the metal detector and then undergo a pat down? I have artificial knees and find the full body scanner much less invasive, less time consuming, and much more convenient. Would it be possible for me to leave my bags on the belt by the metal detector and take myself and my shoes to the scanner?
Would you like a response? : True
Passenger's Nam (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 : Missing or Damaged Items; Lost and Found Current Date/Time : 1/9/2014 8:55:50 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/30/2013 6:30 PM Airline & Flight Number : Delta 6294 Checkpoint/Area of Airport : Terminal C or D, first security checkpoint before you get to the gates TSA Employee: (If Known) :
Comment : I was returning to Charleston, SC after visiting my parents in NY for the holidays and was traveling with Christmas gifts, specifically a card with money in it in my purse. After passing through the metal detector, I was pulled to the side to be checked further by a TSA agent, with my back turned to my bags. After the TSA agent was finished patting me down I collected my items and headed to my gate. As I sat down at the gate, I checked my luggage to make sure I had my items and realized the card was missing from my purse. I had my parents check the house and cars in NY and when I got home I went through all of my luggage and could not find the card with my Christmas money in it. I was just wondering if there was a lost
014 10:06:0 and found, perhaps I dropped it and a good samaritan returned it? As I said before, my back was turned to my bags at the security check point, I would like to think someone would not take it. I just wanted to bring this to the TSA's attention and if, for some reason, someone did find the card (addressed to "(b)(6) ") that would be great!
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: Espanha
Zipcode: 14500000

2014 2:17:4 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20147

2014 2:17:4

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

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

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

NOTICE:

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

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: Sudan
Zipcode: 0794

2014 6:06:1

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?

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: 1/12/2014 2:57:04 PM

Name: (b)(6)
2014 3:43:1 Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DI3416 Austin to Detroit
Comments:A concern over prechecks.

I have prechecks status and, at the Austin airport mentioned that I have a knee replacement and needed to use the scanner rather than metal detector. I was told to keep my shoes on, go through the medal detector, and there would be no problem. When I did so, I was criticized for going through the medal detector, given the most invasive pat down I have ever had (I have had probably more than 100) told to then take my shoes off, and before I could put my stuff together, to move to benches with my two plastic containers, a backpack and carry on luggage. I fly a bit, and this was by far the most contrary, both in behavior and instructions, group I have ever faced.

This is the only time I have ever complained, and don't expect to do so again . . . but an offensive pat down, and inability to put on shoes and belt before moving, is troubling.

Chicago Midway Airport is the only one that does not have body scanners for all security checkpoints, or one to share. The TSA pre-check line does not have one at all. I was directed to the TSA pre-check line, but when I wound my way to the checkpoint I saw there was no body scanner. I motioned to the officer at the metal detector that I have a pacemaker/defibrillator. The attitude that I received from the officer (throwing her hands in the air & asking why I was in that line then) was embarrassing, to say the least. I then had to hold up the line & go through the usual process, then wait 15 min to have a female assist for pat-down.

There are many frequent flyers that have pacemakers or other devices that prevent them from going through the metal detectors. I find it hard to believe that as busy as Midway is, that body scanners are not a priority for them.

Last year I stopped at the supervisor's desk and asked if there would be more body scanners in the future & was told "If you need a body scanner, go through the regular line."

2014 5:09:2

Every Monday & Friday I fly in/out of Midway. The number of TSA agents that I observe talking about their plans for the weekend is astounding. None of the other airports have the attitudes or the wasting of time that Midway has.

Perhaps if the number of agents was decreased the airport to purchase more body scanner.

Please respond to (b)(6)

Thank you.
Disability Description: Caller had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

Response Details: I told him that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still

!014 10:19: with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. Allow ample time.
Yes you will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared.
You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Caller did not want email.

Feedback Type : Compliment
Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 10:08:45 AM Airport : SFO - San Francisco International Date/Time of Travel : 01/13/2014 6:45 AM Airline & Flight Number : UA5654 Checkpoint/Area of Airport : Terminal 3 united security check point for gates 60-90 TSA Employee: (If Known) : The three agents operating the full body scanner area and the agent operating the pre??metal detector Comment : I was in the full body scanner line. The man overseeing people putting their bags on the belt made multiple announcements about not taking water or wearing belts. He said nothing about shoes and the woman before me did not take hers off. I did not take mine off. When I went through the scanner someone shouted "shoes!" And the man on the other side of the FBS was extremely unprofessional. Instead of politely asking me to go back and take off my shoes, he condescendingly asked if I was 12. When I replied

!014 12:10: "no" he asked if I was over 75 in a very obnoxious manner. I went back to take off my shoes while the woman running the metal detector in the pre check line asked what had happened and the laughed. This behavior is completely unprofessional and demeaning. I finished going through the check point at 6:47am.
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

I am a 64 year old white male. I have had bilateral knee replacements, and walk with difficulty

because of that. I have obvious, big scars on both knees, as evidence of those surgeries.

On 12 January 2014, I was flying from Burbank, CA to San Francisco, CA on UA 6410, leaving at 6:23 PM.

I went through security at approximately 5 PM.

As you can see in the attached pictures, I was wearing a very thin shirt, and no jacket.

When I went through the metal detector, because the metal in my knees, I set off the alarm,

as usual. I specifically dress with pants and shirt which are thin and have absolutely no metal.

2014 2:12:2 I had completely emptied everything into a bin, as always. I was carrying nothing.

Because of the alarm, I was told I needed to have a "pat down." I have had these before, and

I know how they are supposed to be done.

This time, the pat down, done by the person you can see at his desk in the attached pictures,

was obnoxious, intrusive, excessive and humiliating.

The TSA agent did not pat me down. Rather, he pawed me all over, from top to bottom, front to

back, and side to side. You can see my thin shirt collar in the pictures. Any moron can see that it would

be impossible to hide anything there. The TSA agent ran his gloved hands all through my collar, pinching

it and rubbing it to see if there could have been some dangerous weapon there. It was completely idiotic.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 3:24:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/11/2014 8:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 5 TSA Security TSA Employee: (If Known) : Officer (b)(6) Comment : Officer (b)(6) was extremely unprofessional as my family and I went through the Chicago O'Hare TSA Security checkpoint.

We went through the metal detector, because we were traveling with an infant. The detector beeped when I went through, so I was told I would need a pat down. I want through the detector and waited for Officer (b)(6) to conduct the pat down. Before doing so, she yelled at the gentleman who let me through the detector without her specific approval. She proceeded to yell at him loudly and unprofessionally making no effort to pull him aside to discuss her concern. In addition, she told him that he looked "dumb" for not making me wait for her go ahead.

2014 4:25:3 When she conducted the pat down, she was extremely abrasive toward me. She asked if I wanted a private screening, to which I responded, no, I was in a hurry. She then yelled at me and told me that didn't matter, I should have arrived earlier and she could drag his out so Iwouldn't be going anywhere. At no time was I rude to her, I simply wanted to move the screening along, so I could rejoin my husband, our infant and our many bags, car seat, stroller, etc at the checkpoint.

I would not normally take the time to write regarding something like his, but this Officer's demeaned when speaking to her colleague and me was so surprising and seemed unnecessary.
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: The caller requested information regarding the external medical line.

Response Details: Advised Caller:

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 cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger s abilities.

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. 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.
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:

2014 5:27:4 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.

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.

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 she accepted.

I just went through screening at MSP. I was pre check but chose to go through the Diamond line because the line was much shorter. I took off my winter jacket along with my shoes. I went to walk through the metal detector and was told to take off my sweater. I explained it was a sweater and the security agent told me it was outer wear. I pointed out it was not outer wear and I only had a camisole on underneath. He wouldn't allow me through and forced me to take off my sweater. I was MORTIFIED!! I had people in back of me who I know and are in my industry. I have never felt so self conscious in my life. I quickly put on my winter jacket until my sweater came through the screen. I cannot begin to tell you how AWFUL this was. My swimsuit covers up more of me. I made a complaint to officer (b)(6) She was nice and said she would talk to him. However I am still quite shaken and am not satisfied. When I told him three times I wasn't comfortable taking off my sweater he refused to listen and simply said I don't want to get in trouble. This is not ok. It was not an ok way to handle this. This was the preferred traveler lane. I travel weekly and I have never experienced such a awful experience. I would like to file a formal claim. I was humiliated. I am still shaking. I am not okay with an apology from TSA. Something more must be done. I want an apology letter from the agent who was responsible and I need him to understand what he did and how he handled this was wrong. Completely unacceptably wrong. I want to know he will NEVER do this to another traveler again.

I will look forward to hearing back.

!014 10:11: (b)(6)

Delta Diamond Member

Sent from my iPad

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Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants.If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

!014 11:31:

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor s note, the he bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

!014 12:05:

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

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

Delaine d Etcheverry HYPERLINK (b)(6)
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https: mail.google.com mail u 0 images cleardot.gif
to TSA-ContactCen.
https: mail.google.com mail u 0 images cleardot.gif

This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positivies for people with disabilities is a TSA issue, and they will not do anything further to assist with those of us who live in less than perfect bodies.
I have sent his letter several times since 2013 with no response at all. I have contacted my senator and my congressional representative and I am not alone in my vehement response to the continued harassment and bullying of TSA agents agains those of us who live in less-than perfect bodies who only want to fly to see our loved ones.
I have been threatened with retaliatory behaviors from TSA customer service: person, and I have no response from TSA regarding my fear of flying through SMF as SMF is the only airport in American Airspace that has tortured me.
i would like some response for this concern, as it has been going to you on a reguar basis for several months now.

2014 8:34:2 As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA s history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it s completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine Caller said Monday she went through the checkpoint and the TSA agent gave her ticket back but she did not get her receipts for her luggage and her dog back to her. She said they took a picture of her license and ticket and she asked why they kept everything. She said this was at Washington Dulles Airport and she said they did not say anything to her. She said she did not sign up for anything but she is a frequent flyer but does not use just one airline. She said she was with American Airlines on this flight and got the precheck lane. She said in the past she went through the precheck lane and they never did it before. She asked for a TSA phone # at the airport or an office to call and she said she already read the policy below. She declined her phone #. .

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

2014 1:30:(Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Per supervisor (b)(6) advised her to call back and press option 5 for the airport.

Hello. My name is (b)(6) I had an issue today at your TSA post in Ft Lauderdale terminal 2 post today.
Just for the record I am a TSAPre checked person with a GOES card, but the person I was traveling with didn't have TSAPre so I stood in the normal line with him to wait but now I know I shouldn't have because of this story.
I just had knee surgery on friday Jan 3rd and have a knee brace on and shouldn't be in a standing position very long. I let the gentleman know that i wanted to opt out and have a pat down. I travel every week and have personal health issues, concerning the body scanners. I have been through the opt out pat down many times.
It was busy, as always at TSA, and the guy told me to stand aside. unfortunately he never called for a opt out male assist. i mentioned to him again that I shouldn't be standing for long with my knee. he didn't do anything and kept putting people through the scanner. finally i raised my voice and called through the body scanner to the people on the other side that I need someone to help me because i was an opt out. About 7 crew members passed through the metal detector and so did 2 moms with children, all the while I'm waiting for my assist.
Finally, almost 10min later he turned around and asked for an assist again and I just said screw it and said i'll do the stupid body scanner. of course then they have to swipe my knee brace and make me wait even longer for the swipe machine to clear my leg brace as well. I told the next TSA guy I need to speak to a manager. it took 5 more min to have him come speak with me.
I told him the entire story and he said he has a new schedule he is trying to work out here and hes sorry. I pointed out the fact that I have just had surgery and have a brace and I shouldnt be standing long and that his crew just wasted 30 min of my time
2014 6:04:5 waiting to pass. he said hes sorry and walked away.

That TSA checkpoint was the biggest joke of a TSA checkpoint as i've ever seen. You may want to look into the workings of how it all runs there, and check on your manager.

I travel for work and I know that I'm at the mercy of the TSA, and I understand why people call it Thousands Standing Around. It Irks me to no end that the TSA agents are rude. If they cant handle working with people they shouldn't be working there at all.

(b)(6)

Being a frequent traveler and former Pan Am flight attendant , I frequently choose to not go through the newer xray type equipment. Consequently, I was asked to have a pat-down. While I was waiting, several mothers with babies and grade school age children did not go through that device either but through the older single metal detector frame with their child. In my view, this is a dangerous policy, in that, to my knowledge, anyone intent upon an act of terrorism could take advantage of this preferential treatment to mothers. As an American citizen, I definitely felt discriminated against, which is a very sad state of affairs in our United States of America.
I certainly hope you rectify this policy.
2014 9:00:2 Thank you,
(b)(6)

Sent from my iPad

The caller said he had surgery on left knee and he has a card stating he has a prosthetic knee. The caller stated he goes through the metal detector and he always has to receive a pat-down and he is always tested for drugs. The caller wanted to know how to keep this from happening.
2014 1:14:4
I told the caller if he goes through a metal detector and an alarm sounds he is required to have a pat-down. I told the caller he may be swabbed and tested for explosives using a ETD sampling. I told the caller he can also be randomly selected for a pat-down. I told the caller even if he tells the officers he has the implant or if he has a card he would still have to be screened.

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: shrieked(b)(6) MA 56728
Zipcode:

!014 10:11:

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?

Caller and his wife both went to the GE and getting trusted traveler number and his wife was selected for the precheck and she has a hip replacement and had to go through the whole process. At Dulles and made her get out of the precheck line and go through the general line. He said someone should have told them that before he spent the money to be a trusted traveler for the precheck.

!014 10:21:

Told caller that I was not able to tell him that she would not have to have the additional screening because if she has an alarm they have to resolve that by doing a patdown. Also told caller that we do advise that they don't go through the metal detector and to inform the TSO that she has the metal implant before screening. But I still am not able to tell him that she would be able to go through screening without it alarming and having that additional screening. Also told caller that we do try and track trends to spot areas of concern that may require special attention.

(b)(6)
New York, New York 10032

January 17th 2014

Federal Security Director
8303 West Southern Avenue
Indianapolis, IN 46241

Dear Sir or Madam:

014 12:10: This letter is in regards to my experience with your Transportation Security Administration (TSA) while traveling from Indianapolis International Airport to La Guardia Airport in New York. I have been traveling around the world for the last 35 years and in that time, I have never experienced such unprofessionalism and down right rudeness from TSA workers and after much thought I feel as though this needs to be addressed in detail.

After being grounded in Indianapolis for three days because of the cancelled flights due to the midwestern blizzard, I was able to book a seat on South West Airlines flight # 3929 to St. Louis and then connecting flight 189 to La Guardia. On the morning of January 8th, 2014 at approximately 7:20, I presented my New York State issued driver's license to the Skycap, checked my luggage, printed my boarding pass and entered the TSA screening line for terminals A through B with no problems.

I was waiting patiently in line, when TSA worker (b)(6) singled me out and said "Step down, I'll take you over here."

I approached (b)(6) and presented her with not only my driver's license but also both boarding passes and my luggage claim stickers. She took my documents, looked at them and said to me "New York, huh?" Then she looked at my license, my documents, then at me, then back at the license then back at me. I didn't think anything was odd about her behavior until she repeated those actions eight or nine times. Then she said to me, "You should smile."

Puzzled by her statement, I complied and then asked her why. She looked down at my documents, then looked me up and down and said "You don't look like the person in this picture," and then went back to investigating my license.
Three ago I received an artificial knee to replace my knee that was severely damaged from a gunshot while on duty in local law enforcement. It now triggers an alarm in all the walkthrough metal detectors. I have had TSA precheck that last few flights but have to then remove all the usual things and then submit to a pat down. There were no readily available advanced scanner present. Really have a problem with the pat down every time I fly given my retirement from law enforcement and over thirty years of security consulting and teaching including for almost every Federal Agency and was an instructor at FLETC for seven years.

I believe the pre check has been a good first step but there needs to be more to pre-screen more passengers. There are many who have similar backgrounds as mine and have implants resulting from their former service who are forced to undergo a
2014 9:27:0 pat down which is insulting. My last pat down, at LAX, was not only insulting but infuriating by the attitude and actions of the screener. I am seriously considering scrapping any thought to continue flying which means full retirement from my security consulting including all government agencies. I turned down two request last week to help with security issues because it require air travel and I am not ready to face any more pat downs.

(b)(6)

Arlington, VA

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/18/2014 1:48:03 AM Airport : MEM - Memphis International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : United Airlines 4537 Checkpoint/Area of Airport : TSA Checkpoint for the C Concourse TSA Employee: (If Known) :(b)(6) Comment : On January 17th around 10:20 a.m. FA(b)(6) proceeded to MEM TSA screening with his crew; CA(b)(6) and FO (b)(6) Upon passing ID inspection FA(b)(6) placed his items on the X-RAY belt. He then proceeded to the metal detector. FA(b)(6) was stopped by TSA STSO(b)(6) who placed the orange cone in the middle of the metal detector blocking FA(b)(6) entry. TSA(b)(6) stated to FA(b)(6) "You are not in uniform. You have no right to enter the metal detector ".

FA(b)(6) said to TSA(b)(6) "Are you joking, I have been wearing these dirty clothes the last 3 days. I wear this uniform everyday. Is this a joke?" TSA(b)(6) told FA (b)(6) "Take your belt off, you are going through the body scanner" FA(b)(6) said "Why do you think this is not my uniform?" TSA(b)(6) repeated "you are not in uniform, take your belt off, you are going through the body scanner"

FA (b)(6) said "No sir, I'm an active FA on a working trip. I am not required to go through the body scanner" FA (b)(6) began saying to his pilots who had been through the metal detector "Guys, this TSA guy claims I am not in uniform and he is not letting me pass. Can someone tell him, I am?" TSA(b)(6) interrupted FA(b)(6) to repeat "You are not in uniform. You need to take your belt off and go through the body scanner"

The female TSA agent working the bag X-ray machine said to FA(b)(6) " take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

FA(b)(6) said "Sir I am not, you are holding up my flight" TSA(b)(6) said to FA(b)(6) " You are holding your flight up. You are not in uniform" CA(b)(6) said to FA(b)(6) "They have known crew member in the other terminal go there." TSA(b)(6) then said to FA(b)(6) aggressively with a raised voice, "You have two choices the body scanner or submit to and aggressive pat down" The TSA female agent on the bag scanner said to FA (b)(6) again "Take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

FA(b)(6) said to both agents, "I'm not going through your body scanner. I get enough radiation on the airplane working 18 to 20 days a month. I will take your pat down and trust me I will be reporting all of you."

FA(b)(6) took off his belt so it could proceed through the X-ray machine, he then walked through the metal detector, TSA(b)(6) told him to follow him to the pat down area, FA(b)(6) was told to remove everything from his pockets including his work ID, stand on the black matt and look at TSA(b)(6) while he gave FA(b)(6) directions as to what would happen in the pat down.

The pat down took about 2 to 3 minutes, revisiting FA(b)(6) waist, inner thighs,buttock multiple times by TSA(b)(6) Proceeding the pat down TSA(b)(6) swiped his gloves with bomb swab and proceeded to preform a bomb evidence test. After the test came out negative TSA(b)(6) informed FA(b)(6) he was free to go.

For the record FA(b)(6) was wearing the Continental French Blue long sleeve shirt, the baby blue "new" United Express Necktie and the ExpressJet company issued pants and Continental Black Belt (that doesn't set off metal detectors). This is an approved uniform.
Would you like a response? : True

Query:
Caller is wanting to know why her family is able to get PreCheck, but she is not able to. Caller says that her family hasn t signed up.

Resolution:
TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

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.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/18/2014 10:07:22 AM Airport : LAX - Los Angeles International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : Delta 1706 Checkpoint/Area of Airport : For Gate 68 TSA Employee: (If Known) : Young woman, petite, blonde Comment : I was in the TSA Pre check lane. At the counter the TSA agent spoke not a word to me even though I greeted her with an hello. She gave no instructions as to what we did or did not need to do in the Pre Check lane. The next agent who was at the line before the machine only told people that if they thought their shoes or anything else might set off the metal detectors they should take them off. EVERYBODY took off their shoes and jackets - who knows what may or may not set off the machine. It was like going through a regular line with the exception of computers and 3-1-1 liquids, which they never mentioned. I just thought TSA should know that a bit more training is needed at this checkpoint.
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

I have a Global Entry card and a knee replacement. During recent traveling, I have been told after entering PreCheck that I should go to the regular traveler line because there was not a newer "hands up" screening device available, and I have to have a full body search since my knee sets off the metal detector. So I went to the other line, took off my shoes, etc. when I had paid $100 to be easily cleared. This most recently happened in Indianapolis. In JFK I suffered a very invasive full body pat down (I am a 72 year old grandmother.) Does TSA plan to install the newer machines in all airports? Or is there some common sense approach to realize that it is my knee setting things off and there is no reason for the full body pat down.? My husband breezes through, then has to wait for me, so it makes our Global Entry seems worthless. We are frequent travelers, both domestic and international. Thank you for your attention to my concerns (b)(6)
Leachman (b)(6)

2014 1:26:0

The caller is not keen on certain TSA procedures. He flies by himself regularly. He usually flies from Buffalo. He went to LAS and he was chosen for precheck but is not signed up in any of the programs. This worried him a bit. He says that he is concerned about his safety because he just basically walked through security and it made him nauseas he was so worried about it. He was flying on Southwest.

I advised the caller that I appreciated him letting me know about the experience at the security screening checkpoint when you were selected to participate in TSA Pre\u2713™,TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre\u2713™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

2014 6:51:0

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

The caller kept pushing for more information and stating that he is uneasy with this type of security and even went to the point of asking if there was a cut in funding to the TSA. He also asked if there was anyone who could provide more information. I advised the caller that here at the TCC we do not have access to the details of how the secure flight system works or what goes into determining who low risk passengers are. Also that this is security information and even if I did know who could provide it (which we do not) I am not sure if it can be provided to him because it is security information. I told the caller that there are multiple layers to the TSA security program so what happens at the check point is not the only security taking place and there is a lot of behind the scenes security taking place as well.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 3:21:50 AM Airport : LAX - Los Angeles International Date/Time of Travel : 01/04/2014 10:45 AM Airline & Flight Number : Delta 2239 Checkpoint/Area of Airport : Checkpoint for Gates 50-59 TSA Employee: (If Known) (b)(Comment : To whom it may concern,

I am writing to complain of the treatment I received from TSA Officer (b)(at Los Angeles International Airport. On Saturday, January 4th, 2013, at approximately 10:45 am, I was in the security line at LAX for gates 50-59, which are Delta operated. I had placed my laptop in one bin and my purse, shoes, and liquids in a second bin. The TSA officer who was standing on the other side of the metal detector and was directing people to either go through a standard metal detector or the full body scanner made a general announcement the everyone should make sure that their belongings were on the belt of the x-ray machine before stepping forward to be scanned. I was next in line, and after making sure that my bins were on the moving belt (not just the area immediately proceeding it that consists of the metal rolls), I stepped forward. The officer standing behind the metal detector who had made the announcement then said to me, in a very snippy tone "you're not listening to directions," as though he was scolding a five-year-old. I looked over to see that while 90% of my second bin was on the moving belt, 10% had jutted out - which I assume occurred because the officer who was monitoring the x-ray machine had moved the belt backwards after I had placed my belongings on there in order to better examine another item. When I replied that my belongings had been on the belt, his only response was to say "nah nah nah nah" repeatedly in a bizarre sing-song voice.

As I walked passed him, I noted his name tag. When I saw that it read (b)(I was further dismayed because I realized that this was the same officer whom I had previously witnessed being very disrespectful toward the general public.

On February 1, 2013 at approximately 10:13 am, I was again waiting in the security lines at LAX for a Delta flight. On this occasion, Noe was the TSA officer responsible for generally directing people to take out their liquids, remove their shoes, etc. During the announcements, his tone was consistently demeaning, treating everyone in line as though they were of limited intelligence and had to be shouted at three or four times in order to understand. Furthermore, when he was announcing that everything needed to be removed from the pockets prior to entering the body scanner, he then said something to the effect of "if you don't remove it, I'll have to" and snapped his gloves as though to imply that we would be cavity searched if we didn't comply. While I realize that repeating the same instructions day in and day out to people may be frustrating, the other TSA employees I've encountered at LAX manage to do so without being coarse and disrespectful. I noted his name and the time because I intended to submit a complaint but never actually did. I now, of course, regret having not made the complaint given that Noe seems to have a pattern of being dismissive to passengers.

2014 9:40:2

This man should not be working with the public. Furthermore, given the TSA's urging that the public should treat its officers with respect, having an officer who openly disrespects the public undermines that goal. Surely, considering Officer (b)(6) brazen contempt for the public, it would be better for him as well as the TSA and everyone flying out of the Delta terminal, if he was reassigned to a position that involved fewer interactions with the public. With the exception of (b)(the TSA staff whom I have encountered at LAX have always been professional and courteous, so I'm sure you wouldn't have a difficult time replacing him with someone better suited to dealing with the general public.

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

In the course of applying for and obtaining Trusted Traveller Status, noone ever mentioned that travellers with joint replacements, regardless of their PreCheck status, have to submit to regular, full security screening, including removing their shoes and patdown, every time, because most PreCheck lines only have metal detectors, not high tech scanners. So after waiting in the Pre line at IAD and MDW, we were offered the options of going to the end of the regular line or enduring a full screening. Had we known this we could have saved $200.

2014 9:37:5 (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 11:44:19 PM Airport : LAS - McCarran International Date/Time of Travel : 01/19/2014 7:30 AM Airline & Flight Number : Southwest #3203 Checkpoint/Area of Airport : Lane 1, TSA Security line for Gates A, B, C - departures from LAS TSA Employee: (If Known) : (b)(6) Supervisor STSO (b)(6) Witness LTSO (b)(6) Comment : I was in line to go through the full body X-ray machine at the Las Vegas McCarran International Airport. I was wearing long earrings (that were earlier commented on by a Starbucks employee earlier that morning), a short sleeve shirt beneath a runner's jacket (no pockets) and black yoga pants with no pockets. I was wearing an athletic bra and had no metal on my body except for my earrings, a small necklace and a watch, all the same items I had worn on my way out to Las Vegas and approved similarly during travel. Slightly before I approached the imaging machine, a woman arrived in a wheelchair and she entered in the line before me. She had someone to help her both to get the wheelchair close to the machine, standing up and descending to the other side, where (b)(6) helped her descend the slight ramp down from the imaging machine. At that point, she stepped onto the mat with yellow outlines of shoes and a TSA female officer arrived with a hand metal detector to check her. I was then waved into the imaging machine by (b)(6) where I stood with my legs apart, raised my arms above my head and waited for the vertical bar to slide by before being told I could exit. At that point, the person in the wheelchair was still being assessed as she stood gingerly and I was told different instructions by (b)(6) and (b)(6) about whether I could continue past the woman. As I moved forward, (b)(6) told me to stop and (b)(6) approached me. Without saying anything, he proceeded to search me without offering a gender-appropriate female TSA employee. (b)(6) continued and said nothing and he began by placing his hands on both my shoulders and proceeded towards my neck and proceeded to rub across the front of my chest stopping just above the nipples on my breasts.

As a woman, I found this search completely inappropriate. (b)(6) did not verbally warn me in advance that I was being body searched. He did not tell me what his concerns were and further, I had just stepped out of the body imaging machine (that is, I had already been through security) (b)(6) in observing this episode from 8 feet away, admitted to me immediately after I stepped beyond the black "search" webbed off area that it was not appropriate. He told me he noticed (b)(6) error and "didn't want to embarrass me." He said he was not (b)(6) supervisor and offered to get him, STSO (b)(6) When (b)(6) approached, (b)(6) informed him about what occurred (that (b)(
(b)(6 had patted me down and I was a female) and (b)(6) apologized and offered to get me a card (TSA) to file a complaint. Feeling violated and sad, I returned ten minutes later to retrieve the name of LTSO (b)(6) the witness to the
2014 9:39:3 incident. At that time (b)(6) had (b)(6) in the office and upon my arrival, (b)(6) returned back to the line of duty and I was informed that he was going to receive more "training" so this doesn't happen again.

I would like to see changes in the TSA search process to commence immediately:

1. For personal/inappropriate body violations, replace comment cards with an incident report that captures and records the TSA officer, his badge number and relevant information as well as a place for the victim to place his/her name so that all data can be collected immediately. This is not a dispute over a small item that has been confiscated. This is a violation of a person and appropriate importance should be given.

2. Ask every person BEFORE they are searched, whether they prefer to be searched/patted down by a TSA male or female officer. Every person who has to go through a pat down should be presented this option. Your website says specifically, "All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down." This was violated in my case. Furthermore, without posing the question about what the person prefers, we leave the determination of selecting a same-gender officer to the subjective eye of the TSA agent, which is less than ideal.

3. As soon as an incident report is filed, the offending person is immediately removed from their shift and an incident report is filed attached to their name in a database. Repeat offenders or those reaching a threshold of incident reports (as defined by the TSA), should be dismissed from the TSA. I was shocked to see (b)(6) return to his line of work ten minutes after I notified STSO (b)(6) while I feel devastated, shocked and violated.

It's ironic that after spending a wonderful weekend with a group of women friends in Las Vegas, walking up and down the strip during daylight and after dark without incident, that I should feel most violated by a uniformed TSA agent who failed to follow TSA-written operating procedures that are requirements of his job.

Remote Client IP (b)(6)
Date Time: 1 19 2014 9:44:40 PM

---

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
2014 9:39:4 (b)(6)
PO Box or Street address:
(b)(6)
City:
grand prairie
State:
Texas (TX)
Zip:
75052
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
No
If so please provide the third party s name and contact information:
n a
2)Have you been authorized to file this complaint form on behalf of another individual?
My daughter (a Type 1 diabetic) went through Midway Airport again on her way back to school to Tucson on August 14th. Once again the TSA instructed her to send her insulin pump through the luggage x-ray machine. This will be my last attempt to educate the TSA, as I feel it may be a waste of time. My next correspondence will be to the American Diabetes Association in hopes that they can make you understand the error of your way. Here is an excerpt from Medtronic s website, maker of the insulin pump:

Airport Security Guidelines
Insulin pumps are designed to withstand common electromagnetic interference, including airport security systems. Taking an insulin pump through airport security is quite common. It is always a good idea to carry the HYPERLINK http: www.medtronicdiabetes.com sites default files library download-library workbooks x23_airport_card.pdf \nAirport Information Card (located in the front pocket of your user guide) when you are traveling.
Because travel rules are subject to change, it is advisable to check with the Transportation HYPERLINK http: www.tsa.gov \nSecurity Administration (TSA) before traveling. International passengers should consult their individual air carriers for international regulations.
Insulin Pumps, Personal CGM and Security

You can continue to wear your insulin pump or continuous glucose monitor (CGM) while going through common security systems such as an airport metal detector as it will not harm the device or trigger an alarm. Do not send the devices through the x-ray machine as an alternative.
2014 3:16:0 You need to remove your insulin pump and CGM (sensor and transmitter) while going through an airport body scanner. If you do not wish to remove your devices, you may request an alternative pat-down screening process.
Notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you Insulin Pump

If the TSA is there to provide security for Americans, then please explain why they are putting insulin pumps through x-ray machines, even after being told this could cause an insulin pump to malfunction and shoot unneeded insulin into a person s body which could cause death.

(b)(6)
Itasca, IL 60143

(b)(6)

Caller is in Orlando. She was robbed. Her jewelry is missing from her carry on bag on December 30, 2013. She had them in a bag with documents and medication. The only thing missing is her gold jewelry. She took off her boots and went through the metal detector. Her boots came out. She said it took time to put them back on as well as her jacket. She waited for 5 minutes or more for her bag. One of the screeners was a young blond woman small in stature who was checking her spoons and forks. She said she would remember her if she saw her.
She was sent to the far left side for screening. She asked what she can do if if her jewelry is not at the lost and found.

Airport:JFK to Orlando
Airline:JetBlue
Flight Number:Not Sure
Date and Time:December 30 at 2:30 to 3:30 pm
2014 4:37:2 Terminal or Gate:18

She does not have email.

I apologized to the caller that she is missing items. 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.
I told her that I would send her a claim form to her postal address. It can take 7 to 10 business days to received but it comes with instructions.
Kennedy International Airport
718-917-3810

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/20/2014 3:34:55 PM Airport : MKE - General Mitchell International Date/Time of Travel : 01/17/2014 5:45 AM Airline & Flight Number : Delta 1731 Checkpoint/Area of Airport : Concourse D TSA Employee: (If Known) :
Comment : My husband, daughter, and I were going through TSA and my daughter and I were already in line for the walk through screening and he followed us. The person manning the conveyor had put it in reverse which pushed his bag off onto the non moveable portion and he didn't realize it. The TSA agent who would be calling us through the metal detector (middle aged, brown haired woman) told him that if he wanted his bag to go with him, he would need to make sure it got on the conveyor.
2014 5:15:2 It was unprofessional and rude and it seems like most of the agents in Milwaukee working in the lines are also extremely rude. I travel frequently and am always slightly shocked at their horrible attitudes.

My husband is a 14 year veteran of the military and was released for medical reasons. He fought for this country in Afghanistan and it's ridiculous he has some nasty woman being sarcastic with him because she feels she has a right to.
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 BNA-DFW today aboard American Airlines flight #2249. Caller was subjected to additional screening at the metal detector and believes her iPod was stolen form her purse at this time. Caller departed Gate C11 and this occurred at approximately 2:00PM. Caller was screened via the WTMD and then had to remove a brace and was subjected to an additional pass through the machine. Caller states this was the only time she was separated from her purse. The iPod was in a zippered compartment in the purse.

Resolution:

Advised caller I will forward her complaint to the BNA CSM to review. Please allow 3 business days for any correspondence from the CSM.
2014 6:57:1

Caller flew BNA-DFW today aboard American Airlines flight #2249. Caller was subjected to additional screening at the metal detector and believes her iPod was stolen form her purse at this time. Caller departed Gate C11 and this occurred at approximately 2:00PM. Caller was screened via the WTMD and then had to remove a brace and was subjected to an additional pass through the machine. Caller states this was the only time she was separated from her purse. The iPod was in a zippered compartment in the purse.

Resolution:

2014 6:57:1 Advised caller I will forward her complaint to the BNA CSM to review. Please allow 3 business days for any correspondence from the CSM.

I'm writing this email as I wait for my flight in the Atlanta airport. I just experienced a pretty unpleasant security check with your staff. I currently serve in the Active Duty Army and authorized, per your policy, TSA pre check. I have used this program previously and thought well of it until this evening. Not only is "TSA pre check" on my boarding pass but I also showed my Military ID when prompted prior to the security checkpoint. My two children and I were directed to the Military/Employee lane. I asked a third time if my pre check status would be honored in my current lane and was again told it would. I approached the conveyor belt and put my carry-on and pocket belongings in the tray. I stepped to the metal detector and was asked by an extremely rude TSA agent, if my bag contained a laptop. I said yes and attempted to show her my pre check stamp and she stated, as rudely as possible, "I don't wanna see that!" from that point they continued to send me back to the line to strip as every other customer. It was humiliating to say the least.

2014 7:29:1 I do not feel as if I'm better than any other passenger; however, if I qualify for any convenience or upgrade, I should be given the opportunity to utilize said convenience. This program is yours and should be honored, bottom line. I can only imagine the many other service members denied your department's policy. I hope this email doesn't fall on deaf ears. Better yet, a simple response acknowledging me would suffice.

Thank you,
(b)(6)

NOTICE:

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

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

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

2014 9:25:4
Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

From: (b)(6)
Sent: Tuesday, January 21, 2014 5:31 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1 21 2014 5:30:51 PM
---

014 10:10:

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Travel experience

Comments:

Dear TSA Ombudsman,

Caller has a metal implant and wants to know how to get through screening without a patdown.When she flew fron EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

014 11:04:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller has a metal implant and wants to know how to get through screening without a patdown.When she flew fron EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

014 11:04:

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Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/22/2014 11:06:15 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 01/16/2014 5:00 AM Airline & Flight Number : Delta 6269 Checkpoint/Area of Airport : Gate B TSA Employee: (If Known) : 4 employees - don't know names Comment : On January 16th at approximately 5:00 AM, my niece and I were embarking on a trip from Charleston, South Carolina to New York, New York. We prepared to go through the Transportation Security Administration process, as we have done countless times before, emptying all our items; clothes, shoes, bags and electronics into bins. I had my niece go ahead of me and she was cleared by the walk through metal detector. As we went to get our belongings, we were abruptly stopped and the TSA agent asked my niece if the I Pad he was holding was hers. She acknowledged the device as hers and he informed us there were "suspicious" findings on the device. As we stood there somewhat surprised, he walked over to another area and did something to the device. He never removed it from the sleeve; he never turned it on (as it was off.) Within seconds he returned and announced that my niece would have to come over to the opposite side we currently standing at and be subjected to a pat down. They took all her belongings; backpack, luggage, coat, and boots not allowing either of us to touch anything. There were initially three agents (two men and one woman) present as we moved to the second area and a fourth agent (female) was called to do the pat down.
I inquired as to the age limits with minors and pat downs. My niece had just turned 16 years old on January 12th. I was told very abruptly by the 1st female agent that anyone over 12 years old was allowed to be pat down. She was extremely rude and condescending snapping back at me after I asked the question. I told her I was concerned as this pat down seemed excessive and her reply was "I am a mother too." The initial three agents NEVER spoke to my niece at all and just proceeded to go through all her belongings. Then the female agent asked for my nieces boarding pass. She told them she put it in the bin with her coat and boots. The female agent insisted it must be in her backpack despite me and my niece repeatedly stating it was in the bin. I reminded the agents that we were not permitted to touch the bins, therefore they must have dropped it. The female agent went back to the imaging area and returned stating, "you left it over there" referring to the imaging area. It was the agents that dropped it and misplaced it! Again, there was an accusatory tone and blame for an action neither of us were responsible for. The fourth agent arrived and thus began the pat down. She explained the pat down process to my niece which evoked tears from my 16 year old. I asked if I could comfort her and I was told "NO, you can't touch her." She was asked to pick up her own boots and hand them to one of the male agents.
As the pat down began I was shocked and appalled by the invasiveness of the procedure. As this agents gloved hands went in my niece's pants around her entire abdomen and touching her buttocks as if she had just been arrested. My niece (who
014 12:16: was now asking what she did to deserve this pat down) was in tears. Nobody spoke to her, reassured her or even said a kind word. They ignored her as if she was not even there! The female agent then slid her hand down the front of her chest between her breasts. The agent then ran her hands up and down her legs with her hands going up to her crotch. As the pat down was completed the initial three agents walked away without as much as a word. We were left to collect her belongings all left on top of the metal tables they had been inspected upon.
I find these actions deplorable! Your website states, "Many Transportation Security Officers are parents themselves and understand travelers' concern for their children. Security officers will approach children gently and treat them with respect. If a child becomes uncomfortable or upset, security officers will consult parents about the best way to relieve the child's concern." Sixteen years old is still a child and thus these practices are incredibly inappropriate and invasive.
I now have a "child" who remained devastated throughout our trip with fear this would happen on the return flight home. We were so relieved when we arrived at Laguardia Airport and her I Pad was NOT an issue. Additionally, she was handed a piece of paper at the document check podium which allowed her to go through the metal detector with her boots on. I would like to know why these inspection processes vary from one airport to another. Additionally, the TSA staff at Charleston International Airport require sensitivity training!! I have been in and out of the country many times, flown frequently for work and pleasure and have never been subjected to this procedure before. The "system" is terribly flawed when a "child" must be subjected to this process under the age of 18 years! I can't begin to imagine what a 12 year old would do under these circumstances.
Please assist me in recognizing the TSA agents at Charleston International Airport who were unprofessional, insensitive and simply rude to my niece and myself. Nobody, especially a child, should be subjected to this process! I believe the "check" was random and NOT related to the I Pad. I also believe the pat down and search could have been avoided. The TSA has a long way to go in proving they are effective by patting down children!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that she traveled with her 2 boys about 7 months ago and had a terrible experience in Newark. Caller is not wanting her children to go through any of the machines and she does not want to be separated from her children at all. Caller stated that before she was separated from her 11 year old for over 20 minutes and she is not wanting to go through that again. Caller wants to be able to make sure that it will not happen and wants to speak to someone.

2014 2:20:3

Told caller that I was not able to tell her that the would be able to go through the metal detectors; however once that she reaches the screening area she can opt out of the machines for her children and request to have a private screening and she would be allowed to accompany her children in the private screening area. Told caller that I apologize that she was separate from her child and she is not suppose to be separated at all and she can call back and choose option 5 and place in her airport code for Newark (EWR) and that would be numbers on her phone and that will direct her to the CSM # and she could leave a message with her contact information.

they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

Advised caller:
Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, Resealable bag (3-1-1 rule).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say weather to permit the item to go through the checkpoint. They will give you several options for property mailing them would be an option as long as the airport has the that option available.

2014 8:45:5 Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing with the pharmaceutical labels.
Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.
Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

Disability Description: The caller indicated that she has a service dog and wears medical compression gloves on her hands due to a recent surgery. She indicated that her hands could not undergo ETD as they are sensitive.

Response Details: I advised that I would refer her inquiry to the appropriate entity for review as they may be able to provide ore specific information in regard to policy.

I advised that we cannot guarantee that a patdown will not be required.

I confirmed with the caller that she did have information on how to file a formal written complaint.

I explained that she can always request the assistance of the PSS at the TSA checkpoint regardless of whether she has or hasn t requested assistance,. The PSS can address questions or concerns and provide assistance through screening.

I advised that I have documented her complaint as well and that 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.

Incident Details: She indicated that she called to request assistance for her travel from SAT and DEN. She received a call in regard to the assistance prior to her travel from SAT and had no issue there. The ETD was not conducted.

!014 11:38: She arrived to the checkpoint at DEN at 11am on 1 22. She asked a supervisor (female sitting near the front of the checkpoint) if there was an ADA line. The supervisor advised that there was not and that she would have to wait in line.

After she passed through the WTMD and the service dog was patted down, A TSO (male, last name Slack) at the checkpoint advised that ETD had to be done after she advised that it could not be.TSO kept indicating it was policy. She advised that she had requested assistance through screening. The TSO stepped away. Upon return, he indicated that he could not verify the request for assistance because no one had gotten back to him.

The TSOs kept trying to swab her hands. The TSO then advised that she would have to have a patdown if the ETD could not be conducted.

She indicated that the TSOs didn t know what to and indicated that they had never experienced this before and didn t know what to do. She was at the checkpoint for 35 minutes. This occurred at Bridge Security.

She indicated that she has the link for information on how to file a formal complaint in writing. She indicated that she would complete an official complaint in writing once she has all of the information

She asked where is the policy that indicates that ETD must be done in regard to a a medical condition.

She flew with American Airlines flight 379 departing at 1:30pm. (information pulled from the record created in regard to the request for assistance.

From (b)(6) On Behalf Of (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

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

(b)(6)
Windcrest, TX 78239

Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.
2014 2:43:

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am, I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn t know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6) I m guessing now at this point, TSA (b)(6) was the TSA Care agent? TSA (b)(6) told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) to check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn t matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to clear me for the process of the wounded warrior program. The young male TSA agent also stated that I could have my caregiver go back out through security with the dog and then have the caregivers hands swiped. TSA (b)(6) came back and

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/23/2014 4:23:39 PM Airport : LAS - McCarran International Date/Time of Travel : 01/18/2014 9:30 AM Airline & Flight Number : Southwest 1944 Checkpoint/Area of Airport : TSA PreCheck TSA Employee: (If Known) :
Comment : Security had very little to virtually no line. However, TSA agents were telling every other group approaching the security area to go through the TSA PreCheck line. As I looked at other boarding passes and asked passengers around me, it became clear that I was the other person with the actual authorization to go through PreCheck.

Without any additional background check or fingerprinting, which I had to go through for Global Entry and PreCheck, I witnessed passenger after passenger go through security without a second look of laptops or toiletries... or had their jackets or shoes removed.
2014 6:07:

In addition, the metal detectors were being used and not the body scans. It made me very uncomfortable as it appeared measures were very lax.
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

Complaint:

I am unsure why the Cincinnati Northern Kentucky International Airport TSA feels it is their duty to make uniformed and non-uniformed Airline Employees lives miserable. I am a pilot for a Major Airline and travel regularly to approximately 80 airports within the United States and Abroad. Time and time again, the Cincinnati TSA agents amaze me with the new rules and interpretations they deem fit to apply to uniformed and non-uniformed crew-members. I am unsure why they make the process of security screening so difficult on crew-members. We have had background checks that extend (for the most part) to our early teenage years. In addition to being an active crew-member, I am also a Global Entry/Know Traveler participant. Wow what a difference! TSA in Cincinnati, treats these individuals as if they/we walk on water. Pay the $100, get a background check, and a Know Traveler could do no wrong! I am unsure of where the disconnect in the TSA program is? One of the primary reasons the TSA security program is in place, is protect the crew-members (not to scrutinize the crew-members, hassle them and protect them from themselves so they can go to work or commute home). As I stated earlier, I travel through a lot of airports and see how the program works and doesn't work. For the most part, TSA in 95% of the airports is accommodating, semi professional, and friendly (CVG is none of the above). Generally, other than the need to cut in front of passengers to get our bags screened and walk through a metal detector, TSA helps get us through the monotony without being overbearing and the experience is mostly hassle free. I'm not sure why Cincinnati insists on being the neighborhood bully. I would suggest that CVG needs to look at the way others operate their programs and make them more user/employee friendly.

2014 8:25:0

Regards,

(b)(6)

Date: Jan 11, 2014
Time: 19:00
Airport: CVG
Area: Crewmember Checkpoint

I have been directed to TSA-pre screening without any knowledge of why.

I am a regular flyer but have a knee replacement and end up taking 3 times longer in the pre line than regular scanner lines due to the pat down, having to 'disrobe', etc.

It would be beneficial to advise passengers of their assignment to TSA-pre and what it means through screening.

014 12:08: It would also be helpful to let people who normally set-off metal detectors to opt-out of the program rather than force them to go through a pat down.

I hope these comments are helpful and thanks for what you do.

(b)(6)

Phoenix, AZ 85020

(b)(6)

Caller is calling on behalf of her sister is in the Oakland Airport. At the checkpoint she was required to take her boots off. As she walked through the AIT metal detector, her foot was sliced open by something in the ground. She excessively started bleeding and requested for assistance, but was told that they did not have a first aid kit. All they had were bandages to offer. A supervisor showed up and she requested help. They told her they could call 911. She was upset because felt that she needed stitches. Her flight was cancelled and received no medical attention at the airport. Another passenger gave her wipes and the TSOs gave her gauze and wheelchair. She felt very stressed because she wasnt told what cut her open. All they did say was that they couldnt find whatever cut her. They dont want to wait to file the claim being that they need the money now to cover medical costs.

Airport: Oakland
Airline: Delta
Flight Departure: 4468 11:34pm
Flight Arrival: LAX 12:55
Specific Location (terminal gate): TSA checkpoint to delta gate
Individuals contact info. (phone number e-mail): Supervisor(b)(6)
2014 1:45:1

(b)(6) is the person affected.

Response:
Claim Status
(571) 227-1300

CSM
Name: Salwa Al-Ghani
Phone: 510-636(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 1/24/2014 1:47:38 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 01/22/2014 11:00 AM Airline & Flight Number : UA3458 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) : Female Comment : I have a medical condition that requires me to give myself injections. This was my fifth flight in six days and at all previous checkpoints, I notified security that I had the shots and medicine in a container, Each time the container was swabbed and I went through as usual. In Austin, I was subjected to a full body search and they opened and ripped apart my carry on luggage. I was told it was all necessary because of my medicine and that the security at the prior flights was wrong. Also, this search was after I and my luggage went through the metal detectors/X-ray and there wasn't any alarm or cause.
2014 2:17:4 I feel that I was unfairly targeted because of my medicine and I was treated rudely and unprofessionally. It made me very upset and made the rest of my trip difficult and upsetting.
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

Caveats: NONE

Sir/Ma'am,

I am not sure of the right avenue of approach for a resolution or to voice my complaint regarding my experience with the TSA agents at Hawaiian Airlines and our unprofessional treatment by one of the flight attendants on our flight.

Our experience with Hawaiian Airlines TSA and flight 265's crew was very very disappointing and if up to us we will never fly on Hawaiian Airlines again. I am a Captain (CPT) in the United States Army and have been serving my country honorably for the better part of 16 years. My wife, a friend who is a Chief Warrant Officer Four (CW4) and another friend who is a Sergeant First Class (SFC) and I decided to take a one day trip to Maui and enjoy the island. While going thru the TSA security line, we noticed that we were the only Blacks in the line but we are used to that so no big deal. The SFC was "Randomly" selected for screening, they wiped her palms and that was it. She went thru the metal detector and then again was randomly selected to be wiped again. we laughed at the situation because we found it a bit strange that she would be selected twice for the same "random" screening.

2014 8:05:3

We went to Maui and had a great time then it was time to head back to Oahu. At the airport, while at the airport I noticed that one of the TSA agent was paying very close attention to us. We joked to each other about what would be the odds of us getting "randomly" selected again for screening. The line was very slow and the agents seemed not to be in any hurry to move it along with any sense of urgency. I again noticed that the same TSA agent was paying even deeper attention to my group. He then signaled another agent over and got him to walk by to check us out. He walked by us and was looking at me from head to toe. I established eye contact with him and maintained it to in an attempt to figure out what he was doing. He passed us then turned

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: Ok
Zipcode:

:014 11:17:

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

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

Which U.S. airport were you traveling through?

I use a Medtronic Insulin Pump. And on my recent travels I asked about your full body scanners and was told that it was just a fancier metal detector from one of your agents. This is not true and Medtronic Insulin Pumps are not approved by the manufacture to go through the full body scanners. When I was weary of this I was pressured to step in to the machine.

Because of this my pump broke. I think it is about time that the TSA re-trains their agents not to be mean to type one diabetics who are worried about their pumps breaking. Because I felt so pressured by your agents I went through against my wishes and ended up with a broken pump.

2014 6:04:2

Something needs to be done to change this. I do not appreciate being lied to and manipulated.

(b)(6)

I'd like to complain about the TSA and every aspect of your organization. Recently we took a trip to Disneyworld and had to endure the misfortune of an angry government agent glaring at us in Salt Lake City as we made our way through your long, slow and inefficient line as though we're the criminals. Let me think about the last time I created a terroristic event on an airplane.....let's see.....how about never! It was such a joke to see my 9 year old son go through an extra screening because he was "randomly" selected. What a joke!!

On our return flight through Orlando, my family went through the metal detector while I was selected to go through the body scanner (obviously based on the TSA agents judgment and discrimination). I had my belt on, (because in Salt Lake it was okay for me to have my belt on – but not in Orlando – how about some consistency TSA, is that too much to ask for?). After standing in the body scanner with my hands in the air as though I was under arrest – in an undignified manner – I failed the body scanner test because of my belt. The agent held my belt in an aggressive manner and folded it in half as to simulate an intent to "whip" me with my own belt. Then, without warning, your TSA agent aggressively patted me down very near to my groin area. This created much discomfort and made me feel like such a criminal in my own country.

2014 8:15:3

The TSA is a joke! You treat Americans like criminals while letting the Muslim Brotherhood go through the VIP line. http://www.infowars.com/dhs-gave-muslim-brotherhood-vip-treatment-no-tsa-pat-downs/

What a joke!! There have been multiple failures of the TSA including a federal agent with a fake bomb passing through your screening, and over 25,000 airport breaches. You treat 9 year olds and regular Americans like criminals while letting the real threats go unnoticed. I feel LESS safe and MORE inconvenienced than ever before. You all should be ashamed!! I despise your organization and what George W. Bush and Barack Obama have done to this country. It's like living with the Stazi and the Gestapo in a police state.

Sincerely, and disgruntled,

(b)(6)

E: HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/26/2014 10:12:29 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 01/24/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have really appreciated the new precheck line at the Albuquerque airport. I have used it many times and I signed up my wife for Global Entry so that she can use it also.

On Friday afternoon we went to the airport and found the precheck lane closed. This made for a very frustrating trip because it was very slow (only one lane was open) and we object to the new scanners and so were, once again, back to getting a pat down in order to get through security, even though we would have qualified for expedited screening if that lane had been open.

2014 8:15:5

First, I think that closing the precheck lane at 3pm every day is terrible and will greatly reduce the value of that option for me.

Secondly, since I am precheck and it is on my boarding pass and shows up in the scanner, I don't see why you can't have a hybrid type of screening available if the precheck line is not. I realize that it would not be practical to x-ray the bags differently, but it seems like you would actually benefit from the reduced workload of letting me go through the metal detector with my shoes on, etc. instead of forcing me to go through the scanner or endure a pat down.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address:
Zipcode: 97229

2014 2:25:1

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?
Miami International Airport

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occured at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

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

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.
2014 3:48:3 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.
The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger s insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger s hands.

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

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;

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Be in writing;

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/27/2014 7:44:35 PM Airport : DEN - Denver International Date/Time of Travel : 01/26/2014 5:00 PM Airline & Flight Number : southwest 2608 Checkpoint/Area of Airport : south TSA Employee: (If Known) :
Comment : TSA Pre lane only had metal detector rather than scanner.
I have metal knee replacements.
This necessitated a full frisk.
2014 8:03:3 thus the Pre actually took far longer than the regular line.
please put a scanner option for all Pre lines or provide a way to avoid Pre random selection.
at least put a sign to warn joint replacement recipients away from lines without scanners.
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 : TSA Pre?™ ; Screening
Current Date/Time : 1/27/2014 6:07:09 PM Airport : MDW - Chicago Midway Date/Time of Travel : 01/23/2014 Airline & Flight Number : SWA - 5pm flight Checkpoint/Area of Airport : General Security TSA Employee: (If Known) :
Comment : Chicago Midway is an absolute disaster compared to other airport security locations. I am Chicago based and fly on SWA quite often. On this particular day, you had people backed up 100 deep. In addition, if you have are SWA A+ Preferred, the express line is no longer an express line. You get rerouted to the general line if you're not picked for the TSA Pre-Check. So, for the average travel, getting checked through the security lines is awful. The first obervance is that you have way too many people checking ID's and not enough running the machines to scan luggage. It makes perfect sense to have half of the people checking ID's to put them on the scanning machines and to move the lines along at that point. Also, the
2014 8:03:4 screeners were no longer screeining as the line to go through the Xray machine was 10 people deep. Totally crazy. Move them over to the metal detector side if you're backing up the queue's. It really doesn't take an MBA to figure this out. Sorry for being sarcastic but anyone who flies through Chicago will attest to the horrible waits. No other airport that I've been to has this issue. I was recently in Boise and the lines started to backup and they moved people around immediately. They did the same in Las Vegas. I just don't get it. That's why the TSA gets a bad rap, especially in Chicago. This absolutely needs to get fixed. Also, why isn't there a TSA enrollment center in Chicago, a city of 3 million people. Instead, you have one in Kankakee?? Rockford? Totally doesn't make sense. I would like a response from someone who really cares about making Chicago Midway a better experience!
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 took a cruise. He purchased a mahogany cane in Honduras. He said that he cost $135 and was hand carved. The cane had a dolphin head on it. He asked that the cane not be put through the screening because it would be scratched. He said that it was sent through on the conveyor belt. He went through the metal detector and went to pick up his cane. He said that the tail of the dolphin was broken and the dolphin was scratched. He wanted to make a complaint about the person who screened the cane. The agents name was (b)(6) He said that he did not care that the cane was damaged and he showed no consideration. He asked to speak with a supervisor. He said that he told that person that he wanted to make a complaint about the agent. He said that he pointed to the agent and was told that he was the supervisor. He said that the person he was taking with told him he was second in command. He stated that he was very nice and apologized for the damaged cane. He wanted a claim form emailed to him. He wanted to know if he can send the form back by email and if that is the best way. Caller was very angry. He said that he will wait to hear from the CSM.

Airport - Louis Armstrong New Orleans International Airport
Airline - United Airlines
Flight Numbers - 3445
Departure Times - 6 am
!014 11:48: Arrival Times - He went through he checkpoint at approximately 5:15 am
Date And Time of Incident - 1 27 2014
Location Of Incident
Gate - D1
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)

I apologized to the caller for the damaged cane.
I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.
I told him that he can fax, email, or mail the claim form back.
I emailed him a claim form. I told him that I would forward his record to the CSM at Louis Armstrong New Orleans International Airport for review.

Remote Client IP: (b)(6)
Date Time: 1 28 2014 10:45:09 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:

2014 8:37:1 Cell Phone:

PO Box or Street address:
(b)(6)
City:
albuquerque
State:
NM
Zip:
87110
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/29/2014 9:30:33 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 01/29/2014 6:45 AM Airline & Flight Number : AA1476 Checkpoint/Area of Airport : Line on far left (only one open at the time) TSA Employee: (If Known) :
Comment : I stood in a screening line for 40 minutes when there were only about 15 travelers ahead of me. As a result, I missed my flight. There were about 4 or 5 agents processing travelers (ID check, metal detector, conveyor operator, pat down / bag check person). There were about the same number of additional agents sitting around doing nothing. The screening line stopped multiple times, and at one point the conveyor operator stated the line was slow because travelers ahead had
!014 10:15: liquids/gels. We all had to wait for those other travelers to be cleared, which caused unreasonable delay (I wasn't the only one to miss a flight). I wish the agents sitting around would have helped process those travelers so the rest of us could have proceeded through screening; the agents sitting around could have gathered the travelers who required additional screening in another area to allow the rest of us to proceed through screening. That delay and resultant missed flight cost me $569, and put my job at risk.
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: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken

2014 5:49:1 Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA. . When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn t able to stand with her legs far enough part, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn t happen again in the future.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/31/2014 7:29:45 PM Airport : MIA - Miami International Date/Time of Travel : 01/31/2014 9:30 AM Airline & Flight Number : United Airlines Checkpoint/Area of Airport : G terminal TSA Employee: (If Known) :
Comment : The G terminal of MIA this morning was staffed by (1) person for check-in(other TSA staff were operating X-Ray scanner, metal delector, etc.).

Needless to say, (1) person operating check-in was not sufficient for quantity of people entering Terminal G. Backup of queue estimated to be 100+ while I was in line.

2014 8:04:4 Additionally, as a GOES member, I am also TSA Pre. Terminal G has TSA Pre but, no separate line for TSA Pre screening? Was told I could keep my shoes on, but that was it.

I would recommend at any airport, either implement TSA Pre completely or not. Doing a hybrid only causes confusion and defeats the point of TSA Pre.
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: Advised caller:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a prohibited item. This policy extends to all clothing items and is not directed to any particular item or group.

Call Transferred to Edith.

Advised caller:

2014 9:41:1 Complaints have to be submitted in writing. The instructions will be sent to your by email.

I will forward this information as well.

Incident Details: Caller flies out of Duluth, MN tomorrow morning. Caller has had nothing but bad experiences with TSA at that airport. Caller was told that she has to be patted down because she wears a skirt. Caller states that that policy is sexist. Caller states that the last time she flew the TSOs were yelling at her. Caller states that last summer she was taken to the checkpoint in a wheelchair and no one seemed to know how to handle it. Caller states that men did not have to take their neck ties off, but women had to remove their scarves. Caller states that there was a female TSO who was very kind and didn t seem to think that the policy was right. Caller states that the airline employees tried to talk her out of wheelchair assistance and they were reluctant to assist her in arriving to her gate. Caller states that she already has the ACPD number. Caller feels that she is being discriminated based on gender and disability.

Call Transferred to MB Edith.

She feels that passengers are being discriminated based on gender and handicapped. She spoke to a supervisor who yelled at her that she was big and bulky and had to be patted down. She spoke to the CSM last year in February. She flew again in August of 2013 and had the same issues. She has decided to fly from MSP to avoid this.

Response Details: Advised caller:
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Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/31/2014 10:57:37 PM Airport : EWR - Newark International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : AS 5 Checkpoint/Area of Airport : Entry to boarding area TSA Employee: (If Known) : (b)(6)
Comment : The attitude and demeanor of the employees at the airport in Newark is consistently among the worst of any airport I travel through.
To be subjected to a "pat down" that would qualify as a crime under any other public circumstances in lieu of being subjected to a scanning device where the long term health impacts are unknown, and not being given the option of using the
:014 9:40:5 tried, true and proven metal detector (unless I subject myself to an 85$ fee) needs to change.
To be treated like, and handled like a criminal while trying to partake of a service that I and my company are paying for is demeaning, and, I believe, unconstitutional.
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

From: (b)(6)
Sent: Saturday, February 01, 2014 10:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/1/2014 10:50:11 AM
---

014 11:54:1

Name:

(b)(6)

Email:

HYPERLIN (b)(6)

Brief Description of Inquiry:

TSA screener abuses

Comments:

I read with disgust the following article:

The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occured, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

Advised Caller:

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

TSA also selects passengers and their property at random for enhanced security screening.

014 2:32:3

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

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You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn t have the TSO arrested for touching his private area. He was then taken to a private screening room and they preformed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don t know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn t get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

:014 2:41:3

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Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01 31 2014 08:30 pm
Contact information
Email (b)(6) Phone (b)(6)

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Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01 31 2014 08:30 pm
Contact information
Email (b)(6) Phone (b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/2/2014 2:05:38 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : After Customs--transfer security checkpoint TSA Employee: (If Known) :
Comment : I have type 1 diabetes and I am not able to go through the full body scanner due to using an insulin pump. I have done extensive research on it and also contacted my pump company. I choose to not to through the body scanner because it could have harmful effects on my pump and if that happens, it can be harmful to me. I have been told on several occasions (ONLY AT HOUSTON) that I could go through the full body scanner and not the metal detector, which is incredibly inaccurate. When I try to explain to them that it is incorrect and I have asked my pump company on several occasions about this, I am always met with rudeness and annoyance. I have no problems with the pat-down and am always courteous and kind to all TSA employees. My pump manufacture has said that because it can ruin my insulin pump, I should NEVER go through a full body scanner. Likewise, if I disconnect my pump, it CANNOT go through the x-ray machine. Furthermore, on the one time that I did
014 3:07:0 go through the full body scanner, I had to submit to the pat-down because it is evident that I have an insulin pump in my waistband and that sets off concern by the TSA agents (which is reasonable). I have no problem with the pat-down but every time I go through the Houston airport, I end up with tears because the TSA agents make me feel as if I cannot advocate for my disability even when I am friendly, kind, and non-confrontational. I have always gotten an off-hand comment about the research that they have heard regarding insulin pumps and how I am incorrect. I hope that this can change. I don't ever mean to tell people how to do their job, however, I shouldn't have to go through security checkpoints with a potential anxiety attack because I have to defend my right to ask for a pat-down in order to make sure I can safely use my insulin pump on vacation.

I have never experienced this at any other airport except for Houston. I hope that TSA can acknowledge that this isn't the way to treat someone when they are simply advocating for their health condition and not trying to skirt security measures.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/2/2014 12:05:11 PM Airport : LGA - LaGuardia Date/Time of Travel : 02/02/2014 11:00 AM Airline & Flight Number : USAirways 1843 Checkpoint/Area of Airport : Term c TSA Employee: (If Known) :
Comment : This is a general comment for TSA precheck at all airports. I have a pacemaker and TSA precheck but almost never can stay in the lane for precheck because can't go through metal detector- only other scanner which is usually not at the precheck lane- and they never offer pat down as an alternative to switching lanes.
014 3:07:1 TSA employees at this location spending time talking personal issues- not working- just an FYI aside.
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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/2/2014 4:53:43 PM Airport : MOT - Minot International Date/Time of Travel : 02/02/2014 5:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :
Screening TSA Employee: (If Known) :
Comment : This morning 2/2/14 at aprox 545am, I provided the TSA representative my boarding pass and military ID. She stamped my boarding pass with a red stamp and stated I can keep my jacket, shoes, etc on and to proceed through the screening process. Having been to this small airport and experienced the screening process before, I was hopeful that it would go well. Unfortunately, once I went to put my bag through the screener, the TSA gentlemen said I needed to take my laptop out of my bag. I did this with no hesitation but having used TSA Precheck before and that I am in the military as active duty, I know this is not the case. Then, the TSA women on the other side of the metal detecter asked for my ID. I told her I put it back in my purse and it went through the screening. She stated I needed to show her my ID. I have never been to a TSA checkpoint and had a second person ask me again after the initial screening for my ID. This location/staff working at TSA appears to
!014 6:04:4 need some training and customer service skills. The TSA women who was near the metal detector was not helpful and seemed annoyed that I did not have my ID to show her. The only staff that was polite was the initial TSA women who took my boarding pass and ID and the TSA gentlemen who removed my laptop. I hope that this information is provided for training purposes and to improve customer service at the Minot airport. Thank you.
Charu Stokes
Capt, US Air Force
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/3/2014 8:09:25 AM

!014 8:32:5
Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:Inefficient screening. Today we had a person at the metal detector that was scrutinizing everything he saw. I travel 40 weeks a year and see a lot of screeners. Thus person needs further training. This happened at MCI airport gate 32 in the priority boarding line at 7:00am CDT on 2/3/14. The person screening the metal detector was a supervisor. Please help this person to become more efficient in his ability to screen. Thank you.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/3/2014 8:04:58 AM Airport : ABE - Lehigh Valley International Date/Time of Travel : 01/30/2014 8:34 AM Airline & Flight Number : 2778
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was traveling with my elderly parents (80+ years old) to my BIL's funeral. Since it was last minute, I neglected to check my parents' carryons. They never fly and don't know the rules. Unfortunately, my father set off the metal detector with his keys that had a prohibited swiss army thing on the keychain. That was disposed of. He also had a too large shaving cream and a pocketknife in his carryon that set off the xray. Those were disposed of as well. Because of this, he had to take off his
!014 8:33:5 shoes and coat, and was patted down. He couldn't understand the agent's accent, so I translated. Then the agent said my father would need a full cavity search. That's when I said "WHAT!?" I guess a supervisor must have intervened because we were eventually allowed to go on our way without a cavity search after being rechecked. I understand the need for security, but I was very upset that they would treat my veteran, law-abiding father this way. And when I checked TSA's website, it says they don't perform such invasive searches.
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

(b)(6)

HYPERLINK (b)(6)

As a software engineer for Apple, I travel frequently for work and am very familiar with the TSA screening requirements. On this morning of 2 3 14 around 6:20am I was loading my TSA certified laptop bag (b)(6) messenger) into the belt. While still unloading, a TSA employee (b)(6) took a look at my open bag with my iPad and laptops and told me I had to take my laptop out of the bag for screening. I calmly told him I frequently traveled and this was my first time hearing this, as my open laptop bag was designed for TSA screening and it always went through the belt successfully with no problems. He then asked me to look at another TSA employee with a white shirt. I am not sure why he asked me this and I didn t look up immediately because I was still getting things off of me to put in the belt. Instead I nodded my head while still unloading my belongings. He seemed to get aggravated that I didn t physically look up and he repeated himself in a condescending tone and instructed me to physically look at the TSA employee. I then quickly glanced then continued to take my things off. Then he yelled ma am i am trying to help you . And then I calmly replied that I traveled frequently and I am familiar with the rules. He then aggressively yelled at me Just get your butt through as he angrily gestured toward the metal detector. I was appalled and shocked at how he raised his voice as though I did something wrong. While keeping calm, I asked him why are you being so rude to me? he again yelled because you are being so snappy. I am just trying to help .
At that point I just asked him for his name and he gave it to me with a smart matter of fact tone. I then contacted the supervisor, (b)(6) who was very kind and professional to me. She gave me detailed instructions on how to report this incident.

Throughout all of my travels I have never experienced such rudeness from TSA. Usually they are friendly and prompt. As a young lady, I feel humiliated and insulted. I would not want anyone else to experience this undeserved aggression and belittlement that was unwarranted and unprovoked.

!014 8:34:1

This occurred 2 3 14 around 6:20am at FLL Security Checkpoint F

FLL Forth Lauderdale FL

Who treated you unfairly?

(b)(6)

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

(b)(6)

not look at the letter. The TSO insisted on testing the medication. She said they did not put the cap back on tightly and the medication and the distilled water spilled. She said that the TSO grabbed the liquid from her. She stated that she was not supposed to touch it, however, she did. She said that her nebulizer can not be tipped over. She stated that her medication cost $15,000.00 every month. She wanted to know if TSA puts something in it when it is tested. She stated that she can not have that happen and it has to stay in pure form. She said that she will need help in getting her items into the airport. She wanted to know if the person who brings her to the airport can park and assist her. She asked if she should call security about the parking issue. She will also be bringing a cpap. She said that she does not understand why she would get a patdown because of the nebulizer. She stated that patting her down will not tell the TSO what is in the nebulizer. She stated that she would like to make a complaint about her previous experience, however, she has all the information in a folder. She wanted to know if she can call back later and make the complaint. She asked for the airport code for Minneapolis-St. Paul International Airport.

I gave the following information. Bottled liquids scanner (BLS) screening systems are screening technologies that differentiate liquid explosives from common, benign liquids to detect potential liquid or gel threats which may be contained in a passenger s property. TSA utilizes this technology at checkpoints across the country, where it is used primarily to screen medically necessary liquids in quantities larger than three ounces. Generally, BLS technology does not require Transportation Security Officers to open the liquid container.

Next generation BLS systems use light waves to screen sealed containers for explosive liquids and have the ability to detect a wider range of explosive materials. TSA recently deployed 500 next generation BLS units to airports nationwide. In addition, TSA is currently testing new liquid screening systems with enhanced detection capabilities using light waves to screen sealed containers for explosive liquids.

014 9:09:1 Nebulizers are allowed through TSA security checkpoints once they have been screened. A Nebulizer will be screened by x-ray, and passengers are required to remove their Nebulizer from its carrying case; facemasks and tubing may remain in the case. A passenger may provide a clear plastic bag in which to place the Nebulizer during x-ray screening; however, a Transportation Security Officer (TSO) may need to remove it from the bag to test it for traces of explosives.

Passenger should inform a TSO of the Nebulizer and any special requirements before the screening process begins. If you are bringing liquids associated with your nebulizer, please know that TSA limits the amount of liquids, gels, or aerosols that passengers can bring through a security screening checkpoint. The 3-1-1 rule states that all liquids, gels, and aerosols must be in 3.4 ounce (100ml) or less (by volume) containers; the containers should be in a 1 quart-sized, clear, plastic, zip top bag; and 1 bag per passenger can be placed in a screening bin. 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.

Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint 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 liquids and gels.

The limit of one carry-on and one personal item (purse briefcase or computer case) does not apply to medical supplies, equipment, mobility aids, and or assistive devices carried by and or used by a person with a disability. However, passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a TSO if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process.

Caller said that he was traveling this Saturday from PHL to TPA on Southwest Airlines. He is calling because he was at the PHL airport going through screening on February 1st and an incident occurred at 0734hrs. He put his iPhone in a plastic tray so he could pass through the WTMD and while doing so, several bins came down the belt and caused the bin with his phone to drop to the floor, shattering his phone. He was given the necessary information by STSO (b)(6) to call the TCC
'014 9:28:1 and submit a complaint and a claim for the damaged item. The supervisor said that the Lane 1 camera caught the incident.

Apologized to caller for his experience and explained that TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found. Explained that we would forward his complaint to the CSM at PHL for further action and explained his right to file a tort claim for the damaged item; emailed the necessary claim form. The caller flew from PDX to STL last year, and he attempted to show the agents his metal implant medical card after the wand screening alarmed. The agent told him that he should have presented the card before the screening, and he will be flying from STL soon. He wanted to ensure that this did not happen again, and also wanted to know if knives were still prohibited in carry-on luggage.

Advised Caller:

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

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
014 10:37:5 heads for 5-7 seconds without the support of a person or device.

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

The caller indicated that he was aware of the screening procedures. I informed him that he could inform the first screener about the metal implants, and also present the card.

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) are prohibited in carry-on bags.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/3/2014 2:55:50 PM
Airport : SJC - San Jose International Date/Time of Travel : 02/03/2014 8:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Sir or Madam,

!014 4:46:0 I arrived at SJC airport this morning around 7 am for my 8:20 flight out of Terminal B. I was IN the security line well before 1 hour prior to my flight. I ended up getting through security at 8:21 and missed my flight. Monday mornings are busy times which is why I arrived quite early but it is incredulous to me that the TSA only had 1 body scanner open, granted there was 1 other metal detector open only for the PreCheck passengers. I hope the TSA will staff the security lines appropriately for the number of flights scheduled to depart at that time of day.

Thanks for your consideration.
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 wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

!014 8:11:2 He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.
Dear TSA:

I traveled with my cat for the first time from LAX to San Angelo Texas this past Thanksgiving, Nov. 2013.

It was extremely disturbing that on my return from San Angelo on 12/1/13 a TSA agent at that airport wanted me to remove leash off of my cat! I actually asked if she was serious as it's ridiculous to think a scared cat can be easy to contain and you can't predict what will frighten any animal, let alone cat. I was in complete disbelief. Her reason was that the leash might set off the metal detector. I suggested she wand me if it did, and said it hadn't done so in LAX. She said they don't wand people there. Also ridiculous.

Luckily another agent told her to let me try and sure enough nothing set off the metal detector and my cat was safely contained on her leash.

The TSA websites states that leashes, etc. won't be removed from service animals. And for pets it suggested bringing a leash to maintain control of the animal. The LAX website expressly states that animals must remain on a leash. I would hope all airports require this, and at the least the TSA, f not require it then at least support keeping animals on their leashes.

!014 8:39:3 I learned about the TSA Fastpass leashes and harnesses too late for travel, and find no mention of the material used for the leash clip or the strength of it, leaving me reluctant to use something that may or may not hold a flailing, frightened cat with claws, should that happen. Frankly I show not be forced to purchase items I don't need or want in Ryder for my animal to remain safe and under control.

I am still appalled at thai experience and hope additional training will be done so animals are safe and don't get loose.

(LAX security was fine, although the agent there was a bit condescending when I asked if there are indeed private screening rooms as stated on the LAX website, for animals or other circumstances. It was a simple question, there was no reason for a condescending attitude. I hope there is more training about attitude problems too, it isn't a new topic although I usually have a normal, average experience.)

Thank you so very much for your time!!!

(b)(6)

Caller has GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, You are forcing me to go through a machine that will tell you I have a metal implant. The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, You have to be patted down. You have to take off your shoes and your belt.

While doing the patdown, the TSO told the caller what he was doing. The caller said, Fine! The TSO yelled, Supervisor! STSO (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

014 9:18:0 Caller stated, I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude.

Airport: STL
Airline: SW
February 3 between 1 and 2:00pm
Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Pre\u2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary.
Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents.
On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.
He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.
States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn t hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:
014 9:56:2 DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

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

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents.
On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

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States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn t hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:
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014 9:56:2 delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

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Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.
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: Roma
Zipcode: 00100

014 10:26:1 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? Yes
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?

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are $250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSMs at MDW and Kansas City for their review.

014 12:42:3 Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:
In Kansas City:
When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don t get to stay with your stuff. While she was getting screened, in front of everyone, a mail TSO yelled Who s bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn t have happened.

Airport Kansas City
Airline: Southwest
Flight Number: 227
Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

On the Return:

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

:014 4:16:3 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Austin-Bergstrom International Airport

What was the date and approximate time of the incident?
Dear Sirs,

This is a letter to voice my disappointment that on Monday Dec 3rd I was outbound out of SLC and had to wait in a line of "randomly selected" individuals who were going through the TSA Pre metal detector. Can you please explain to me why I had to spend my personal time for a background interview and $100 to get accepted for this program, only to still have to wait and be subject to the same screening as non-paying, non-intervied travelers? Is this truly what my time and money got me, was to ensure that I did not have to worry about being randomly selected? I don't see it that way. My money should have bought me the opportunity for TSA to ensure that I was a trusted traveler, and therefore could be trusted with going through a minimum security process. My willingness to pay and interview is 'me helping you' to shorten wait times, 'not you helping me' by removing the chance of random selection.

Regards,

(b)(6)

Chicago, IL 60611
:014 6:21:4 Tel US Office: (b)(6)
Tel US Cell:
Tel US Fax:

"A corporation is a living organism; it has to continue to shed its skin.
Methods have to change. Focus has to change. Values have to change.
The sum total of those changes is transformation." (b)(6)

Visit us at HYPERLINK (b)(6)
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Caller: Caller states that when he went through screening and they made him take his shoes off and when he went through the scanner triggered an alarm with something in his back pocket and an emblem on his hat. Then he was instructed to go through a pat down and caller states he requested a woman and was informed that it would have to be a man and he informed the officer that he was not going to let a man touch him. Caller requested a supervisor and the supervisor was more of a jerk than the first officer was and informed the caller he had two choices either be screened by a man or take his belongings and leave. Caller states that this is just too far and is insane. Caller states that now it is too late for him to rent a car or
:014 8:26:3 anything now because of the amount of time he was in screening. States he did not receive this treatment when he left Virginia and did not deserve it on this flight.

Response: Informed caller that it is standard procedure to have a patdown if an alarm or anomalie is triggered during screening and it must be conducted by someone of the same gender and it is prohibited to go through the metal detector more than once and unfortunately there is nothing I can really do to assist him in this situation.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 2/5/2014 12:30:11 PM Airport : SDF - Louisville International Date/Time of Travel : 02/05/2014 12:00 PM Airline & Flight Number : AA 2741 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The TSA PreCheck lane was closed but I was told that I still would not need to remove my shoes or belt and would go through the metal detector.

:014 2:05:3 I reached the front of the line and was told I needed to remove my shoes and belt as I would be going through the body scanner. I showed the employee my PreCheck boarding pass and he said I should have gone through the PreCheck lane (which was reopening just as I arrived at the scanner) and insisted I remove shoes and belt and go through the body scanner. He was very rude and walked away from me in mid-conversation. I complied with his request, but I missed a standby flight by seconds thanks to this gentleman and will very likely not make it home this evening (weather is bad) because of him.
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 : Disability or Medical Condition; Screening Current Date/Time : 2/5/2014 8:57:26 PM Airport : ISP - Long Island MacArthur Date/Time of Travel : 01/31/2014 2:30 PM Airline & Flight Number : Southwest 3093 Checkpoint/Area of Airport : body scanner TSA Employee: (If Known) : blond haired woman Comment : I have an artificial knee and also an implant to control pain located in my back. I use crutches to walk and also a wheel chair for distances more than a few feet. I have a nerve condition called CRPS or RSD. Where my nerve fire pain signals 24/7 the slightest touch causes extreme pain for me. When going through security I had my implant card and a letter about the knee but no one wanted to look at them. I was told to go through the body scanner. Immediately after coming out the blond TSA agent started touching my leg. I tried to tell her I would fall from the leg spasms and pain but she refused to listen. Another agent finally brought my wheel chair so I could sit and she continued to try and touch my legs. She kept insisting I stay still but the nerve disease doesn't allow for that. She was getting mad that my leg kept spasming I kept trying to explain the disease and what would happen but she refused to listen or look at the medical paperwork/card I had with me. She even told my Sister in Law that just because I have a nerve disease it doesn't mean that she cant touch me! I asked about being wanded with a metal detector but they said they don't do that here. this screening amounted to physical torture. I am still feeling the effects of what was done to me at that airport.

On the way home from Baltimore I explained what happened and they were horrified. My experience there was fine mentally and physically.

:014 9:05:5 The agents there need training on how to deal with disabled people. Their arrogance and lack of the ability to listen to people is allowing them to inflict unnecessary pain on people who least can take it.

I would have filed a report (The manager finally came over apologized and asked if I wanted to file one). But My father in law who is 93 started getting very upset at what happened. We were on our way to his grand daughters wedding. He had been in the hospital for 6 weeks prior to this and I didn't want to upset him further so we declined.

I'm sure you have video of what happened Please look at it. As I stated above this was pure physical abuse.
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 : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) :
Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector?????

I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head an walk away.

There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have
014 10:05:2 seen lots of drugs and weapons placed in body cavities.

Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner.

This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it.
She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6)
She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water.
She says they swab her shoes when she traveled before and allowed her to leave them on.
She says she has traveled about 40 times.
She is a formal airline employee.
She is pre screened, she did not get it this time.
She travels with her companion that works with United.
She travels stand by and may not be able to give a 72 hour notice before a flight.

Response Details: I was sorry this happened to her.
If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.
014 12:52:1 Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.
TSA-CRL@tsa.dhs.gov
or vis postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598

We dont require documentation, we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

I ask how she was eligible for PreCheck, either she was invited in by an airline, she belonged to one of the trusted traveler programs with CBP or she had done the application process. She did not know how she was eligible. I told her she would need

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine.
!014 6:16:2 I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/6/2014 7:35:00 PM
Airport : LAX - Los Angeles International Date/Time of Travel : 02/06/2014 3:30 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Unknown - American Airline Precheck TSA Employee: (If Known) :
Comment : There are serious issues I feel when someone as insignificant as me who was selected as a prescreen was pegged as having potential explosives and of course, my low risk yielded nothing as it should have. I fly all the time and rarely set off machines. If three tiny screws show up vs all the metal I had in my ears and on my fingers then there might be a problem with the system. I should set off red flags from much larger pieces of metal medical devices implanted in my body. I am not complaining about pat down just that that which was a problem was smallest of item on and in me.

Then I was positive for substance that did not exist and false positive was created. It would be nice to know what I could have done different to not endure that again. I have never touched a gun or any content known to be explosive to my knowledge.

Lastly, I had canned food that was confiscated. Instead of using technical terms I had to literally pull info out of this person to understand what she was conveying. She could have just said I can escort you back out of airport for you to recheck at the
!014 8:01:2 ticket counter. I am reasonably educated and more laymen terms could have been used.

I am not complaining that the major inconvenience occurred to me. I am actually more worried that if someone as innocent as me with nothing to hide and being checked as thoroughly as I supposedly was. Time was not well spent on my pat down and false positive for explosives. The fact that I had proof of medical devices in the form of a card from company with serial numbers & pertinent info and X-ray of pins in feet I was still subjected to all this and I deserved better as I was preselected for TSA prechk for a reason and that being I was not a threat. As far as the positive testing I had nothing and tested positive anyway. That tells me it is a failed system. And if u tell a customer you need to do a more firm pat down then be sure you produce a better pat down bc the 2nd one was no different than the first and had I concealed something I wonder if it would have been missed. Nonetheless as I sat there I saw problem after problem with folks and this special precheck and wondered if it was effective at all. I feel if preselected and having proof you would set off an alarm should have been considered more. I even told agent I had a medical device and she should have offered me to go through scanner as it was I felt I had to follow procedure and continue through detector. I did not know I had a choice. Most all agents I have spoke with know ppl with devices get concerned with metal detectors and prefer scanners. Is there a reason no scanner are on prechk side? Had my medical been considered I would have perhaps gotten to skip the whole false positive. Personally I feel it all could have been even more thorough
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 2/7/2014 6:50:05 AM
Airport : CMH - Port Columbus International Date/Time of Travel : 02/07/2014 Airline & Flight Number :
Checkpoint/Area of Airport : sta screening B gates TSA Employee: (If Known) :
!014 8:42:1 Comment : Metal detector appears to be set for higher sensitivity than other Pre locations at other airports like Denver, LAX and SFO.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller at first asked to speak with someone who has authority and who can make a phone call.
I advised that there isn t anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn I want to go through the WTMD. He indicated that his difficult for him to take off his shoes.
He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

014 9:12:3 I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication, he should advised TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.
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: 2/7/2014 8:46:05 AM

Name (b)(6)
Email (b)(6)
Complaints:Consistently Selected for Secondary Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I have been repeatedly selected for pat downs and additional types of screening every time I fly. Today I went through the virtual strip search with an image of my irradiated body sent to a stranger, a metal detector, a check for explosives which came back positive even though I've never touched explosives in my life, was patted down in front of people and then taken to a private room for more intense pat downs, had every item I was carrying tested and then told I shouldn't be upset 014 10:12:2 about it! Nothing was found!

This happens to me repeatedly even though I am the complete opposite in background and identity from those who would want harm to come to our American population.

I want to know why it appears I am being targeted everything time I go through security. It appears to be a case of reverse discrimination to me...perhaps just to cover TSAs backside so they don't get accused of profiling. Or perhaps it's just a power play given the instruments used do not accurately detect things but can be used as an excuse to harass travelers at the whims of TSA employees. I also want to know why the explosives checking machine does not accurately detect explosives. I touch my dog, my coffee and my shower amenities before going to the airport!

I won't fly again because the concrete halls of our airports on US soil do not adhere to the constitution I was raised to believe protected me and because I am consistently harassed. My money saved. Airline's money lost. I can drive anywhere I need to go and it's frankly easier than the harassment I go through every time I fly which was frequently.

Finally I understand our 4th amendment right has been revoked. Is our 1st amendment right also revoked?!?

I guess the terrorists have won at least in part!

Caller said back in 2011 he joined global entry and traveled last week from Seattle and got precheck but when he left Palm Springs his wife got precheck on her boarding pass but she never signed up for it and he said he did not get it. He said his wife was told she would get precheck each time if she joined unless random. He asked if he has to sign up for the TSA precheck program, too. He said he showed his global entry card in Seattle but it was not on his boarding pass. Then he said in Palm Springs it was not on his boarding pass and he showed his global entry card but they would not let him get into the lane. He said why are there 2 different rules. He said the person at the head of the line looked at his boarding pass and would not let him stay in the precheck lane. He said this is not the first time he was denied in Palm Springs and always gets precheck in Seattle and asked if Seattle being too lax or doing it wrong and is Palm Springs being too strict. He said he does not want to get anyone in trouble but he travels alot. He said he just gets in the precheck lane and never looks at his boarding pass. Now he said Seattle is not handing precheck correctly. He asked for the phone # for CBP.

Response:I advised him It is random and unpredictable for security reasons and that from the reservation the info is embedded in the bar code of his boardng pass and scanned and then he would be directed to that precheck lane if chosen..

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to
014 2:14:1 also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

I offered to refer this to the CSM at the airport.

I gave him the CBP phone # at 1-866-530-4172.

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: 2/7/2014 6:56:30 PM
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014 8:09:5
Name (b)(6)
Ema (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United 1711
Newark, New Jersey
C81
Comments:I was going through TSA Pre Check line and security was letting general public blend through the same line and metal detector. Shoes on, etc. Is this not a security breach?

Never has my wife been subjected to such and intrusive pat down that quite apparently the agent gained enjoyment from her actions. Four times the agent performed a breast pat down when a simple look at the scar area on the hip would have sufficed. The incident took place at Washington Reagan, terminal at approximately 10:05 AM. My wife has a hip implant hence the metal detector goes off and she explained before entering the screen device. We travel into many countries and without a doubt the US screening system is the only one that went out of its way to humiliate.

The art of leadership is the key to world excellence"

(b)(6)

014 11:09

Mississauga, Ontario

L5N 4R6 Canada

Tele(b)(6)

HYPERLINK(b)(6)

Skype(b)(6)

Today, 02/08/2014 while clearing TSA at Chicago-Ohare at 0630 (between the Delta and Canadian check in counters) my 14 year old Type 1 diabetic daughter and I were not treated appropriately regarding her Insulin Pump.

(b)(6) the male TSA agent was very condescending and began scolding my daughter as well as me after we exited the body scanner. He said we could not request special treatment and her pump was supposed to remain on her. I had informed the female TSA agent prior to the body scanner that my daughter would remove her pump and we were requesting a hand screening of the pump. She did not hesitate with our request. My daughter was willing to disconnect her pump and walk thru either the metal detector or the scanner or if TSA preferred she was willing to have an entire pat down. Our only requirement was that her insulin pump ($11,000 value and her only means of life enabling insulin) be hand screened and not go thru an X-ray, metal detector or body scanner, as expressly prohibited by the pump manufacturer. It has the possibility of no longer working properly after being exposed to those machines and could give a lethal dose of insulin or just stop working. Any attempt to put this pump thru one of the X-ray, metal detector or body scanners wil VOID the warranty as well.

We travel frequently and I've been a flight attendant for 26 years. Clearing security is not anything new for us. We have never been treated with disrespect or had any issues while clearing TSA in the last 9 years with the insulin pump until today.

014 1:13:3

I respectfully request you provide accurate training regarding Type 1 diabetic's needs while traveling and re-train(b)(6)on politeness, respect and treating those with medical disabilities with respect.

(b)(6)

Anchorage, AK 99516

Sent(b)(6) Phone

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 TSA'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: ???????? ???? ??????????
Email Address: (b)(6)
Phone Numbe (b)(6)
Address:
Zipcode:

!014 1:13:4

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? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

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The questions answered by the user below correspond to the TSA'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: ???????? ???? ??????????
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

!014 1:13:5 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? Yes
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?

Feedback Type : Complaint
Categories : Other
Current Date/Time : 2/9/2014 11:45:35 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/06/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I think it's completely irrational that about half the people are routed through the backscatter machines and half through the normal metal detectors, but if you ask to not go through the backscatter machine you are subjected to a full-body pat-down. Obviously if this were such a matter of national security, no one would be asked to go through the metal detectors. In the end, this simply punishes people who don't want to go through the backscatter machines and without any kind of apparent goal towards better security (since half the people don't have to go through them anyway).
!014 1:05:0 I will always request to avoid the backscatter machines, for a number of reasons, and I think that it would simply make more sense on everyone's part if you just gave up the farce that this is for better security and save us all some time by allowing me, and others who choose not to go through those machines, to simply go through the metal detectors - like you allow half the passengers (or all, if the backscatter isn't working) anyway!
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

To Whom It May Concern:
My name is (b)(6) and I just went through the LAX screening process. As I was entering the stand up walk through machine I was pushed back because it was stated that it was "calibrating" and I was to go through the regular metal detector. I instructed the Officer that I had metal in my back and leg and that I would prefer a pat down and she stated "it's ok just come please through". Of course I set the metal detector off and she told me to step aside. I did as I was told and as soon as I arrived in the screening area I was instructed to take my sweatshirt off. Because I have a bad back it took me a while to take it off and I was instructed to "please hurry we are very busy". Once I was able to take it off I instructed her that my back is very sensitive and for her to please be careful. She almost immediately pressed on my back and I pulled away because she hurt me. She stated "are you hiding anything" and I quickly reminded her that my back was bothering me and that is why I pulled
!014 12:11: away. She completed the pat down and I asked if I could go, she then stated that she needed to test my hands. She completed that and then rudely stated "you can go".
This is not the first time that I have been treated rudely at LAX, however this time was the worst. I now have to travel the next 11 hours in tremendous pain because of the horrendous pat down this LAX Officer completed on me. Unfortunately I did not get the name of this Officer at the time of the screening. However, I do not believe I should have been accused of "hiding something" and treated so rudely.
Respectfully,
(b)(6)

Please explain how you can have a category of Trusted American Citizens that does not include RETIRED MILITARY. We have given 20 plus years in defending America. Who is more trustworthy? I feel disrespected when I go through the Airport, and have to go through that Body Machine, take off my shoes, and or get patted down, TSA knowing I'm a Retired Disabled Veteran, and other Social Categories of American Citizens don't have to remove their shoe's or go through the body machine, they go through metal detector only, because of age, or other reasons you have, they don't even have to pre-screen. I guarantee in the history of America there has never been a Retired Veteran carrying a Blue Retired Military I.D. card. hurt America. Our
2014 4:18:0 I.D. cards allow us access to Military Installations for shopping, lodging, dinning, MWR, etc. The Military respects us that much, and with monetary compensation also. TSA respects other Social Categories of American Citizens before Retired Military.That is insulting. I hope race had nothing to do with your treatment of me, I was told Retired Military is not as good as Active Military, I hope that is not the case. If you don't fix this, I will launch a campaign against TSA through Social Media from every of the 2 million retiree' who will listen.
NOTICE:

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

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

CONTACT INFORMATION
Full Name:(b)(6)
Email Address:(b)(6)
Phone Number:(b)(6)
Address:(b)(6) Stone Mountain, Ga 30083
Zipcode:

2014 6:02:3 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? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport

The caller requested Wounded Warrior assistance for a flight and when she went through the screening she stated it was as if the TSO didn t know all her problems. She received a patdown, which was painful. She can t go through the AIT. She wouldn t let her go through the medical detector. She stated TSA puts passengers through extra pain and she was in tears. She wore all lose clothes and she has to because she is in pain all the time. They provided a wheelchair for her on her last flight, but not this one. She flew yesterday from Pensacola.

!014 10:42: Advised:

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.

TSA does not provide wheelchair assistance. That is done by the airline.

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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: 93662

2014 8:24:5

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

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

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

Disability Description: The caller indicated that she had requested assistance via the Wounded Warrior program.

Response Details: I advised that I would refer information to her on how to submit a formal written complain in writing.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can go ahead an send the instructions on how to do so.

I advised that we would refer the information to the CSM at PHX.

Incident Details: The caller would like to file a formal complaint against three TSA employees at PHX. She traveled from there today.

Caller had requested assistance through Wounded Warrior previous to today s flight and was met by a TSO (b)(6) She had advised them of her medical condition prior to screening. This person advised that she had to receive a patdown.

2014 8:28:0 The caller checked her baggage with the airline and obtained a wheelchair from them. She was not allowed to go through the WTMD. She had to receive a patdown. She advised that she doesn t feel comfortable being touched as she was in a lot of pain. A TSO advised that there was an ETD alarm and that another patdown would be required. This patdown included a patdown of her private area. She asked for a supervisor (LTSO (b)(6) who advised that she had to complete the screening process regardless of whether she wanted to fly as she was in a secure area of the airport. She advised that a patdown had to be conducted of her private area.

Caller asked for the supervisors boss. Supervisor (b)(6) advised that the caller had to go through the process. She explained to him that she was traumatized and that the assistance she had requested did not help and had become traumatic. This supervisor also advised that she could not leave the secured area without being screened, even if she decided that she wasn t going to fly. She then asked for (b)(6) supervisor and was advised that the individual was in a meeting. She requested a business card, that she did not get, however (b)(6) provided a sticky note with the name of (b)(6)

She indicated that she was wearing a brace and the brace was not swabbed, however her other articles and belongings were swabbed. Caller feels that she was discriminated based on her disability.

The caller indicated that there was a hidden motive behind the patdown screening. She indicated that there was a false negative that resulted in the patdown. Caller feels the additional screening was based on her race as well.

She was at the checkpoint between 5:55am-6am
Southwest flight 802 departing at 8:50am from C4.

Caller stated that he flew from Port Columbus to Chicago O Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn t. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus
Airline United
Flight numbers 245
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand
NOI with Writing
Terminal or Gate Terminal B
Contact information (b)(6) - work phone in chicago (b)(6) office n Ohio (b)(6)

I
2014 1:25:4 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 patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

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

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.

Name: (b)(6)
Address: (b)(6) Valencia, CA 91355
Date: Thursday, January 20, 2014
Details:

At approximately 9:30 PM to 10:00 PM I was guided through priority boarding with United Airlines. Flight UA 660 from LAX -ORD, Gate 74. Board time: 10.52 PM. Departure time: 11.27 PM. Ticket Confirmation (b)(6)

I have a defibrillator and am under strict instructions from my Doctors NOT to pass through any form of metal detection device due to possible damage and or impairment to proper functioning of my defibrillator. My heart condition is life threatening and I have had two cardiac deaths and on several other occasions the proper functioning of my device has saved my life. I informed the male TSA agent that checked my ticket and Drivers License that I would need a female assist. He advised that I should tell the agents as I approached the security checkpoint. I told two male
TSA agents that I would need a female assist and one was called for and I was told to stand at a certain spot to await the assist. After a fews minutes a female TSA agent from another area and said quite loudly, where is the trouble maker . When she became aware of who I was she said more than once something to the effect of come through here and aggressively waived me towards her. After I walked through I expected to receive the pat down that I am quite accustomed to as I have had my device since 1997 and travel extensively. Then she just indicated that I was done and should move on. It then became apparent to me that she had made me walk through the metal detection device. When I questioned why she ignored my request and made me at serious potential risk to my health walk through the metal detector she was rude and defensive and said I should have told her why. Unfortunately at this point I was so scared and upset that I neglected to get her name. I
2014 6:13:2 assume that by correlating the gate flight information with the TSA security tapes and female staff working that area that you will be able to determine who she was.

It is critical that this woman understand that her actions could have resulted in my death. My traveling companion was witness to these events.

I look forward to your response to this complaint and advice that you have received this email.

On Friday January 31, 2014 I gave preliminary information to (b)(6) of the TSA, employee (b)(6)

I understand that my signature is not required on this document as it is being submitted via email. If that is not correct please advise and I will submit it by mail.

I can be reached by phone at (b)(6)

Thank you in advance for your investigation into this matter.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/11/2014 9:15:19 PM Airport : LAX - Los Angeles International Date/Time of Travel : 02/11/2014 6:00 PM Airline & Flight Number : AA 1226 Checkpoint/Area of Airport : American Airlines TSA pre check TSA Employee: (If Known) :
Comment : TSA pre check and Global entry are great programs. However, in LA and a few other airports the scanners have been replaced by metal detectors. With two artificial hips, i set off the metal detector every time and have to be patted down. This defeats the purpose of pre check. I am also not a high profile target (60 years old, known travelor) and so is just a waste of everyone's time. It would be great if there was access to a scanner. Airports such as Chicago at AA has solved this
!014 10:13: problem. I travel to three cities per week and so have experienced the good and the bad numerous times. Is this something that can be addressed?
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 has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller s ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:
We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger
!014 12:00: and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.
For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.
If you have complaints about a particular screening incident at an airport, please inform of us of the details and we can forward it to the CSM to look into the issue.

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller s ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:
'014 12:00: We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.
For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.
If you have complaints about a particular screening incident at an airport, please inform of us of the details and we can forward it to the CSM to look into the issue.
Caller has flown from 7 different airports, most recently from BOS. During his trip at BOS he had filled out a form that does not have an address to send it to. It just says to place in a drop box. The caller is complainging about being Precheck approved and having a pacemaker. Every time that he goes through he does not go through a WTMD and is directed toward alternate screening and having to empty out everything. He wishes to speak with someone about a policy change or business suggestion. Caller is not happy with just someone to complain and requests the Administrators information an email.

Advised caller:

'014 12:52: I cannot send a complaint to 7 different aiports. What you are asking is for a poilcy change. I am unable to that here. I suggest you visit TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov or the Fed Biz Opps Web site at www.fedbizopps.gov.

I do not have Mr. Pistoles email address. I have his mailing address

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

pre check area of security. I was the only traveler at that time going through the pre check area. I was really shocked at the attitude that (b)(6) seemed to have, especially since it was early and no one was in the lane she was working except myself. I had already placed my suitcase and computer bag on the belt and they had almost gone through as I was taking off my heavy winter coat to place it in the bin. She instructed me to put the bin in first before my bags, but my bags were no longer at arm's reach so I just sent the bin through last. She yelled that the bin was going to get stuck since there was nothing to push it through. Now, I'm sure bins do get stuck on occasion with lightweight items in them, but my bags were already passing through and I couldn't get to them. My bin went on through without a problem, but when I got through the metal detector, she rolled her eyes and looked at one of the other TSA screeners and commented, with a very hateful attitude "they just think we are crazy and don't know what we are talking about".

I think it was mostly her attitude that got to me, more than her words. I did not say one word to her as I try to avoid conflict, when possible. I have traveled for about 15 years, 3-4 times each week, so I do run across people that are not in the best of moods, but Phyllis's behavior was unacceptable to me. There was not one reason why she should have treated me like that, or any others for that matter. I am not one of the regular business travelers that believes we are entitled to special treatment or anything like that. I was just minding my own business, when she yelled out from the other side of the metal detector.

Thank you for the opportunity to share my comments with you and I hope they will get forwarded to the appropriate individual at the Columbus airport.

2014 8:05:2

(b)(6)

(b)(6)

I have recently undergone a total knee arthroplasty (knee replacement) and discovered that I now set-off the metal-detector at Terminal 1 of FLL. Unfortunately, Terminal 1 at FLL does not have ANY backscatter X-ray machines installed, and as such, I (and anyone with a medical condition that involved the replacement of a joint with a metal implant such as for a knee, hip or shoulder) am invasively patted down each and every time by TSA security.

These invasive pat-downs are not only humiliating (regardless of whether done in public or private), but also adds at least 15 min to the security process, which is significant for frequent business travelers such as myself...especially considering that I have TSA Pre-Check on 3 airlines!

The reason provided by the local TSA supervisor for the lack of backscatter X-ray machines in Terminal 1 of FLL is that there is insufficient room to install backscatter X-ray machines without re-locating support columns. Although that may be true with regard to replacing all the metal detectors in that area, it is highly unlikely that sufficient room cannot be made to install at least one backscatter X-ray machine.

2014 8:19:0

Cost should not be a consideration when it comes to discriminatory practices that require passengers with joint replacements to be singled out for invasive pat-downs each and every time. Other passengers might be occasionally and randomly selected for pat-downs, or may be carrying materials in their pockets that trigger the need for a pat-down, but passengers with joint replacements are in the unique position of always being singled out.

I urge you to rectify this issue by insisting upon the installation of at least one backscatter X-ray machine in Terminal 1, FLL.

In the interim, I urge you to institute a policy of allowing passengers with joint replacements (which can be demonstrated with official cards from their physicians) to undergo "wanding" and specific-site pat down (e.g., shoulder or knee) to demonstrate that there is no concurrent presence of external metal-containing objects. Your metal detectors are sophisticated enough to indicate if the source of the metal is low, medium or high. Surely THAT information along with wanding and specific-site pat down would be sufficient to avert the need for TSA personnel having to pat-down the genitals of joint-replacement patients!

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

Cell Phone:

PO Box or Street address:
(b)(6)
City:
2014 8:25:1 New York
State:
NY
Zip:
10007
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

Your Last Name:
To whom it may concern

Today at Denver tsa line
Gentleman at metal detector held up the line and shouted for everyone to complain that there were not enough workers that was why he was stoping passengers going through metal detector Also I was under the impression we did not need to remove our coats

He asked everyone to remove their coats

I travelled through 2/14 @ 0900

!014 12:13: Tsa used to be pleasant
This guy was rude

Regards

Sent from my iPhone

Caller said she is flying from Midway in Chicago on Delta and she said other people merged into the precheck lane and she said this is a shoe violation. She said she has reported what she needs to report and she said this is scary and she does not want to be read to anymore and she ended the call.

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

:014 12:34:

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to theTSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Precheck . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying for precheck.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn t have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old?
She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

2014 1:28:3 Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown.
Our officers may ask her to remove her shoes for additional screening to clear an alarm.
The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening.
The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disabiltiy specialist at HQ so she will have assistance during the screening process and her screening will go smoother.
She did not want to file a complaint about her previous screening experiences.
She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.
Email not sent.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn t have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

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She did not want to file a complaint about her previous screening experiences.
She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.
Email not sent.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 2/14/2014 12:04:25 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/14/2014 8:00 AM Airline & Flight Number : AA 988 Checkpoint/Area of Airport : International Arrivals TSA Employee: (If Known) :
Comment : Hi, normally my experience with TSA employees is a pleasant one. This is my first time encountering rude and in my opinion unprofessional TSA agents in many flights.

Upon arriving from my international flight from Peru, as I sent my carry-on bags through the scanner at security, I mistakenly stepped in front of guard and metal detector directly to the left of the scanner. He then spoke to me in a belittleing manner telling me that I didn't see that people going through his portal had special badges and clearance and that I must get in line behind the body scanner next to his portal.

Before proceeding through, I politely suggested that they place a sign by his portal to remove confusion. He cut me off in mid sentence and began to tell me there were signs everywhere and that I should have noticed, continuing to speak obviously not concerned with my suggestion. I felt he was belittling and demeaning infront of all who were in line. He was an older gentleman, tall and balding with grey hair.

After going through the body scanner, I failed to remove my wallet and a small bit of folded cash from my pocket. Again I was rudely spoken to as I was asked, "Didn't they tell you to remove all items from your pockets " which no one did.
2014 2:25:2 Then as I did remove the two items, I was handled in a rude manner. He had dark hair, black framed glasses and was about 5' 10"

I don't normally submit complaints like this, but when passengers go out of their way to cooperate with security at the airport, we expect more grace for simple mistakes, especially when each gate check area from airport to airport operates in different manner.

Thanks for hearing my concern.
God Bless,
(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

Caller said he was traveling out of Pittsburgh Airport and carries aromatherapy oils and is in the health care field and he said they practically stripsearched him and he said they opened up his suitcase because he would not let them xray his oils and he said the shampoo bottle leaked all over his check bag. He said he does not have a criminal record and he was with family when they did this and he said he wanted to carry on the oils. He said he got a noi inside his check bag and he said he had to get items drycleaned. He requested that we email the claim form. He said he understands that they have a job to do. He said he is flying Tues. out of LAX and he said he does not want his oils to be xrayed. He said they used a wand on both him and the oils and they told him they picked up some type of strange chemical off the oils. He said our country does not understand about aromatherapy and he said he had to have his suit drycleaned. He said he did tell the officer before the screening started that he did not want the oils xrayed.

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).
2014 2:58:5 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.

I advised him to advise the officer before the screening starts that he does not want the oils xrayed. I advised him he may be screened by the wand, ait, wtmd or a patdown.

In response to the threat to aviation posed by liquid explosives, Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule.)

Disability Description: Callers Aunt has a pacemaker.

Response Details: Airport: MCI
Airline: Delta
Flight Number: He doesn t have it, 5709 he thinks
Date and Time of Flight: Feb 14, around 6 AM
Description of Luggage: group of 4, 3 adults and a child, it was the first flight of the morning for Delta.
Location: concourse 1 he thinks
Contact Info: (b)(6)

I advised the caller that i would be sending the complaint to the CSM at Airport. I also advised that i would be sending the claim for to the email address that was provided.

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
2014 6:14:3 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.

I advised i would share this information with a disability specialist.

Incident Details: Caller is calling for his aunt. She flew from MCI with Delta to LAX. She was supposed to continue to the Philippines. She has a pacemaker on her heart and the officers made her walk through the metal detector. She flew from MCI to DEN to LAX. Her name is (b)(6) He stated that at both DEN and MCI she was made to walk through the WTMD.

Disability Description: Callers Aunt has a pacemaker.

Response Details: Airport: MCI
Airline: Delta
Flight Number: He doesn t have it, 5709 he thinks
Date and Time of Flight: Feb 14, around 6 AM
Description of Luggage: group of 4, 3 adults and a child, it was the first flight of the morning for Delta.
Location: concourse 1 he thinks
Contact Info: (b)(6)

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Caller wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?

Advised:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies
014 11:49: and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.
Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I don t know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review.

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb.1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on the other side grew long, and people were grumbling. There was no explanation as to the delay. Eventually a gentleman came to replace her. I was instructed to point out my belongings and not to reach for anything. I pointed out my carry-on and asked her to please pick up my sweater, as it was loose on the rollers and I didn't want it to get caught. She picked up my carry-on but not my sweater. She asked if that was all - I pointed out my purse, again asked her to collect my sweater. She had my purse and carry-on and then asked me if there was anything else. I pointed out my sweater and she asked about my shoes. I pointed out my shoes. Again, she asked me if I had anything else. At that point she picked up my sweater, and gave me a little sneer. We walked to the "feet" mat for the pat down. I placed my ticket on the table near where I was standing and she informed me I could not put my ticket there. So I slipped it in my back pocket. As she started, for an unknown reason, I asked for my first ever private screening. I have had replacement knees for some time, and have had more pat downs than I can remember. This was the first time I have asked for a private screening.
2014 6:09:2

(b)(6) (the screener) was clearly unhappy with my request. She gathered up my items and marched me down the walkway telling me keep walking. We stopped outside an office, where she asked another lady if she would come in. There was a third woman working at a desk inside the room, but she didn't look up when we entered. I placed my feet on the mat, and she very slowly went through the entire procedure - what she would do with her hands. I nodded the entire time she was speaking, as this is not a new procedure to me. She had me stand with my back to the second woman. I realized I had a cough drop in my trouser pocket and placed it on the table. Her attitude continued to spiral down as she did the exam. When she was using the back of her hand to go under my breasts, she checked that area three (3) times, each time forcibly lifting my breasts higher each time. It was most uncomfortable. By the third time she did this, I spoke up, informing her in all of the times I have had this done, I have never had anyone do like that during the exam. Her eyes narrowed, and she told me she was just making sure she examined that area thoroughly. When she did the same area for the FOURTH time, she quickly turned her hand around and pinched my left breast.

Then she moved to the legs from the front. She squeezed and pulled so hard that she had my trousers about four inches from my waist. She then pushed her hand up into the crotch area further than I have ever experienced. Clearly, at least to me, she had a serious attitude problem. She instructed me to turn around and asked me what I had in my pocket. Well, that would be the ticket I wasn't allowed to place on the table. Didn't I know better than to keep something in my pocket? She finished the exam, as rough as she started.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

From: (b)(6)
2014 7:02:3 Sent: Saturday, February 15, 2014 3:57 PM
To: 'tsa-contactcenter@dhs.gov'
Subject: attitude

Good afternoon,

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb.1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on

I've travelled through three airports in the past couple of weeks, and in each case used the TSA Pre-Check line. These were CLT, IAH, and HOU.

Although I realize that the Pre-Check travelers are lower risk, I have noticed at all three locations the same behavior by TSA Officers which concerns me, and which I will describe below.

At each location, the person sitting in front of the X-ray device screen is directly across the person handling the walk-through metal detector. Thus, these two TSA Officers are about 5 feet apart and directly across from one another.

Each time I went through, I witnessed both Officers engaged in very lively conversations not related in any way to their work.

In a couple of cases, I have witnessed the person who is supposed to watch the screen displaying the images from the X-ray device actually look away from the screen to face his or her colleague in their conversation. Meanwhile, I saw images passing by on the screen and the operator barely looked at them.

It's great for TSA Officers to develop friendships at work, but while at their respective stations – the Officer's focus should be entirely on their assigned tasks.

The X-ray device requires a much more attentive Officer than the metal detector. The operator must apply and analyze the different color screens to detect subtle items.

2014 9:38:4 Perhaps erecting a simple screen on top of and parallel to the X-ray machine tunnel blocking the view of the two device operators from one another would help.

I can imagine that both assignments can become very boring, but that's no excuse for not diligently paying attention to their assigned duties. Maybe the technology in both devices is so sophisticated that little human attention is required, but I don't think that's the case.

Thanks, and feel free to contact me for additional information.

(b)(6)

Charlotte, NC 28226
(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 2/16/2014 6:29:05 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/14/2014 5:30 PM Airline & Flight Number : American Airlines 1571 Checkpoint/Area of Airport : North Terminal Security Check-In, far left line TSA Employee: (If Known) :
Comment : While flying has become increasingly unpleasant, I understand security is a top priority. However, I disapprove of unprofessional behavior by individuals in positions of authority, no matter how minor, especially when motivated by arrogance or even opportunism. First, there were no large bins (on conveyor belt) for larger personal effects such as belts, shoes, or in this case, notepads. As I passed thru the metal detector I was questioned by the TSA employee: "What's this? What do you need a notepad for?" Well my two previous flights were cancelled so I had written down all my flight information on the notepad to keep everything straight. It was written in plain english. Assuming he can read, it would have taken him less than a second to see what was written down but instead I am ridiculed for a mere oversight. Then, my bag was selected for screening so one of the TSA employees searched my bag while I watched. I actually had no problem with this search but was
2014 9:38:5 it necessary to confiscate my $10 shaving cream (which was in a tube) and my $20 hair gel tube. I find that a bit ridiculus as this has never been problem previously. Finally, I found the whole experience stressful. It takes a lot of effort to empty your personal effects and put them back on, quickly, after passing thru the detector. While I understand this is TSA policy, I was hoping courteous and polite behavior were also TSA policy but it certainly appears not at Hartsfield. I never once heard any traveler addressed as "sir" or "ma'am" by any TSA employee nor did I even see a smile.
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

On 2/4/13 at 0940 at the Dallas Forthworth Airport, waiting to board the American Airlines flight 1524 at gate C31, I was profiled by a TSA agent. This agent was a Caucasian male, approx. 50 years old, salt & pepper hair with eyeglasses. He appeared to be a supervisor.

A gate change was announced at approx. 0930 and I walked through the terminal, following the overhead signs to find C31. The over head sign stated C31 Baggage claim and pointed to the right. I followed the signs and afterwards realized that I had left a secured area. I spoke with one female agent, possible East Indian, that did not understand English at all and just ended up pointing. I went to the next female agent, again possible East Indian and her English was just as poor. I was getting frustrated and thinking that I would miss my flight. I then spoke with a male Caucasian agent at the baggage claim area. He told me that I was now in an unsecured area and had to be rescreened. I entered one line, only to see that 3 different lines merged to one TSA agent check point. I proceeded to what appeared to be my turn and was told that it was not my turn. At this point, I was more frustrated. I then noticed the above referenced agent staring at me continuous for about 1-2 min and then talk to a male and female TSA agent, both Caucasian. The female agent then came into the line and asked me if anything was wrong. I explained the situation and she told me that this happens often because of the poorly marked overhead signs. I waited my turn and went through the metal detector without any problem or alarm sounding off. After the scan, I was approached by 2 female Caucasian agents that asked me to turn around and they ran their fingers through my hair.
2014 3:17:0

At this point, I was literally speechless and felt extremely violated. I quickly processed all the previous events and realized that I had just been profiled for no apparent reason. I have been flying twice a month for my job for the past nine years. This has never happened to me before, nor have I seen it happen to anyone else. Totally absurd and ridiculous. I felt discriminated against, humiliated, embarrassed and degraded. I demand an apology.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/16/2014 5:22:18 PM Airport : OAK - Oakland International Date/Time of Travel : 02/15/2014 6:15 AM Airline & Flight Number : Southwest 1530 Checkpoint/Area of Airport : Terminal 2 TSA Employee; (If Known) :
Comment : I was traveling from OAK to MDW yesterday morning and arrived at the security check point at about 6:15am. There was an African American TSA employee who was standing by the full body scanner so I asked her if I could request an alternative screening method as I am 10 weeks pregnant. She thought about it for a second and said OK. She told me to step aside and instead of asking someone to help me, she started chit chatting with another TSA employee. I waited for a few minutes and realized that she wasn't going to take any action. I asked the same lady again if she could get someone to help me and she said OK again then walked away. I thought she was heading to the back to get someone, but it turned out that she went to the other side of the metal detector and started letting people through that way instead of the full body scanner. I waited for another minute or two just to see what's going on. Then after realizing that she was ignoring me again, I asked the other TSA lady (who she was chatting with) if she could get someone to help me or if I could just go through the metal detector instead if no one was available. She said to me "either you have to wait or you could go through that lane" and pointed at the full body scanner. I explained my situation (pregnancy) to her and told her that my flight was leaving in about 15 minutes and I really needed to go. After going back and forth with her for a while, she finally called the other lady (the one who was "helping" me originally) over and told her to get someone to help me. I waited about 15-20 minutes total before they even took any action.
2014 6:11:1

By the time I get to the gate, I've already missed my flight and there was no other flights available throughout the day. I ended up not going anywhere after going through all this trouble and not being able to spend this weekend with my family. I am very disappointed with what happened at the security check yesterday morning. I felt like I was being ignored and bullied as a pregnant individual. I know I have the right to ask for alternative screening. It was not right how they made me wait there for 15-20 minutes before they even took any action (especially since it wasn't even busy and they were chit chatting). It was also not right that this TSA employee tried to bully me into going through the full body scanner even though I already opted out. I've traveled at least 50 times in the past 2 years and this is the first time asking for an alternative screening DUE TO special condition (pregnancy) and this is how I was treated. Very disappointed.
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 sent you the following message mentioning concerns about the attentiveness of TSA Officers operating security devices at three airports I visited in the past couple of weeks. I mentioned CLT, IAH, and HOU.

Your response, also below, mentions "a specific airport" – although I mentioned three different airports.

Further, since I observed this behavior at all three airports I visited in a two week period, I suspect that there's a good chance that this is happening at more locations than just the three I mentioned.

I strongly suggest and request that you address this more broadly and even system-wide.

I am a very frequent traveler and also a security expert, so I trust you take this recommendation seriously.

(b)(6)

Charlotte, NC 28226

(b)(6)

2014 7:04:2

From:

tsatcc_do_not_reply@senture.com

I am sorry but this does not make sense. You did not read my email.

At CVG today there was NO identification of passengers prior to being redirected to TSA recheck line. A security person directed lines of people into the TSA precheck line BEFORE any scanning of boarding passes took place. This invalidates your statement that you are using airline data to decide. I suspected you would do a copy and paste and not really respond to my concern, and direct me to a website.

Given that, I am going to forward this reply to the Congressional Oversight Committee that handles TSA, and let them ask you - perhaps you will be more forthright and careful in your response. I consider this a problem, and I know many travelers who see this at other airports and say the same thing. There is clearly confusion within TSA on how precheck works, and I suggest you pay attention to your travelers who are expressing concern.

I hope your next response is better than the last.

(b)(6)

On Feb 17, 2014, at 4:10 PM, tsatcc_do_not_reply@senture.com wrote:

2014 6:44:1

> Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.
>
> TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.
>
> Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.
>
> TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.
>
> Passengers who are directed to theTSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll inTSA Pre?™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.
>
> Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis 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

The agent in question was Supervisor (b)(6) The flight was on Feb. 7 at 7:56 AM, flight #653, going to West Palm Beach International Airport.

I asked to opt out of the x ray exam due to medical reasons based on the advice of my doctor. I have opted out at airports all over the country but have never experienced the rudeness and unprofessional behavior that was displayed by this officer. After I asked to opt out, I waited at the gate for over 10 minutes and observed that no one was being called to get me for the pat down. I also saw a number of passengers who were sent through the metal detector instead of the x ray. When I asked if I could do that instead, I was angrily told "No. You already asked to opt out" This made no sense and seemed very arbitrary. Finally, after several more minutes fearing I might miss my flight, I asked for a supervisor. Immediately, (b)(6) who was nearby, walked up to me and unceremoniously ushered me abruptly through the gate. I mentioned that my personal items were left unchecked and she completely ignored me and directed me to a location on the side

2014 6:45:2 where I couldn't see my things, which included a personal computer, my wallet, credit cards, etc.

After she did the pat down, she apparently had a problem with the machine that checked her gloves because she kept putting a paper in it and it didn't seem to work. She asked another agent because it was clear that there something wrong with the machine. She also proceeded to ask another agent to check my bags again, although they had already gone through the x ray. I said to him as she walked away, "she's harassing me" and he nodded his head in agreement, obviously understanding this additional search of bags was unnecessary.

(b)(6) apparently wasn't finished. She informed me that I had to have another pat down and refused to do it outside as per my request, she insisted that I go into a private room with her and another agent and she proceeded to pat me down again. She went out and then finally came back and said I passed (which was the case after the first pat down), but she said I had to wait for my boarding pass. I had to stand there while she joked around with other agents instead of filling the necessary paper work. I had to wait until she finally filled out paper work as slowly as possible, knowing I could miss my flight.
The last four times I have flown out of Lambert International Airport in St. Louis, MO on Southwest, Terminal 2, I have had a TSA Pre clearance. I am also an PRIORITY A+ passenger on Southwest. The TSA Pre clearance set up in Terminal 2 is frustrating to me. I have a pace maker and cannot go through the metal detector. However, the aisle set up for TSA Pre clearance has no scanner. Thus I must go over to another aisle, take my luggage, take out my laptop and toiletry bag, etc. I have mentioned my concern to the TSA personnel, who are all very polite. They say you all know the problem and hope to take care of it. I sincerely hope you do so.

2014 7:27:2

Thank you for your consideration.

(b)(6)

Feedback Type : Request for Information
Categories : Identification Requirements; Screening Current Date/Time : 2/17/2014 5:52:08 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : It seems to me there is a lot of inconsistency. Why is it that liquids can remain in my bags at JFK but in BTV there are very strict about liquids being removed and placed into ziplock bags (in fact they even provide the bags)? Why is it that
2014 7:27:4 with my airline employee ID I'm allowed to use the metal detector at Terminal 5 JFK rather than the xray machine, but at FLL, I was told only those in uniform are allowed? Why do I have to take my airline ID out of the plastic case at FLL but at JFK it's fine to leave it in the case? some of these rules seem unnecessary but it is strange to me that they are applied so inconsistently.
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

I am writing about a concern that has grown in me regarding the screening process at airports with the xray screening technology. Specifically, my concerns have grown because of the procedure at Bush Intercontinental in Houston, Texas.

I regularly fly a regional United flight from Houston to Colorado Springs and back, starting at IAH Terminal B. Since my surgery in July 2013, and because of a continuing health concern which can aggravated by radiation, I ask to bypass the xray. Each time I do so, I have volunteered to pass through the metal detector, but not once have I been taken through (I am speaking only of IAH, as COS has no xray and automatically runs you thru the metal detector).

This last week, I again asked to bypass the xray, and again I was taken thru a gate entry and given the pat-down. So were two gentlemen ahead of me. This is when my concern level got higher than it had been already.

While a TSA agent does a very thorough topical pat-down, I personally feel that, without the benefit of a metal detector walk-thru, there is no way of guaranteeing the passenger is not hiding, withIN their person, anything that would breach the safety of the other passengers in the national airport system. And I know that, if this would cross my mind, it has definitely crossed the minds of those who would want to make sure no extra precautions are ever taken.

2014 8:39:4 I hope that TSA will take a look at the security gate procedure, and make it standard that, those refusing the xray machine should pass thru the metal detector, as well as submit to the pat-down. Since I wait to be taken back right next to the metal detector anyway, I do not believe it would take any extra time to have me walk thru that, rather than walk thru the open gate that is offered me.

Please consider this additional bit of security, for the safety of all of us who fly.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/18/2014 8:08:39 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 02/18/2014 8:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I invested in the Pre Check expedited screening process costing me money and 5-6 months of time. I have found that the lines for TSA Pre Check are now loaded with people who were randomly selected to use PreCheck lanes. They are clueless on the process and take much longer to get through now. I would like to see that unless people have gone through the proper screening process that you limit unsecure folks from going through and remain going through the standard screening
2014 8:39:5 process. This morning the line was longer than the standard security lane and I watched as a family with strollers made it through faster than I did. Secondly, sine overcoats have to be taken off, which I understand, there should be bins to place them in so they don't get dirty or torn going through on the belt. The TSA person manning the metal detector said there weren't any bins for these items. I don't buy it. Please look into this location at in between the B and C concourse. Seems like this was just a lazy response. 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

The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.

Pass ID (b)(6)
2014 2:49:4
Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that If a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions.

metal detector and required a pat-down. It would help expedite the process if a scanner was available for pre-check travelers.

Thanks for the opportunity to provide feedback.

(b)(6)
(b)(6)
Oceanside, CA 92054
Office (toll-free) (b)(6) (Enter (b)(as soon as voice message begins)
Fax: (866) 308-7230
Direct line/Cell: (b)(6)

Caller wants to know if she gets a KTN if she has to go through the AIT or WTMD. She states she doesn t want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the $85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2014 4:43:3 Advised caller:
Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look
He made a round trip from SEA to San Diego. He had precheck on his boarding pass and he went through precheck, but he has hip replacements and he was wanting to know if there was a way to make his travelling easier because he always alarms when going through the precheck lane.

2014 7:37:1 Response:
Apologized but if you go through the WTMD and it alarms you are subject to go through additional screening there is no way around that, if you think it would be faster to go through standard screening you can request to go through it instead of the precheck lane.

IMMIGRATION CONSULAR LAW
(b)(6)

(b)(6)

February 18, 2014

2014 8:58:2 Kimberly Walton
Assistant Administrator for Civil Rights Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration
601 S. 12th Street
Arlington, VA 20598

Re: (b)(6)

Dear Ms. Walton:
By way of initial introduction, my name is (b)(6) I am an attorney in the South Florida-based law firm of (b)(6) We are the attorneys of record for (b)(6) a lawful permanent resident of the United States. I am reaching out to you, the Assistant Administrator for Civil Rights Liberties, because our client is being treated differently at airports on account of his Lebanese ethnicity. Moreover, our firm has exhausted other redress options within the DHS.
A. THE ONGOING TSA EXPERIENCE

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 2/18/2014 11:14:18 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 11/17/2013 10:50 AM
Airline & Flight Number : Spirit Airlines469
Checkpoint/Area of Airport : No Clue.
TSA Employee: (If Known) (b)(6) and another degenerate at the metal detector Comment : A generic response letter from CRL <CRL@tsa.dhs.gov> replied to my complaint # # (b)(6) and said to contact the TSA through this site.

Long story short, (since I'm getting tired of typing the same thing over and over) is on the day of travel, my mother and I were verbally assaulted and harassed by 2 tsa workers. The one at the metal detector was shouting for us to hurry up and said
2014 8:48:2 "what you thinking about? Hurry up!"; one of them called us "dumb brownies" ; and (b)(6) continually kept attempting to provoke me into fighting him. He said things like "what you say? say it again! say it again!" and "you know my name? I got a big family. Say it again!" And this was in front of his supervisors.
The generic response letter said "the description of the screening procedures you provided in your correspondence appears to be consistent with TSA's standard operating procedures." If assaulting a combat military veteran and his mother is standard operating procedure, it's no wonder you TSA guys keep getting shot up by travelers.
Would you like a response? : True
Passenger's Name : Its in my email.
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I have a metal knee and when I travel through an airport without a scanner I must undergo a pat down search. I have two questions:

2014 6:08:1 1) Why isn't the TSA using wand scanners anymore as they can quickly find the metal that I have in my knee?

2) You pat me down, but find no metal yet you let me pass? This makes no sense to me. I have never had anyone look at the soles of my feet or "other areas" where I could be hiding something metallic. If you pat me down and find nothing metallic, you really have just wasted all of our time. I mean not to criticize, but I just set off the metal detector. Comments?

(b)(6)

From: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Wednesday, February 19, 2014 8:32 PM
Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

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.

2014 4:09:1 TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

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

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

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

We are frequent travelers through the PHX airport and nationally. We fly weekly nationally and through many other airports around the world. Just in the last 4 weeks alone we have travelled going and coming through BOS logan 2 times, PHX 6 times, Indiana, Pittsburgh, and LAX. We have never encountered going through TSA what we unfortunately encountered today Feb 20th, 2014 at the PHX airport. I am traveling with my daughter who is blind, and as we always do, we take our items and place them in the bins and then wait patiently until a TSA agent is available and able to help assist my blind daughter through the metal detector. We never begin sliding through our belongings through the belt x-ray machine until a TSA agent has signaled verbally that he or she is ready to assist my blind daughter. This is due to the fact that we have had a cell phone stolen previously when our belongings went ahead of us and we were not able to keep a visual on our computers and other valuable items. On this particular day, we were literally forced by a rude TSA agent to release the bins. She was an unsympathetic, unkind and an extremely forceful TSA agent named (we were given a business card containing two names: 1. LTSO (b)(6) Lane 4 or 5 T4A; and 2. STSO (b)(6)) When I explained that we were not ready to go through due to the fact that there was no TSA agent ready and available to assist my blind daughter through the metal detector, I politely asked if we could wait to slide our belongings through in a moment. She beligerantly said "NO!" and proceeded to wrangle, grab and forcefully take our bins and shove them through the X-ray machine. I repeatedly asked to speak to a supervisor, as this TSA woman's behavior was clearly out of control, and inappropriate. She said "I am the supervisor" then when I again politely explained why I needed to wait because of my blind daughter, and that we had had a cell phone stolen 2014 8:27:0 previously, she literally yanked the bin out of my hand and slammed it through the machine declaring that "there are cameras" on the other end. My right shoulder socket hurt from the quick jerk and tug she made to take the bin from me. I guess her comment about the cameras was meant to in some odd way tell me if my items were stolen, then I could track down police camera footage and find my belongings? Honestly, this episode was so upsetting, that I proceeded to find " a supervisor ", gave the whole story to her, then asked for the blond haired TSA agents name and business card so that I could file this complaint. As I have said, the TSA as a whole on my extremely frequent travel schedule has been bearable, But this behavior we experienced today Feb 20th was not. Is it not possible to understand that a blind person has no ability to visually "track" their items going through the belt to the other end? My purpose is to assist and escort my blind daughter through this extremely cumbersome security system, so that she will not be traumatized for future flights. Is it not possible for TSA to better train their agents on what Blind people need to successfully navigate these daunting (even for sighted people) TSA checkpoints? Further because our items were forcefully and hurriedly put through the belt long before we were even able to pass through the metal detector, there were many other people who were inconvenienced simply by the fact that our items were not able to be claimed until we passed through. I left my phone # with the "supervisor woman".
We look forward to your quick response.
(b)(6)

My wife and I just returned from a trip to Mexico. We flew US Airways and departed from NY JFK and security was tight. I did not mind waiting 45 minutes knowing that we were safe. Returning from Cancun we had a layover in Charlotte North Carolina. We had to go through security after clearing customs, again no problem. Waiting on line we were told not to remove shoes or jackets and were sent through old metal detectors while body scanners were there but not used. We return home to find that there is a terror threat in which American planes are targets of shoe bombers. Knowing this, how can shoes not be scanned all airports? Our tax dollars, which fund the government are collected and allocated to keep citizens safe. I find this negligence appalling. I expect this in a Mexican airport but not in the US after the tragedies of 9/11 and another terror threat.
2014 2:24:2

(b)(6)
Concerned Citizen
Sent from my iPad

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:

Are you 18 or over? Yes
2014 2:25:1 Are you represented by a third party or an attorney in this matter? No
NOTE:

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

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

What was the date and approximate time of the incident?
02-21-2014 10:22

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 2/21/2014 3:30:43 PM Airport : BOS - Logan International Date/Time of Travel : 02/21/2014 2:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest terminal - E1a-e gates TSA Employee: (If Known) : ID checker and metal detector guard Comment : Despite having TSA PRE-CHECK featured prominently on my printed boarding pass and despite me pointing this out verbally, the TSA agent checking IDs did not scan my boarding pass and did not stamp the pass with expedited screening. I then was not permitted to go through the metal detector even after I showed the agent standing guard my boarding pass with TSA PRE-CHECK on it.
The agent who provided me with my pat-down was very professional and sympathized with my annoyance. Another agent whom I encountered past the checkpoint went to reprimand the one who was checking IDs and failed to stamp my boarding
2014 4:23:1 pass. And a third sympathetic employee recommended I submit an official complaint to TSA. So here you go. I paid $100 for Global Entry mainly to benefit from the expedited screening process, and it is therefore very frustrating when incompetence precludes me from taking advantage of this service.
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 went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn t let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn t cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn t take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: (b)(6)

2014 4:35:1 The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The two pleasant TSO s that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs cant cross the line and was redirected to a different line across the terminal that was next to a resturant called Sam and Harry s. A young african american male TSO guided her to the new checkpoint and apologized to her alot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didnt get a patdown or go through the AIT or metal detector. She felt very humilated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldnt tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM s telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervior or PSS at the check point. I apologized for her experince and told her to call us if she has any further questions.

Caller asked what TSA policy is when a person has PreCheck and the metal detectors go off what is the next step
She stated that she is well endowed and her bra has metal in it so she reached up under her shirt and removed her bra and put it in the bin rather than be felt up.
She kept saying So the only choice was to remove my bra or be felt up . She continued several times to try to get me to restate it as she was.
She that her screening was at Ontario California at 10:30 AM this morning and she is not dropping it and she is going to the LA times.

RESPONSE:

Told her having PreCheck does not make a difference when you set off the metal detectors we must resolve your screening and the next step would be a patdown as well as other screening methods.

2014 4:50:5 Told her TSA does not ask travelers to remove clothing and I am sorry she felt a need to do so.
I can only say that if you set off the metal detectors we must resolve your screening with a patdown.

Told her that I am not going to state it in a certain way and I have confirmed procedure several times and asked if she has any new questions I can help her with.

Told her I am sorry she was upset but we do have to resolve the screening.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/22/2014 3:41:08 PM Airport : MIA - Miami International Date/Time of Travel : 02/02/2014 12:00 PM Airline & Flight Number : AA1246 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : First off, I must state that I am a woman. On my travel through MIA TSA, I opted out of those giant radio machines. I have always opted out of those machines during travel and have travelled through several airports, so I knew the protocol. They told me I would be padded down and I said that was fine. They requested me to step aside and wait. And wait I did. I was timing this because once prior, can't recollect which airport or when, but I remember they made me wait for a considerably long time, almost as a way to discourage people from opting out. Well, I waited. My husband who had already gone ahead was waiting. He had gathered my luggage and was waiting for me to find an agent to pad me down. That was the first sign that made me upset. What if another passenger had stolen my luggage, as it was very easy for my husband to just take my luggage with him. I saw several women agents walking about, but NO ONE wanted to pad me down. It was almost humiliating just waiting. I felt like they were testing my patience. I had a flight to catch and after literally 10 minutes of waiting I asked the agent how long it would take. The woman said, she didn't know and she couldn't give me a time. She said there was no one there to pad me down. I said, you are telling me that it could even take up to 3 hours. She said, yes, it could. I said, "you are a woman, why don't you pad me down!" She said in retaliation, she couldn't because she had to direct traffic. In the meanwhile the male agent standing in front of the metal detectors, ALSO directing traffic got a visit from another female agent who proceeded to talk to him in a very friendly way and ended up with kissing her and having a
2014 5:10:1 jolly good time. While I waited watching all this. After 10 minutes, I gave up and went through the radio machine. When I got out of the machine the woman on the other side asked me to stand with my feet apart and padded me down. I was furious. I asked, how come you couldn't pad me down when I requested back there and now you pad me down even AFTER I go through the machine. Another woman who witnessed this whole spectacle of me waiting, stated to me that TSA does this to discourage people from opting out. She said she was going to opt out but having watched me just resigned to doing the machine. She said she would talk to a supervisor with me, if I would be willing to. She said TSA does this on purpose to discourage the opt out. I said I would talk to a supervisor with her. We requested to speak to the supervisor. Of course, we would have to WAIT to speak to the supervisor and the assistant in charge was available and she said that waiting 10 minutes was not long at all and that they could not give a time for how long customers who opted out had to wait. She refused to accept that while I waited there was several female officers out and about and she stated they were short staffed. I have never felt so humiliated. And furthermore, this is about SECURITY - this is NOT about ego. I felt they made me wait because they could and they could care less about the passenger. I'm all for a secure flight. I will NOT interfere with security but this is about basic human respect and about power and ego. PLEASE note that this event took place almost 3 weeks ago and I still feel very violated by this. I do not know what you can do to solve this situation but your officers need to have more respect. I was in no security violation by opting out. I was just exercising my rights!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

2014 5:10:1
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? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?

As a frequent traveler, I love the convenience of Pre Check.

I think it's great that you now provide expedited screening to groups of travelers who are deemed low-risk, like the elderly. Unfortunately, many of the elderly passengers who are now getting automatic Pre Check access are very infrequent travelers and are unaware of the screening procedures. Instead of the streamlined, rapid screening that Pre Check used to offer to frequent, low-risk travelers, the process is now greatly slowed down as the unaccustomed, elderly travelers try to take off their shoes, take out their liquids, or set off the metal detectors with their cellphones or prostheses.

!014 11:11:

Is there any way to separate Pre Check into two lanes, one for experienced frequent flyers and one for infrequent travelers getting Pre Check for demographic reasons?

Thank you. Keep up the good work!

Good morning. I just wentvthrough security at Jackson/Medgar. While I understand and appreciate the difficult job if TSA agents, I also recognize that attitudes toward TSA are largely based on the poor attitudes of some agents. I just met one of those.

The agent was curt, overly officious, and abusive. As I traveled through the line at the belt I mentioned that oyr pre check status didnt help much. In response the agent at the metal detector began to add tasks. The customer in front of me did not take her shoes off. I had to. The customer in front of me did not have to show her boarding pass, I had to. (The agent that checked my boarding pass and ID was 20 feet away in plain sight and I was the last in line)I received a lecture on the limitations of pre check.

!014 10:33: I did not ask her name for fear of a strip search. The agent was female.
Heavy set, African American, with dark hair. If you want to know why people don't like TSA. SHE'S the reason. BTW everyone else was nice.

(b)(6)

Sent from my Smart Leash.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/24/2014 11:48:31 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
!014 12:22: Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight #1543, SNA airport to SJC airport
Comments:The use of Milimeter wave scanners needs to stop. It is a violation of civil rights and does not give us enough additional security to justify their use.

The only other option travelers are given is a pad down search which is still both slower and more invasive than the previous metal detector scanners.

Travelers are also unfairly pressured to give up civil rights and use millimeter wave scanners because they are not given any information on how long a pat down search will take. I did not want to use Millimeter wave scanner but I did not want to miss my flight either. I had 1.5 hours before boarding but had no idea of how long a pat down search could take.

These Millimeter wave scanners are a waste of government funds (our tax dollars) and should be scrapped immediately due to the civil rights violations they perpetuate.

Bring back America, bring back freedom.

From: (b)(6)
Sent: Monday, February 24, 2014 12:17 PM
To: TSAExternalCompliance
Subject: RFI

Dear Sir or Madam:

We are the attorneys of record for the attached complainant. On February 18, 2014 we provided the attached items.

However, I received an what appears to be a standardized email from HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" tsatcc_do_not_reply@senture.com requesting additional information and to be sure that we "include the following information":

- Contact information – full name, telephone number, email
- Detailed description
  - Airport
  - Date and approximate time of the experience
  - A description of the experience
  - the names or description of the TSA personnel involved or witnesses, if available
  - explanation as to how you believe this experience was discriminatory
- If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his her behalf and to receive information concerning the experience.
- For your convenience, we have included the link to the TSA complaint form.

Please note that the attached documents describe the nature of our complaint and the TSA experience of our client. It includes also my contact information, and a signed DHS Form G-28 representing my authority to represent (b)(6) in seeking redress before the DHS.

Please review the attachment and I then invite you to call me directly at (b)(6) if you have further questions.

I trust that I will hear back from you on a timely basis.

Thank you.

2014 2:43:1

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

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security crcl@hq.dhs.gov

-----Original Message-----
From: (b)(6)
Sent: Monday, February 10, 2014 4:48 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

NOTICE:

2014 4:22:2

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Stone Mountain, Ga 30083
Zipcode:

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

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

CRCL@HQ.DHS.GOV

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 15, 2013 9:53 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)
2014 4:22:4

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08844

Good morning,
This is regarding the security check at Ohare Airport February 24 at 550 am.
The officer made me walk back out of the metal detector while wearing a badge no alarm went off.
She then allowed a whole family who were Muslims to walk thru.
I questioned her and she said talk to someone who cares loud for everyone to here. I told her that this is a security breach and attempted to read her badge that she wore upside down and she waived it at me and said " Go ahead read it I still get paid".
This is a security breach, and to let the passengers know that she has the authority to do her job when she wants and to harrass as she pleases is not acceptable.
Please call me or email me back.
Her description was a black female at 5'6 tall at 150 lbs with shoulder length hair, who wears her badge upside down.
(b)(6)
2014 9:36:

Sent from my BlackBerry® PlayBook™
www.blackberry.com

Sent from my BlackBerry® PlayBook™
www.blackberry.com

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/25/2014 6:06:29 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/24/2014 Airline & Flight Number : Delta 2309 Checkpoint/Area of Airport : TSA Pre Check TSA Employee: (If Known) :
Comment : To Whom It May Concern:
I travel every week through Atlanta Hartsfield Jackson International Airport and usually I have a good experience with TSA Pre Check. Today's travel experience was quite different as the airport decided to change a new TSA Pre Check line with the main security checkpoint causing the wait time to be extremely longer than normal. Also, there was something not calibrated with their metal detectors causing all people in this new TSA Pre Check Lane to have to take off our shoes, which we were instructed to do with a TSA Agent that I'm sure hated her job. TSA Pre Check is a service that we pay for and it should be a lot quicker than regular security lines, therefore separate from them. In this case with all of them being merged together my
!014 10:37; wait time was longer than others in main security. If the Atlanta airport can eliminate that TSA Pre Check lane that is merged with regular security it will continue to make the process efficient in my opinion.

Thanks,
(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

please read below. i sent a notice of concern, but to a connected but not the correct agency. they say the comment needs to be sent to you.

e

--------- Forwarded message ---------
From: CBP INFO Center <HYPERLINK "mailto:customs@customs-mail.custhelp.com"customs@customs-mail.custhelp.com> <HYPERLINK "mailto:customs@customs-mail.custhelp.com"customs@customs-mail.custhelp.com>
Date: Tue, Feb 25, 2014 at 6:38 AM
Subject: Wrong agency - TSA inspection [Incident:(b)(6)
To: HYPERLINK(b)(6)

2014 2:21:1 Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Thank you for allowing us to be of service to you.

Subject:
Wrong agency - TSA inspection

Discussion Thread:
Response Via Email (Complaints Office(b)(6) 02/25/2014 07:38 AM
Good morning,

Thank you for contacting U.S. Customs and Borer Protection (CBP).

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: 689

Are you 18 or over? No
2014 2:21:5 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?

A female TSO provided a card to the caller and advised that she either submit it or call the number on the card to reach us.

She traveled on 2 23 from BDL with Southwest flight 3383 departing at 2:15,(was delayed by a half hour) from Gate 4. She was at the last checkpoint to left between 11:30am-12:30pm She was in a wheelchair due to heart and spine problems. The lady pushing her wheelchair placed her belongings on the conveyor belt. The caller then heard someone yelling that there was a dog in the bag. The caller stated that she had advised the wheelchair attendant that her dog was in the bag, however the attendant had placed the bag with the dog on the conveyor belt.

TSOs asked her why she put the dog on the belt. A TSO them made the comment that the dog looked like a chicken on the xray. The caller did not appreciate the comment nor did she think it funny.

The dog is a small 8 pound black poodle. She took the dog to the vet yesterday and he could not determine how much radiation she had been subjected to. He indicated that the dog seemed fine but she should notify him if she began to not eat or vomit.

2014 8:52:2 The caller indicated that she would like to make someone in authority aware of this.

I explained that the lady providing wheelchair assistance is an airline employee and not a TSA employee as TSA doesn t provide wheelchair assistance. I advised that airline employees may not be aware of TSA screening procedures. I advised that she contact the airline in regard to her complaint that she had advised the attendant of the dog in the bag.

I advised that I would refer the information to the CSM at BDL to make them aware as they would have the means to look into and address the situation. I explained that the TSO may not have know that the dog was in the bag especially if the bag appeared to be more of a bag than an animal carrier.

I explained that in future, she should advise TSO of the pet and that the standard screening process for a pet is for it to be removed from the carrier and walked through the WTMD. The caller indicated that is what she normally did.

of the

11:30am-12:30pm

Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening.
She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

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

014 11:05: TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

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Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/26/2014 11:05:05 AM Airport : DEN - Denver International Date/Time of Travel : 02/17/2014 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was nearly late for my 6:00am flight because of the discourteous actions at the screening checkpoint.

I arrived at security at 4:45am. I had a boarding pass that allowed me to go through the priority line. I regularly fly out of DEN, and I regularly fly priority. Hence, I was confident 45 minutes would be enough time to go through security and make it to my gate in time for boarding. I did not get out of security, however, until 5:35am. The reason why I was delayed is also the reason for this feedback.

When I got to security, four lanes (not including pre-check) were open. There were about six people in front of me, and as I approached the TSA person, the line dramatically began to slow. An older TSA gentleman, who looked like a manager, was closing down two of the four lanes. Additionally, he was not allowing the people who check the boarding passes to continue passing people through. As can be imagined, this created a HUGE log jam. I initially thought it was because there was a shift change or something happening and was trying to be understanding. My capacity for understanding, however, quickly flew out the window when I saw at least eight TSA people just standing around talking. They were sitting down in various places, not working, just talking.
014 12:13:

After standing in line for more than 30 minutes, I finally reached the actual screening line. Because things were so backed up, people were being allowed to circumvent the traditional scanner and were simply being allowed to go through the thing that looks like a metal detector. To me, this seems like the security measures were being flexed in order to accommodate the volume of people. Obviously, this is not a good thing.

The whole fiasco reached new heights of ridiculousness when for no obvious reason at all, the same older TSA gentleman re-opened one of the lanes that he had shut about 30 minutes prior. His actions made absolutely no sense, caused passengers to be late, and created lax screening procedures.

I don't work for TSA and therefore don't have a good understanding of all of the protocols and procedures. This situation, however, seemed illogical and extraordinarily discourteous.
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 : Screening
Current Date/Time : 2/26/2014 10:02:08 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hi:
I submitted my concern saying that I was asked to remove my hoodie before proceeding through the walk-through metal detectors and what if my hoodie was my innermost garment?

I got a response by TSA saying that "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. It is important to note that if a sport coat or blazer is worn as the innermost garment – not over a blouse or sweater, for example – it does not have to be removed."
014 12:13:

I wrote an email asked how will a TSO know if a hoodie or a sport coat or a blazer is worn by a passenger as the innermost garment? In my case, the TSO I met didn't ask me if I have a innermost garment inside my hoodie or not. If my hoodie was the innermost garment, could I deny his request for removing it?

TSO replied back to me saying "Your message has been forwarded to the appropriate Transportation Security Administration office for response. We are working to ensure you receive a complete and accurate answer to your inquiry."

It's been a week already but I haven't receive any reply by "the the appropriate Transportation Security Administration office" I'm looking forward to receiving the answer!
Thanks
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 : Disability or Medical Condition Current Date/Time : 2/27/2014 7:37:22 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/27/2014 7:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,

My wife is 3 months pregnant, because of that she refusu to go through AIT machine.
TSA employee directed here to wait here.
2014 8:36:1 While waiting a another pregnant women also refused to go through AIT machine, bet TSA employee did not set here to wait, she could pass through a metal detector.
Only then my wife started cring same employee considered to let here through and searched here.
Why are different set of rules are applied for same cases. Are this process regulated.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: RedressFinal, TRIP
Sent: Thursday, February 27, 2014 10:57 AM
To: TCC-Referrals
Subject: FW: Redress(b)(6)

For your review and action as deemed appropriate.

Sincerely,
DHS TRIP

From:(b)(6)
Sent: Thursday, January 09, 2014 8:58 PM
To: HYPERLINK "mailto:trip@dhs.gov"trip@dhs.gov
Subject: Redress(b)(6)

!014 12:30: January 7, 2014
Ms. Moore/DHS TRIP
Director
DHS Traveler Redress Inquiry Program

Thank you for your letter of response dated December 19, 2013 (attached for reference).

I failed to see in your response where you addressed the situation where I was hit in the chest by a Philadelphia police officer while I was being detained by the TSA. I have provided the location and time to and had asked that the video evidence be collected and preserved. Where is the video available and what is the investigation result of why I was assaulted? I have attached a screen capture of the complaint filed with the Philadelphia Police department since you reference consultation with other agencies.

Additionally, a business colleague traveling with me was also subjected to additional screening and he in fact produced 2 separate alarms. I never produced any alarm from any direct inspection or test of my body or items. The only alarm associated with me was off the gloves on the TSA agent. The gloves are clearly exposed to cross contamination and any alarm associated is clearly suspect. The business colleague was allowed to proceed to his departure gate with TSA escort. Clearly what I was told about "standard procedure" was not universally standard. Why was I ejected from the airport when my colleague with alarms was allowed to pass? Why was I singled out and subjected to assault while detained by the TSA and denied travel freedom?

I also inquired verbally with the TSA why I was not told what would be done to me in a secret room. I agreed to allow any additional screening that was needed. I asked the TSA for it to be done at the public screening area. Please respond to why my agreement and consent for the TSA to continue with whatever screening they wanted to do was refused by TSA and I was labeled as "refusing to comply".

The actions and statements by TSA agents regarding my prosthetic leg coupled with the assault by the police officer who was angered by my limited walking ability clearly demonstrate that I was singled out because of my disability and denied civil

Caller has had PreCheck appear on his boarding pass. Caller has an artificial joint in his knee. He said every time he goes through the PreCheck line and the WTMD it sets off an alarm. Then he gets the patdown. He told a TSO what has been happening. His ticket said PreCheck. He was in California and he was given a PASS. It was a yellow cardboard card and he was able to go through the regular line and he was able to keep his shoes on and he did not get the patdown then. He said they did not Patdown his knee at all. He asked if it was standard at all Airports with TSA that you can go through the regular line with the yellow card and get PreCheck benefits that way or would it just be in certain Airports. He said what would be the benefits of getting PreCheck more frequently by joining it if he will always get the patdown. Also, he said he had to give them the card back.

RESPONSE: As part of the Agency's evolving approach to security, Transportation Security Administration (TSA) has implemented a number of initiatives that may offer expedited screening to TSA Pre\u2713™-eligible passengers who are traveling through an airport that does not currently have a TSA Pre\u2713™ lane. By modifying current standard security procedures, this initiative will improve security, efficiency, and the passenger experience.

2014 1:05:4

TSA Pre\u2713™ is currently available at more than 100 airports across the country. However, at airports that do not have a TSA Pre\u2713™ lane, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may result in a security screening experience similar to TSA Pre\u2713™. Others may be given a temporary card or indicator that will permit them to receive expedited screening for a specific trip.

While this initiative allows some travelers to experience expedited screening at non-TSA Pre\u2713™ airports, these passengers should not expect to receive this form of screening every time they fly. Implementation will vary from airport to airport and may be dependent on date, time, location, and passenger volume.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, Yeah, Yeah, Yeah . She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about A Petterson who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

Airport - RDU
Airline - Southwest Airlines
Flight Numbers - 731
Departure Times - 8:20 pm
Arrival Times - She said that the incident happened at approximately 6:30 pm
Date And Time of Incident - 2 26 2014
Location Of Incident

2014 2:02:4 Gate - A25
Terminal - 1
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)

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

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

I advised her that I would forward her record to the CSM at RDU for review.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, Yeah, Yeah, Yeah . She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about A Petterson who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

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I advised her that I would forward her record to the CSM at RDU for review.
I would like to formally complain about how I was treated by a TSA agent at JFK. I am 27 years old and require the use of a walker. I may not look disabled, but I am. I spoke with an agent about needing my walker who stated, it's OK you can bring it through. I was also traveling with my 20 month old daughter who was in a stroller. As I approached the metal detector, I was told I needed to leave my walker. I stated I need it to walk and was told, you'll be fine, it's just a few steps. So he proceeded to take the walker even though I said I may fall over, and left me standing there while 4 other people went through. I walked through where my walker was waiting about 15 feet away. They needed to do further inspection of my belongings, so asked me to
2014 2:06:5 walk over to another station. After repeatedly asking for them to bring me my walker someone finally complied. I understand that I may not look disabled, but that doesn't mean that the equipment I need to walk should not be made available to me. No one mentioned that a private screening where I could still hold on to my walker was available. Instead I was simply just discriminated against for being disabled. I have never met anyone who was so heartless to a young person needing assistive devices in the future. I can only hope that when I fly home my experience is much better.

Caller flew yesterday Rochester International to Boston. He is missing 20 dollars from his travel bag. He had an expedited pass. He had tools and other items and put them on the belt while he went through the WTMD. He was waiting for his items. A female TSO asked him if he could look through his bag. He said yes. Then he got his shoes and gear. Then she told him to put his brief case down and motioned to another TSO to search him. They searched his belt area and down his shirt. They asked him to remove his shoes and jacket and he ran his fingers inside his belt and and inside his collar and up and down his legs. Another TSO opened up his bag without him viewing it. He had 20 dollars in the bag and now it is gone. He asked if this is normal. He just thinks that this was very odd.
He was ordered to be away from his bag. She screened the bag out of his line of sight.
Caller stated that he is very upset.

Airport was Rochester International
Gate A6
Airline was US Airways
Flight Number: He is not sure
Description of caller:He is about 5 foot 6 inches with brown hair and had a blue work shirt.
Description of carry on bag:The bag is a black suitcase that has IAEI lettering on it.
Description of TSO who searched the bag:She was a female middle aged with shoulder length brown hair.

2014 2:26:5 I apologized to the caller.
I told him that sometimes your items can be screened out of your line of sight.
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.

Passengers should not be asked to remove or lift an article of clothing to reveal a sensitive body area.

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form).

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. The CSM will investigate this and make sure that no rules were broken.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2014 3:51:0 I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told him that if he would provide flight information then we can send this to a CSM for review. You may also call them yourself it you do not want to provide your information.

He said they are part of the people who groped him so what good would that do. The call dropped.
I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

The TSA agents allowed five white people before me and another three after me to go through the metal detectors, while I was made to go through the millimetric scanner. after that they stated that they had to do a patdown, which they did in public. This was followed by swabbing my hands and placing it in the machine. After I cleared all of this and am about to put on my shoes, another TSA agent walks down, grabs my shoes and states that additional testing will have to be done. All the while everyone else(all white people) have passed through without a single question.
2014 8:12:5 Now I am an expert traveller and have elite status in a couple of airlines, and I have never experienced this level of racial profiling. This made me feel like a second class citizen. I feel my civil rights were blatantly violated and am questioning civil litigation.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/27/2014 7:45:02 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 02/26/2014 4:00 PM Airline & Flight Number : UA 4144 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I dropped my parents off at CHS yesterday. My mom has a pacemaker and showed her medical card to a TSA Agent. The TSA Agent waved her to walk through the metal detector. My mom, who doesn't travel often and is only recently
2014 8:13:1 living with a pacemaker, followed the TSA Agent's direction to walk through the metal detector. I would like an explanation as to why this happened?! My mom let me know what had happened immediately after and she and the entire family were in a panic that the metal detector may have affected the proper functioning of her pacemaker. She is scheduled to see her cardiologist. I would like to know why the TSA Agent waved her to walk through the metal detector when she was showing her medical card.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/28/2014 6:01:05 AM Airport : AVP - Wilkes Barre/Scranton International Date/Time of Travel : 02/28/2014 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Employee working metal detector Comment : I witnessed a TSA employee that was working the metal detector make an uniformed military member take off his boots to go through the metal detector. This was completely
2014 8:37:1 uncalled for, and a disgrace to our men and women in uniform. I am appalled by what I witnessed.
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

From (b)(6)
Sent: Thursday, February 27, 2014 7:06 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: 2/27/2014 7:06:08 PM

:014 10:20: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

blatant racial profiling

Comments:

I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 3/2/2014 1:08:25 PM Airport : TTN - Trenton-Mercer Airport Date/Time of Travel : 01/28/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a Pennsylvania issued drivers license, as well as a license update card. My license itself has my last name as "Rutter", and my UPDATE card has the last name of "Taggart". I was harassed and was told I cannot fly because my update card is not valid. Yes it is. It expires in August 2014. So why was the supervisor and agent extremely rude? They really need to learn that the update card is valid and is proper ID. If it wasn't the DMV would never had
014 3:24:1 issued it. I have flown out of PHL 2 times without any problem, and all of sudden some rinky dink airport says it's not allowed. I feel there needs to be better training in that department. Then came time to walk through the metal detector. My 2 and a half year old was forced to walk through himself. I explained to the agent that he has autism and will run away. They didn't want to hear it. I asked if I could hold his hand while walking through, like PHL had let me done before, and they gave me a hard time about that. Again, people need to be trained better in all areas. All we wanted to do was go to Disney World and have a great time! The start of the trip because of these issues really put a damper on my vacation.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/2/2014 11:27:46 PM Airport : ELP - El Paso International Date/Time of Travel : 02/07/2014 Airline & Flight Number : Delta 2136 Checkpoint/Area of Airport : TSA Checkpoint TSA Employee: (If Known) :
Comment : Please reserve the Pre-Check lane for Pre-Check approved passengers only. Otherwise, it defeats the purpose. It appeared to me that the agents were sending anyone they wanted to the Pre-Check lane. I ended up behind a group of four adults traveling together. They proceeded to take off their shoes and belts and coats and taking out their liquids. After two of the adults had walked through the metal detector, your agent told the rest of the party that they were in Pre-Check and that they didn't need to remove all of those items. So then, the remaining passengers proceeded to take their items back off the conveyor belt and started putting coats and shoes back on and putting items back in their bags. Then, the last passenger, who
014 10:12:4 had taken his coat off the conveyor belt and put it back on was told to remove all of the items from his coat pockets. He then took items out of no less than six different pockets. That all took longer than if they had just gone through the regular security line. So then what's the point of Pre-Check...?
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

From: (b)(6)
Sent: Sunday, March 02, 2014 6:37 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: 3/2/2014 6:37:16 PM
---

014 10:13:1 Name:

(b)(6)

Email:

HYPERLIN (b)(6)

Brief Description of Inquiry:

Rude and Unpofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization fpr my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal hip implants. She was quite adamant to my husband that I should use the screening line with the body scanner. My husband asked if that meant she had to go to the back of line and she said yes and since we were in a hurry my husband directed me

Hi,

I just wanted to send a quick note regarding Pre-Check at PSP. Maybe this should mainly directed to the TSA, but I'm writing to the airport because PSP behaves diferently than other airports.

For the longest time PSP didn't even have Pre-Check available while many other airports (including my home of SEA) did. So I was excited to see on my last visit that Pre-Check had been set up. However, after going through it, I wonder what the point is. At SeaTac and other airports, the Pre-Check line takes you through the expedited process where you throw your bag on the conveyer belt scanner and then you walk through the metal detector and you're done. Simple and effective.

'014 2:14:0 At PSP the experience is much different, and it appears the only benefit at all is being able to leave your shoes on. People get a "Pre-Check" card from TSA and then are funneled into the exact same lines as non Pre-Check travelers. TSA was making everyone remove laptops and other items from their bags and also remove all items from their pockets. This makes no sense. As a Global Entry holder, I went through the interviews and gave my fingerprints and all of my personal information so that I would not have to do this every time I went to the airport. I hope at some point PSP will make an adjustment to their PreCheck process to be more in line with what other airports are doing.

Thanks.

(b)(6)
Seattle, WA

(b)(6)

I was "randomly" picked to have my hands swabbed. I am a very frequent flyer and feel this went way above the normal procedures. I am a TSA precheck and when they swabbed my hand they said it has explosive material on it. I want proof! They said they couldn't give me proof. They then extensively searched me, very uncalled for. They screeners didn't even know what the code meant when I came through the metal detector. Come on, if your going to stick your hands down my pants, know you codes! I'm not going to let this unjust search go away until I hear back. I fully believe your employees have no idea what they are doing and should be retrained. I fully believe the swab produced a false positive and I should've been reswabbed. I
'014 4:17:4 am looking forward to hear back and hear how things are going to change.

I went through security in the Detroit north terminal at 9am on March 3rd. They know who I am, they also took my boarding pass and id and copied it. They also wouldn't tell me why they did that. I need answers ASAP.

(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: 3/3/2014 9:07:17 PM

:014 9:31:0

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAS airport TSA-pre screener
Comments:I was the only individual in line and asked the screener for a bin to put my jacket in so it would not get dirty or damaged (which happened previously). The screener refused to give me a bin even though there was a cart full of them three steps away (on the screener's side of the metal detector. Complete laziness. No one else was there! I fly every week and this is the second time I have made the request for a bin, and was refused in four weeks at the same airport.
NOTICE:

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

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

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

Are you 18 or over? Yes
014 10:11:4 Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Westchester County Airport

What was the date and approximate time of the incident?
03-04-2014 7:00

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
014 10:15:3 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.
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.

014 11:11:3 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.
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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address:

Are you 18 or over? Yes
014 12:17:2 Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Westchester County Airport

What was the date and approximate time of the incident?
03-04-2014 7:20

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/4/2014 6:36:59 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/04/2014 5:15 PM Airline & Flight Number : Virgin America 717 Checkpoint/Area of Airport : Security near gate E14 TSA Employee: (If Known) : Agent (b)(6) Comment : After handing my ID and plane ticket to female agent (b)(6) I asked her if the machines being used gave off radiation. She laughed at me and replied "No they are metal detectors." I advised her, I asked her that question because I didn't know and was concerned about the radiation exposure because I am pregnant. She continued to laugh. I travel frequently and am very thankful for the safety TSA provides. Never have I come across an agent that obviously has no respect for a travelers.
:014 8:15:0 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 a physician. I am writing because I am tired of being patted down every time I fly because I have a hip replacement. Unfortunately, your millimeter wave scanners are not always available and I frequently have to pass through a metal detector which, invariably, triggers an alarm and I have to undergo a "pat down". I am tired of this. It is unnecessary and, quite frankly, abusive and discriminatory. Why a "pat down" ? It would be very simple to have one of the wand magnetometers and it will quickly show where the metal is. I have no problem having someone feel the outer part of my hip, but I have pretty much had it with the full pat down and chemical screening that I have to undergo every time I fly. The location of my metal is focal and easily identified. I want this to be stopped. To whom do I write to stop this abusive and discriminatory behavior?

(b)(6)

014 10:11:1

(b)(6)

Boston, MA 02114

Office (b)(6)
Fax: 617-726-1074
Email: HYPERLINK "(b)(6)

Hello,

A piece of jewelry that I own was damaged by a TSA agent while I was going through security at LAX on 3/2/14. Below are the details of the incident - please let me know what next steps are, as I imagine I will have to submit a receipt and other information so that I will be reimbursed for the damages. Thank you.

On Sunday, 3/2/14, I flew from LAX to SFO. While going through the pre-check security lane at LAX, I set off the metal detector because of the bracelet I was wearing. As such, I was asked to remove my bracelet and put it in a plastic tray to go through the scanner. After I proceeded through the metal detector, I heard the TSA agent request that the conveyor belt be stopped as something had fallen on the floor. Upon further inspection I noticed it was my bracelet that had fallen on the floor, under the conveyor belt. [I did not see how the bracelet fell but suspect someone knocked the tray over.] The TSA agent proceeded to drag the hard-to-reach bracelet across the floor with his foot, rather than treating it with care. Said agent then handed the bracelet to another agent that was manning the metal detector. That second agent then handed the bracelet to me. I inspected the bracelet and found 3 scratched areas as a result of the mishandling. I was then directed to the TSA supervisor (b)(6) (b)(6)), who took my information down, took pictures of the bracelet on a camera phone, and directed me to file a claim at the website listed on a card he gave me so that I would be reimbursed. When I got home, I noticed the "website" is actually an 014 8:39:1 email address, which is the address I am emailing now. Below are the details (b)(6) told me would be required to submit a claim.

STSO: (b)(6)
Precheck Lane 1
Terminal: LAX Southwest
Time: 5:00PM

(b)(6)

HYPERLINK (b)(6)

Your information is being forward to the TSA Contact Center for handling.

Gerri Lewis

Transportation Security Administration (TSA)

Freedom of Information Act Office (FOIA)

014 10:10:3 1-866-364-2872

From: (b)(6)
Sent: Wednesday, January 22, 2014 9:50 PM
To: FOIA; TSAPartnership; Fernandez, Carol; Gaither, Sonya; Dennis, Henry
Cc: (b)(6)
(b)(6)
Subject: Re: Termination of a Role Model Officer

I travel every week and am TSA pre check and approved Global Entry participant. At every airport except Seattle, I can go through TSA pre check and walk through the metal detector with no problem, even though I have a knee replacement.

Every time I fly out of Seattle, and go through pre check, the metal detector goes off and I need a pat down. If I tell them I have a knee replacement, I have to go through the regular line and they want me to use the body scanner. This means I have to take my shoes off, my Liquids out and all coats and jackets off. I took the time and effort to be Global entry and pre check and paid for it, I feel that I am being discriminated against, by not b wing able to use it and being treated this way in Seattle. My largest customer is here so I fly in and out often.

Please find a suitable solution for me. I should not have to be patted down every time just because I have a knee replacement. There are laws that cover Americans with Disabilities.

014 6:14:1 Thanks you,

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/6/2014 8:08:51 AM
Airport : STL - Lambert St. Louis International Date/Time of Travel : 03/06/2014 6:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : Main security checkpoint TSA Employee: (If Known) :
Comment : By far one of the slowest airports to process precheck qualified passengers. One of the reasons for this is because they had the general public lane merging with the precheck lame into the same rapidscan and metal detector. Typically at airports with precheck it is about 2 to 3 minutes however STL was 15 minutes. This is typical here and not a one time occurrence.
014 10:07:4

Also this contact form should be mobile friendly. Most people at airports would using their phone to submit feedback.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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: 3/6/2014 1:06:58 PM
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014 2:26:1

Name (b)(6)
Email: (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #1875 USAirways Laguardia Airport
New York City
Comments:I requested to go through the metal detector or have a pat down. While waiting for personnel for the pat down, I was told to send my items through the xray. This is a different practice than I am accustom to because they usually request that you keep your items with you at all times. There was a long delay where I was separated from my items. Once I boarded the plane, I noticed my Bose noise cancelling headphones were missing from my open top bag.

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

Are you 18 or over? Yes
:014 8:58:0 Are you represented by a third party or an attorney in this matter? No
NOTE:

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

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

What was the date and approximate time of the incident?
03-06-2014 13:30

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 3/7/2014 9:16:02 AM
Airport : SAN - San Diego International Date/Time of Travel : 03/07/2014 Airline & Flight Number : UA5488 Checkpoint/Area of Airport : Commuter Terminal TSA Employee: (If Known) : Not applicable Comment : Even though there is a daily large volume of customers, the agents open the screening less than 1-hour before the first departing flight. The ticketing area had hundreds of people waiting to be screened by the time they opened. They continue to use a Rapiscan, with only one metal
014 10:27:5 detector for TSA-Precheck. We all know the problems and ineffectiveness of Rapiscan. Furthermore, TSA-Precheck cleared people were queued from both X-ray bag screening lines, causing confusion and items left behind. Even though I arrived 1:20 hours before my hop to LAX, I passed thru checkpoint with only a few minutes to spare.
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: CRL
Sent: Friday, March 07, 2014 9:15 AM
To: TCC-Referrals
Subject: FW: Response to Contact 14-0217 (b)(6)

Dear TCC Referrals,
Our Branch responded to this complainant's initial concerns and noted that it was primarily a customer service issue. He has two further questions, highlighted below, that you would more appropriately be able to answer. As such, we are referring them to you for handling.
For your reference and awareness, I've attached his original complaint and our response letter.

Thanks,
Harleen

_____

014 10:28:0 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: (b)(6)
Sent: Thursday, March 06, 2014 1:03 PM
To: CRL
Subject: Re: Response to Contact 14-0217 (b)(6)

I am not satisfied with your response, and I wish to appeal it.
Specifically, I wish to know whether TSA employees are under no obligation to state their name when required to do so. Secondly, I wish to know how is a passenger supposed to enlist a supervisor help when the supervisor desk is not staffed.
Your response in my mind underscores the climate of complete lack of accountability on the part of what, for want of a better term, I can only define as "airport thugs".
I look forward to receiving information to proceed.

Caller stated he is trying to reach TSA Security at Denver.
He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog
He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive.
They have a screening letter from TSA that states Military Service Dogs do not have to be screened.

RESPONSE:
!014 2:42:4
Told him how to obtain a phone number for the CSM via the IVR.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process.

Advised he certainly can contact the CSM about it.

Caller stated he is trying to reach TSA Security at Denver.
He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog
He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive.
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Advised he certainly can contact the CSM about it.

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: 3/7/2014 3:14:36 PM

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014 4:01:1 Name (b)(6)
Email (b)(6)
Complaints:Airline Complaints
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 4723/gate B6/ southwest terminal - Fort Lauderdale international airport. Approximately 2:30pm est.
Comments:The tsa officers at the X ray machine and metal detectors were very hostile and appeared to be provoking conflict with people as they passed thru. I watched as two officers on opposite sides of the metal detector badgered a young lady who was confused as to what they wanted her to do. When she asked as to what she was supposed to do they responded with questions or statements that did not answer question. For example: the young lady placed her personnel items in a tray to go thru the xray, the tsa officer removed her items from the tray and placed them on the belt. The lady asked if she was not supposed to place her items in the tray, the tsa officer responded by saying,"do you see anyone else putting their stuff in the trays?". When I seen this I passed thru with my personnel items in my pocket. When the metal detector sounded. The tsa officer on the other side asked what I had in my pockets and I told her. She replied by stating remove all items from your pockets. I asked if I was supposed to send it thru the xray? She replied by stating sir this is a metal detector anything with metal will make it go off. In both examples given the tsa officers never gave clear direction or answers but willfully chose not to give clear answers and thus caused confusion which they in turn used this confusion to impose an ambience of superiority and harrassment. When I did pass through the metal detector they continued to badger the young lady as I walked by.

Greetings and To Whom it May Concern:

This is in regards to airport Security, or lack of it. I am a former and retired law enforcement employee with over seventeen-and-a half years of service in Canada and the U.S.A. In Canada, I worked for the RCMP with "A" Division in Ottawa, ON, Canada. Duties were far and wide ranging which included preparation of visits of foreign dignitaries into Canada. My duties in the US were totally different. I was a police dispatcher, clerk, receptionist, etc.

On the 18th of February of this I year, I boarded a flight from Fort Lauderdale/Hollywood Int. Airport on my way to Los Angeles CA. The security was not in any way lax at this point. I got to take my shoes, belt and other items that were put into a basket to be screened by an X-ray machine. I forgot to add one small item which was in my trouser pocket. The TSA agent had me take it out after the fact. In short, the security was good. The agent I was dealing with did not miss a thing.
Bravo for a job well done!

In light of the aircraft that "disappeared" in Malaysia this weekend, I would like to bring forth the following event. I left Los Angeles on the morning of the 23rd of February. I arrived at the LAX's Delta terminal at about 0615 hrs. The flight was scheduled to leave for Atlanta, GA at about 0725 hrs. I do not have the flight number at this time. This is what happened when I entered the terminal. I noticed that there was construction going on as some of the terminal was blocked off and warning signs posted as such. I made my way to the TSA station in that particular area. I showed the agent 2 things. My US passport and my boarding pass. I expected the same routine as before, you know the shoes, belt, etc. The only thing that happened was the following:
014 11:19:1 I was asked to put my carry on suitcase through the X ray machine and that was it! No taking off shoes, no putting articles in basket or anything else. I went through the metal detector and nothing happened.
I was wearing a belt with metal buckle, a metal and plastic ball point pen. My wallet carries a badge, a retired police dispatcher's badge.
Nothing was ever asked of me at that point. I went through to my gate.

I do not know if LAX operates around the clock, but the TSA agents which I dealt with seemed a bit overly giddy and happy and smiling, laughing amongst themselves. Who knows, it could have been the start or the end of their shift. In other words, they barely glanced at my passport and my boarding pass. I did notice however, that my boarding pass was scribbled with indecipherable ink markings.

It would be a pleasure to answer any other questions that you may have.

(b)(6)

I recently traveled from Ft Myers FL to St Louis MO, UA1269 on 7 March 2014. I was somewhat surprised at the security procedures at the TSA checkpoint at the Ft Myers airport. I travel frequently and have worked full time in security screening for many years. On arrival at the checkpoint, I was advised that it would be unnecessary for me to remove my boots and belt to be placed in the provided plastic bowls, small in size, none of the usual larges rectangular plastic bins that I have seen at other checkpoints. I was directed through a metal detector and of course alerted and then was directed to pass through again after removing my boots, again alerting. At this time I was directed to an area to have my palms swabbed for possible explosive materials, which was passed and I was sent on my way, with no further questions. It made little sense to me
014 1:15:5 that the hand swab was done following an alert on a metal detector. No connection I can see there, especially since the source of the metal alert was never followed up on. Seems to me that a tune-up is in order at RSW. No one enjoys TSA scrutiny, all shoes off, completely emptying pockets, belts removed, etc, however given today's environment, it is a necessary element of traveling by air. Not long after going through the checkpoint, I heard about the then disappearance of the Kuala Lumpur to Beijing flight.

(b)(6)
St. Louis MO
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: 3/9/2014 5:28:49 PM
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014 6:22:1

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):RSW Terminal D Pre-check line, 5:15pm Sunday March 9, 2014, Employee name:(b)(6)
Comments:(b)(6) is a rude and discourtesy employee. He does not enunciate his instructions and instead gives ambiguous, unclear hand gestures. He yelled at me after gesturing me to move through the metal detector, having apparently changed his mind. Please speak with (b)(6) supervisor to discuss how his disrespectful attitude and behavior reflect on the TSA and the DHS as a whole. Thank you.
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:

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.
014 7:30:0

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.

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:

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CONTACT INFORMATION
Full Name:(b)(6)
Email Address:(b)(6)
Phone Number:(b)(6)
Address:(b)(6)
Zipcode: 94612

2014 8:28:5 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?
Bob Hope Airport

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/10/2014 9:08:03 AM Airport : KOA - Keahole Date/Time of Travel : 03/09/2014 8:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : United
TSA Employee: (If Known) :
Comment : Worst pre-check experience I have had (out of 20+ airports).

2014 10:18: The pre-check line was also serving as the line for disabled / medical liquids, which created a bottleneck. The checkpoint was served by only two TSOs: one monitored both the conveyor belt and the walkthrough metal detector, while the other did individual passenger searches. The process moved at about 1 passenger every 2 minutes.

The overall process took about 20 minutes--very frustrating.
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 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.

2014 10:21: 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:

2014 4:42:2 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.

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.

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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.

2014 8:37:3 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.

NOTICE:

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

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

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

!014 10:17: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

As a frequent traveler I certainly appreciate the TSA-Pre Check. It is very refreshing and makes travel more enjoyable. As soon as it came to the Albuquerque Sunport I paid the fee to have the extra security screening so I could enjoy the express lane. Thank you very much!

I have two complaints. 1) when the Pre-check lane has more people than the regular line because the agents divert frequent travelers who are not been screened it defeats the purpose. Especially when the newbies still take their shoes off, belts, etc. this has happened more than once in the past month. 2) today the Pre-check line was closed because they were short handed. Yes I was able to keep my shoes on and go through the metal detector but I had to wait 10 minutes in line and had to be rechecked because I did not take my computer out of my bag.

Please -- please keep the TSA-Pre Check line a privilege for those who pay for the service.

Date: March 10, 2014
Time: 5:00pm
Airport: ABQ
2014 8:24:0 Southwest Flight #3346

Thanks,
(b)(6)

Sent from my iPad

Hi,

I recently returned from a vacation in Turks and Paicos and flew out of the Providentiales Airport. I have two artificial hips and a couple of large metal screws in my body and yet I passed right through their metal detector. That never happens to me. I
2014 6:15:5 have to conclude that their metal detector is not functioning properly and this this places all Americans returning from there in danger. I hope you can do something to correct this. Thanks.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Permitted Items Current Date/Time : 3/11/2014 3:42:07 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/11/2014 3:30 PM Airline & Flight Number : Aa 45 Checkpoint/Area of Airport : Main
checkpoint before AA club TSA Employee: (If Known) : Xxx
2014 6:16:2 Comment : TSA was diverting non pre passengers into per check line. Clogged up line with passengers getting undressed. Every other pair of shoes was setting off wtmd, so it was too high. Tso made me empty pockets. What's the point?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/11/2014 7:17:25 PM Airport : LAS - McCarran International Date/Time of Travel : 03/09/2014 10:52 AM Airline & Flight Number : United Airlines 1684 Checkpoint/Area of Airport : security/screening baggage & travelers
TSA Employee: (If Known) : N/A Comment : Understaffed for screening passengers prior to flight. There were several delays which included TSA, Airline and Airport which resulted in missing my flight. Was at the airport at the recommened 90 mins
2014 8:14:1 prior to flight. TSA had 2 baggage conveyors going and only 2 people working handheld and metal detector equipment with an extremely long line of passengers.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

(b)(6)

Shelbyville, KY 40065

HYPERLINK (b)(6)

(b)(6)

March 9, 2014

Transportation Security Administration

!014 10:15: Civil Rights Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 S. 12th Street

Arlington, VA 20598

Email: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov

To Whom It May Concern:

I am a 50-year-old female with a bachelor's degree in Psychology, and I have been living with Type 1 Diabetes for more than 25 years. I manage my diabetes with an insulin pump that I must wear 24 hours a day, 7 days a week.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/12/2014 11:30:07 AM Airport : LGA - LaGuardia Date/Time of Travel : 02/28/2014 7:00 PM Airline & Flight Number : United #695 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Travis Comment : When I presented my ticket and ID to the very first TSA officer I was told I qualified for Pre-Check, I was handed a yellow slip and was told to give it to the next agent. I assumed that meant I qualified for Pre-Check, not some hybrid of regular screening and Pre-Check.

When I was directed to the scanner showed the agent my yellow slip and asked about the metal detector. Her response was, "I know, but you have to use the scanner." That was a mistake. After going through the scanner I tried to explain what was going on but at this point I'd had to give up my Pre-Check slip and the agents didn't want to hear from me. At this point they started a screening that was intended to be purely punitive.

Why didn't that yellow slip explain the procedure? Explain that this was "Pre-Check light" and that it simply meant I didn't have to remove my shows, nothing more nothing less, and that the rest of the screening would be as if there was no such thing as Pre-Check. Looking at the yellow slip the next time I flew I saw that it has absolutely nothing to do with explaining the process. Why do you waste the opportunity to explain the process if you're going to hand them something that they could easily read?

!014 12:12: When I complained to the supervisor, her nameplate simply said "Travis", it was obvious that she hadn't seen the screening, was going to support her officers and wasn't interested in a discussion. When I asked for a complaint form her response was, "If I can have your name and boarding pass." So I have to give my name and surrender my boarding pass in order to file a complaint? That's the sort of threatening, punitive, intimidating activity that is giving TSA a horrible name and making many think long and hard about flying at all.

Think about this interaction. I was confused by the silly format of the check point given the "Pre-Check Light" slip I received when the real Pre-Check lane isn't open. That resulted in a punitive search; not a search to make certain I wasn't a threat, rather a search to punish me. Then when I want to file a complaint I'm told I have to supply my name to the subject of my complaint and also surrender my boarding pass to that same person. That's just an attempt to intimidate.

I imagine the TSA Officer's job isn't an easy one but it's one that should also be handled professionally. Your Officer (b)(6) failed miserably.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is puzzled by her experience. On March 3 she flew from Hayden, CO to ATL on Delta 880. She booked her ticket online and was surprised by her trip out to get PreCheck. She was given PreCheck again from hayden and was given a card. She went through the metal detector with no alarms and was then told that she had to step aside and have a total patdown. She is 65 and was embarrassed by it. There was not alarm that went off and she has no metal. She has never been patted down before and it was very thorough. She was puzzled because she was sure there was no alarm. She just wants an explanation. She was insulted and embarrassed because it was a small airport. They did not go through her bag or anything it was just her being patted down. She wants to know how that all happened. She did not have to take off her shoes and they wanted to see the bottom.

Flight information:
Airport: Hayden, CO
Airline: Delta
Flight: 880
Date: 3-3-2014
2014 2:21:0 Time: 12:45 PM Departure Around 12:00 PM went through checkpoint
Location: Only one checkpoint- there were two people checking identification and three conveyor belts.

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).

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.

I will forward this information to the CSM for review.

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Date: 3-3-2014
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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.

I will forward this information to the CSM for review.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/12/2014 1:22:56 PM Airport : TPA - Tampa International Date/Time of Travel : 03/06/2014 1:45 PM Airline & Flight Number : US Airways 1837 Checkpoint/Area of Airport : TSA Security Check-Point--Terminal F TSA Employee: (If Known) : Office(b)(6) Comment : On Thursday, March 6th, I was traveling with my mother(b)(6) my step-father (b)(6) and my 7 m/o niece(b)(6) from Tampa International to Boston, with a connection in Charlotte. Upon arrival at the TSA security check-point, we were allowed to go through the special assistance line to have our tickets and IDs checked and were told to go to a certain line for the security check. Again, I was traveling with a 7 m/o with a full stroller and my step-father, who has Alzheimer's Disease (we had requested special assistance for him). As I was loading my carry on items onto the belt, Office(b)(6) was yelling commands at all the passengers in a highly condescending and unprofessional tone. I kept(b)(6) in the stroller until I could put all of the carry on items on the belt and remove my laptop. Office(b)(came over to the belt and took the water bottles from my backpack pocket and got very close to me and asked in a loud voice whether they were for me or the baby--of course they were for the baby. He threw the bottles down on the belt and demanded that they go in a separate bucket, I didn't know that, but I could have been told in a more professional and helpful manner. Next, Office(b)(stepped closer to the carriage and demanded me to take the baby out of the carriage, even though I was still trying to put the items on the belt. He then tried to disassemble the carriage improperly, until I asked him to stop so that he didn't break it. He aggressively put the car seat and the stroller onto the belt and barked at me to go stand in another line to go through the metal detector. At another
2014 3:32:3 point during our very unpleasant encounter, Officer(b)(was yelling what to take off and what to keep on and yelling "I don't care how old you". My mother, confused, started to help my step father who is 83 take off his belt and his shoes. Office(b)(came over and spoke very aggressively to my step-father who could not understand what he was saying and got very flustered. Office(b)(stepped between my mother and my step-father and put his hand up towards my mother and told my step-father "don't listen to your wife". Office(b)(was highly unprofessional and abusive in our encounter with him. We have never been treated so disrespectfully by a TSA officer, nor should we ever experience such treatment by a professional. Officer(b)(was not clear in his directions, even though he was loud. He carried himself in an aggressive and curt manner that made me and my family, and I am sure other customers, very uncomfortable. For a family that was supposed to be receiving special assistance due to traveling with an elderly man with Alzheimer's and an infant, we received highly unprofessional and extremely rude assistance. My mother told another TSA agent that "he should never be allowed to speak to anyone else in that manner" because no one deserves to be treated like that.
Would you like a response? : True
Passenger's Name(b)(6)
Phone Number(b)(6)
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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.
2014 5:21:0
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
2014 9:58:3 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.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/13/2014 11:17:59 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 03/12/2014 12:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Female TSA agent yelled at 16 year old boy as he waited for instruction to enter imaging screening. "Where is your mother?" Mother was directly behind him in line, and spoke up. Then agent yelled: "Where is your
!014 12:27: father?" Father and older brother had proceeded through imaging screening directly in front of boy; mother advised same. Still yelling, agent said she had to know where parents were before boy could advance and that he could not go through imaging screening, but directed him to metal detector. Complete lack of courtesy, exceeding rudeness, as well as questioning inappropriate of a ticketed 16 year old minor clearly traveling with his family.
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

From (b)(6)
Sent: Thursday, March 13, 2014 12:23 PM
To: TSAExternalCompliance
Subject: Complaint at San Diego Airport

Attached please find Civil Rights Civil Liberties Complaint in connection with (b)(6) person with autism, at San Diego Airport on March 7, 2014.

(b)(6)
(b)(6) Bellevue, WA 98007
(b)(6)
(b)(6) ; Home (b)(6)
(b)(6) , Sammashish WA 98074

2014 2:47:2

March 7, 2014 Alaska Airlines, San Diego International Airport
My daughter has autism. We participated in the Passenger Support Service leaving SeaTac Airport (Seattle) on March 2, 2014. This was a fantastic service. Our escort (b)(6) , got us through security in a kind and professional manner. My daughter, (b)(6) , cannot tolerate being touched, especially by strangers, and cannot process information quickly enough for a typical security check. She also has poor balance and would not be able to walk through the x ray machine and hold her arms up without falling. The rules of this service were different at the San Diego airport. We did not connect with a PSS escort as we did not know at the time she needed a call 30 minutes prior to our arrival. We were connected with a TSA agent who matter of factly escorted around a long security line. We had been cleared for pre check, but the line was closed, so we had to take off shoes, jackets, belts etc. This was challenging in itself. (b)(6) was able to walk through the metal detector without incidence. Her wheel chair however tested positive for explosives. This meant a pat down, the one thing that is the most difficult to obtain with my daughter. The chair was deemed clear, but she still had to have a pat down.

I repeatedly asked for another way to test her. SeaTac wiped paper strips on her hands and

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.

2014 8:00:0

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.

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Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 3/13/2014 6:15:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/01/2014 8:30 AM Airline & Flight Number : Delta. Flight 5710 Checkpoint/Area of Airport : Scanner area TSA Employee: (If Known) :
Comment : My and my friend both requested for a pat down to the TSA Agent , a part Asian man ,he looked at the the other TSA Agent , black woman, and that TSA agent went ahead and Let both of us walk through the metal detector, which was for
Pre screened passengers only! We both have never been Pre-screened
And they let us through without any sort of pat down. I couldn't believe It They were lazy and didn't want to deal with doing the right thing.
2014 8:00:2 Thank god we are both not bad eggs!! I should of got both Their names but I did not and now I'm mad at myself.
I travel all the time at the LAX and after the pat down I had at the tiny Bozeman Montana airport on the way Back makes the LAX Pat downs the worse ever!!!
You guys need to straightner those bad eggs out and fire them!
That's a disgrace!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

:014 12:16:

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

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

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport

From: (b)(6)
Sent: Friday, March 14, 2014 5:13 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 3/14/2014 5:12:37 PM

2014 8:11:5 Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

TSA Pre-check experiences

Comments:

My wife and I recently completed our registration with Global Entry and TSA Pre-check. I am personally very interested in Pre-check since I have a significant amount of medical metal in my body. The first time we used Pre-check was 2/26 at LGA and I did not fully understand the program, so I did not remove all items from my pockets. When I informed the TSA officer doing initial screening of my metal, he told me to go to the full body scanner. Then I had to stop and get everything out of my

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 3/15/2014 12:15:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/14/2014 6:00 PM Airline & Flight Number : VX 170 Checkpoint/Area of Airport : Gate 3?
TSA Employee: (If Known) :
Comment : While going through security, I opted to not go through the ATI. The pat down I received was much too invasive, and is clearly designed as a deterrent from choosing to opt-out.

Passengers who opt out should have the option to go through the standard, non-invasive metal detector. By treating passengers differently you are violating traveler's rights.

2014 9:27:2 Futhermore, your frequently asked questions page has a typo. It says, "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." While it should say, "A. Even though you have the right to turn down the invasive scan, your only alternative is to be molested by one of our agents. We have signs with a small font telling you this".
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 wa (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.

Airport: OAK

2014 5:36:3 Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/15/2014 5:37:25 PM Airport : EWR - Newark International Date/Time of Travel : 03/15/2014 5:00 PM Airline & Flight Number : US Airways 802 Checkpoint/Area of Airport : Terminal A - US Airways gates TSA Employee: (If Known) :
Comment : The TSA employees checking IDs just prior to the X-Ray machines hand out green half-sheets of paper to travelers who have "TSA PRECHK" stamped on their boarding passes that indicate that you do not have to remove light outer clothing and footwear. I am aware that this particular checkpoint does not offer "official" TSA Precheck. The TSA employees that usher passengers through the metal detectors apparently have no knowledge of these green half-sheets of paper and therefore direct passengers to remove shoes and light outer clothing and are generally unpleasant when presented with these green sheets of paper. PLEASE enforce consistent policies throughout the security process to make it a more
2014 6:02:3 pleasant experience, as I watched an older gentleman ahead of me get harassed with one of those green pieces of paper, in addition to my poor experience at the checkpoint. One of the employees at the X-Ray mentioned that they were "private security screeners&quot, - not sure if that means they can create their own policies as they relate to TSA procedures.
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 : 3/15/2014 6:01:40 PM Airport : CLL - Easterwood Field Date/Time of Travel : 03/15/2014 Airline & Flight Number : UA4621 Checkpoint/Area of Airport : Security Check TSA Employee: (If Known) : Supervisor Comment : This is quite a long file. Please let me know if it gets truncated before my name and contact info.

I'm writing because I'm very frustrated with TSA at the Easterwood Field (CLL). I fly to and from CLL often, because I live in College Station and travel frequently for work. Sadly, the security rules change often, apparently at the whim of the personnel, which makes traveling from the airport very unpleasant.

The most recent incident happened today. The supervisor decided not to allow me to carry on my bowling ball, instead requiring me to check it. In the process, my vintage Brunswick bowling ball case was damaged. (This has been reported and is on file with United Airlines.) While I would understand the supervisor's behavior if this were the first time I was trying to bring bowling ball as a carry-on, I cannot understand it when the bowling ball has been through both CLL and SDF (Louisville) multiple times over the past 2 years. In fact, I've brought out and into CLL twice in the past 4 weeks without problem.

Here is what happened: the person running the X-ray asked for the bowling ball to have a surface check, which I've come to expect. As the test was being run, I was told I could not bring the ball on as a carryon and was asked if I would like to talk to a supervisor. I requested that the supervisor take a look. She explained to me that she would rerun the bowling ball on a rack (as has been done at SDF in the past), and that if she could not see through the ball, it would have to be checked. After the ball went through the X-ray, she then explained that I would need to check it because it was 'dense and heavy', not because the X-rays had not penetrated the ball. This smacks of the supervisor saving face instead of making a cogent security decision.
2014 7:05:2 (Sadly, I know this woman only by looks, and not by her name. She was supervising at 9am on March 15, 2014 at CLL is all I know.)

I would normally not write about this one incident, but the security at CLL in general and this woman in particular have made odd security decisions in the past---decisions that have never ever been reached at any other airport I've flown through (and I went through security 58 times last year). Today's incident was the proverbial straw which broke the camel's back. Here are some of the oddities, listed from most recent to last recent. An asterisk (*) marks incidents which happened while I know today's supervisor was working.

The last 2 times I flew from CLL as TSA Precheck I had to take my computer out of my bag, supposedly because CLL does not have the equipment to leave it in my bag. The two times before that (as TSA Precheck), I could leave my computer in my bag.

The first time I flew out of CLL as TSA Precheck, I was allowed to leave my hoodie on when going through the metal detector, but TSA then insisted on patting down my hoodie after I went through the metal detector. Since then this odd behavior has stopped.

Before I was in the Precheck program, the inspectors often required my shoes to go directly on the conveyor, though sometime they wanted my shoes in bins. I do not know if this arbitrariness is still happening, but for someone like me who tries to obey the rules and keep things running smoothly, this is frustrating.

The supervisor once confiscated my wife's Wite Out bottle, though it was small enough to be allowed in her fluids bag. The claim was that it was confiscated because it contained (undrinkable) alcohol, even though the amount it contained was less than what is in a bottle of liquor available on the plane. She had flown often (even out of CLL) with whiteout before. *

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/15/2014 11:50:31 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/08/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On March 8, I took a 6:15 am flight from RDU airport to JFK airport and found that the security measures taken by the TSA workers at RDU were inadequate. I was not asked to remove my shoes, my belt, liquids from my bags, or my laptop
2014 9:30:0 which was in my carry-on suitcase. Instead I was told to "keep the line moving" and that there was "no need" for me along with at least 40 others who were in line behind me to take these extra security precautions. I walked through the metal detector wearing a belt and shoes which should have set off the detector, but the metal was not detected. The TSA employees were very helpful and kind to us early morning fliers, but I am concerned my ability to get through security so easily could mean that someone with less than good intentions could do the same.
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 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
014 10:54: 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.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/16/2014 10:36:08 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
014 11:29: Comment : I'm TSA Pre, but also have metal implants. I travel a lot. One thing I've noticed is that all your TSA pre screening lines consistently only have metal detector and not the other type of scanner (where you put your hand above your head and it takes a picture). This requires that I have to move to another lane, which always takes longer. Is there anyway to have to scanning machine at TSA pre screening lanes? I feel to not do so discriminates against older people, like me, who are more likely to have metal implants. 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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/16/2014 9:24:15 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/17/2014 7:00 AM Airline & Flight Number : United Checkpoint/Area of Airport : TSA Pre TSA Employee: (If Known) :
Comment : This is not specific to Dulles. I have been a long term TSA Pre member and love it. However, at many TSA PRE locations there is no scanning/imaging machine for those of us with knee replacements. Often times the TSA officers seem to get annoyed when too many of us with these knees line up and I've seen them then start to send folks back into the regular line. Ridiculous. TSA PRE needs to get rid of the metal detectors and just scan everyone. The scans are much better and would
014 11:29: eliminate this ridiculous situation easily. Other wise TSA would need to have both metal detectors and scanners which is inefficient and costly. With baby boomers increasingly getting these knee replacements, TSA needs to consider that the current system is not working and will only get worse.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/16/2014 2:07:20 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 02/21/2014 9:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Delta TSA Employee: (If Known) : unknown Comment : I do not know this man's name, but he was working in the screening area to the far left in the entrance for Delta. He was a large black man. He was very rude and unprofessional, yelling at people for taking off their shoes and coats, laptops out of their bags, for putting bags inside of the totes, (you know stuff you have to do at every airport!!!!) He singled me out and made me wait for the full body scanner, while everyone else continued to go through the metal detector. I apparently was the first one to use it as I had to stand there and wait for it to warm up. All the while, my personal belongings had gone through the scanner and were at the end of the rollers waiting to be stolen, purse, cell
2014 3:21:4 phone, all sitting there out in the open. Then he yelled about my unclaimed stuff on the rollers. Really??? It was completely ridiculous. I just read that it is TSAs goal to treat all passengers regardless of their situation with the respect they deserve. If he was doing this, apparently he felt nobody deserved any respect. He was rude and bossy. I think maybe he needs a new 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

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

2014 7:32:2 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 paldown 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.

Told caller
!014 10:23: 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.

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.

Response:

2014 1:02:5

- 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.

-Provided caller with the CSM contact information.

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2014 1:02:5

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-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.

-Provided caller with the CSM contact information.

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.

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.

2014 2:30:0

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.

From: (b)(6)
Sent: Monday, March 17, 2014 11:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 3/17/2014 11:49:55 AM

2014 4:21:2 Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Regarding treatment at Dallas/Fort Worth Airport by TSA employees

Comments:

On March 16, 2014, I was traveling from the Dallas/Fort Worth Airport, (United Airways) to my final destination of Rochester, NY. I was cleared for TSA precheck. I always carefully dress to expedite the screening process. No buckles, zippers, jewelry, etc and I wear sneakers. All to help do my part at the security check point and the screening process. Because of the cold/flu season I had recently used hand sanitizer. After I went through the metal detector, a TSA employee (women) pulled me aside
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: 3/18/2014 6:04:01 PM

Name (b)(6)
Email (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 626
2014 8:10:1 US Airways
Date: 18March2014
Time: 0435
Comments:TSA at the Oakland, California Airport carry themselves in an unprofessional manner--representing Homeland Security.

In arriving at the airport, I was advised that I could not have my military bags locked. Bags were unlocked and I questioned why because that has never been an issue before at the multiple airports I have flew out of. I was advised that TSA may check my bags. I agreed only because I had to fly home.

I then proceeded to the TSA screening. And I went through a screening that I have never had to have before in the past---shoes taken off, belt taken off and anything else. With that being said, a TSA agent approached me after I had left my laptop in my bag. (That is normal procedure to me) However, then another TSA agent standing beside me loudly stated take your laptop out of your bag. Now I approach the metal detector. Thinking I have taken everything out, in my right back pocket was my Military ID. In which it showed on the scan. That ID led to me getting my hands swabbed for I assume explosives.

If my bag is to be searched by anyone, I want to be present. Was the extra comment necessary regarding the laptop? What constitutes an extra search for explosion trace on the hands? A military ID accidentally left in the pocket..

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2014 7:51:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/02/2014 7:15 AM Airline & Flight Number : Alaska 478 Checkpoint/Area of Airport :
TSA Employee. (If Known) :
Comment : Prior to screening I let the agent know that I have 2 artificial knees and would prefer to be scanned. The agent instead had me make repeated passes through the medical detector and remove items prior to each pass until I had removed everything that the regular line requires. Then when I still set off the alarm as was expected, I had the full pat down and swab search. The Metal detector agent was rude and told me I didn't belong in the Pre Check line even though I am a NEXUS
2014 8:10:1 member and Pre Check member. The agent doing the Pat down was much more professional than the Metal detector agent.
On my return flight through LAX I had a complete opposite experience. Very friendly, efficient and professional screening. The main difference is that LAX had a Scanner at the Pre Check Lane.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Tuesday, 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,

(b)(6)

2014 9:28:5
Attachment 1
(b)(6)
(b)(6) cell
(b)(6) home

(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
This problem has been ongoing ever since I ve required mobility assistance and the use of a wheelchair or scooter for DISTANCE. I have always been able to stand and walk unassisted and go through the Advance Imaging Technology scanners, and

Disability Description: Callers wife has a pacemaker and a defibrillator.

Response Details: Airport:Philadelphia
Airline: US Airways
Flight Number:751
Departure Time:03-18-14 at 1:40 pm
Arrival Airport and Time:Charlotte, NC at 5:10 pm
Location: precheck security line
Terminal: A
Gate:12
Contact Information:(b)(6)

I advised him I will refer this to the CSM at the airport.

2014 2:10:4

Response:I advised him they should have been treated with dignity, courtesy and respect.

Incident Details: Caller said he made a detailed complaint to his Congressman, Joe Wilson, SC. He said he was leaving Philadelphia yesterday and his wife,(b)(6) had a pacemaker and defibrilator and she could not go through the wtmd and a TSA black female employee(b)(6), was not happy working that day and took it out on him. He said his wife got precheck and he was trying to help her and he said he was told to step back and she was nasty, arrogant and he took it as a unspoken threat. He said he is not going to put up with bad behavior from our employees. He said he talked to her male supervisor,(b)(6) and he was told to see what her side of it was. He said due to his wife s disability he should have been able to stand by her and help her. He said he is thinking of calling his Senator, too and he said he thinks that our employees can do what they want. He said he is 60 yrs. old and should not be threatened. He said his wife said she was nasty to her, too. He said what right do they have to treat them that way. He said he is a veteran and a federal employee with the Dept of Veteran Affairs he said we are not doing our job and we are not there to harass or be rude. He said he is not afraid of us and he wants an apology from the supervisor and that TSA employee and no further retribution due to his complaint. He asked if it is illegal to harass a federal employee and he said that she nonverbally threathened him with detainment and he is a federal employee. He said he is pretty steamed and he may sue us. He said he wants the employee to be counseled, go through training and days of suspension until she learns her job and there needs to be a written reprimand in her file . He said he expects to hear back from us about this. He said if her supervisor did not make an incident report then he needs to be counseled, corrective action taken and days of suspension and a written reprimand in his file. He said we are not allowed to harass a federal empolyee and there are rules under the ADA law which is the American s with Disability Act. He said they mishandled his wife and he needed to be there with her so she did not fall. He said there can be a Congressional investigation of us. He said she did not apologize to him when he told her he was going to talk to her supervisor and she was arrogant. He said she put 3 other people in front of him before she would let him go through and he was concerned about his wife. He said we have 3 business days to get back with him and then said by Monday at 5pm est he wants to hear from someone or he will take further action from his Congressman and an Attorney.

Disability Description: The passenger has diabetes and wears a continuous glucose monitor.

Response Details: Advised caller that in the future he needs to stay firm. Even if the officers encourage him to disconnect and submit the device for x-ray screening he should not. He is the one who has read the manual, so he is the one who knows what this can and cannot be subjected to. The officers cannot force him to disconnect or submit this for x-ray screening. Advised him that in the future if an incident like this occurs he should request a PSS. They are trained a little more in these areas, so they can address his concerns at security.

Advised that I would send him the instructions on making a formal written complaint. I will also send claim forms, so that he can start the reimbursement process since the device no longer works. Advised I will forward his complaint to our disability

2014 5:26:2 experts to make them aware of this. I will also send to the CSM, so they may be able to address this with these employees.

Sent email.

Incident Details: Caller says that on March 11 at 8 a.m. he went through TSA in STL. He told the officer that he had a medical device that could not go through x-ray. The officer told him that was fine to let the next officer know, which he did. The device triggered an alarm with the WTMD. The officer made him pass through additional times, resulting in 4 passes through the WTMD. The officer then told him to disconnect and submit this for x-ray screening. The passenger says that the officer just didn t listen to what he was saying that this couldn t go through x-ray screening. He says this information is in his manual. The device no longer works. The x-ray messed it up. He departed from STL to LAX between 9 a.m. and 9:30 a.m.

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)

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.

2014 7:29:2

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.

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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 : Professionalism/Customer Service; Screening Current Date/Time : 3/20/2014 1:02:14 AM Airport : DSM - Des Moines International Date/Time of Travel : 03/19/2014 3:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Officer (b)(6) and another colleague Comment : I was traveling yesterday with my 1 year-old son and brought 2 3.5 ounce pouches of baby food for a flight that spanned his dinner time. After going through the metal detector, we were brought over for additional screening. At that time, Officer (b)(6) and her colleague, a bald man with white hair on the sides, informed me that I had to be patted down if I refused to open the pouches for inspection (the pouches can only remain open for an hour before they need to be tossed. I went through screening around 3 pm and did not plan to feed my son until around 6 pm on our flight). I attempted to inform them that this was not the rule as I had looked it up on the
2014 8:21:0 TSA website prior to traveling to DSM and that I did not have to have a pat down when I traveled with pouches from National to DSM. They continued to insist I had to be patted down. If I did not submit to the pat down, I would not have had food to feed my son dinner. Please advise on what your rules are in regards to requiring a pat down of passengers carrying modest amounts of baby food in their carry-on luggage. If I do not receive a prompt response, I will refer this matter to my congressman.
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,
I was going thru the security metal detector on monday in San Antonio and my eyeglasses were broken when they came out of the xray scanner.
'014 10:22: Can you tell me how I can get reimbursed for new ones?
(I am in the military)
(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/20/2014 9:30:49 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/20/2014 8:45 AM Airline & Flight Number : Unitedh642
Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :
Comment : I broke my ankle ten days ago and was on partial weight bearing using a brace and cane I could not stand unsupported without the cane the cane was taken away from and I was told to hold onto the metal barrier another agent then yelled at me to get away from the barrier and to go stand somewhere else the another agent told me to stand on the metal detector which I could not do I became fatigued and was experiencing some pain so I sat down on the floor where I remained until someone with some common sense appeared and helped me through the screening wicket this was after my cane had been RN through the scanner and not st anything off. Several observations: the exact same problem was solved at Burlington vt by having a lucite cane loaned to me while my cane went through the scanner and I went through the metal detector with a non reactive cane and received my own on the other side this could have worked here instead of leaving me grabbing onto a metal partition while different people tried to figure out what to do with me second if this had been handled with courtesy, it would have still been unpleasant, being yelled at did not help matters unfortunately i do not have the name of the agent who
'014 10:23: acted badly but I did take aptitude and can identify the agent I am not usually disabled but this incident has sensitized me to those who are and I observed a gentleman in a wheelchair being treated with leas than courteous handling I hope you can demand a greater level of professionalism on the future

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
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Remote Client IP (b)(6)
Date Time: 3/20/2014 11:28:04 AM

'014 12:11:

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I was traveling for the day from Kona to Honolulu. I had my small purse in a bin along with my dress shoes (that are flats) and belt. After having everything loaded up and laying flat, the TSA agent at the metal detector was going through her speech and said lay shoes on belt. Mine were already in the bin with nothing on top of them. As I walk up to the detector she proclaims "or not" with a hateful attitude. I travel on a regular basis for my job and have never been treated so rudely. We were also patiently waiting for them to open and she proclaimed "we don't open until 5:15" with a hateful attitude. I do not appreciate being treated with disrespect. If you're working with people, clean up your attitude.

The service level at TSA Pre has been greatly denigrated. I believe this is because TSA is opening the program up to more travelers, but not all of these travelers are frequent flyers. I now find myself in the TSA Pre line with customers who are still removing shoes and laptops, walking through metal detectors with keys, etc. As someone who has participated in Global Entry (at a cost) and who flies every week this is very disappointing. TSA Pre lines are now longer and slower in many airports then normal security screening. If you are going to put more passengers into the TSA Pre program you need to increase the capacity.

(b)(6)

2014 4:44 (b)(6)

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/21/2014 10:20:50 AM Airport : EWR - Newark International Date/Time of Travel : 03/19/2014 6:00 AM Airline & Flight Number : UA 284 Checkpoint/Area of Airport : Checkpoint for gate 97 TSA Employee: (If Known) :
Comment : I was in the TSA pre check Lane and the TSA agent was very good about not allowing any airport employee on a flight to not go through the pre check lane. However there was an airport security guy in a maroon coat allowing passengers who checked in at the non pre check lane next to the pre check lane to come across and use the metal detector/screening area designated for pre check passengers. These people were being given the same privileges as the pre check passengers even though they did not have this privilege. I spoke with 2 TSA agents working in the pre check lane about it and they just seemed confused and didn't care. As a result, more non pre check passengers continued to be screened in a manner in which
!014 12:11: they were not supposed to be. I found this to be extremely concerning and even more concerning that airport and TSA staff did not understand (or care?) that this was happening. Especially since I saw it for the danger it could be and I'm just a civilian I find it my civic duty to report it to you officially since my concern was not addressed on the spot. If I've not been clear enough, I'm happy to discuss it via a phone call. I think the pre check program is great but only if it's managed effectively avid securely.
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 flew from HRL, and during the screening a TSO yelled at the passenger to place her items on the belt. She then went through the walk through metal detector, and was told by the TSO to stand next to a wall. Another younger TSO walked over, and conducted an ETD sampling of her hands. After the test was conducted, the first TSO told her that she would have to come with her to another area. While there, the TSO told the passenger that she had to remove her clothing. The passenger asked why this was necessary, the TSO informed her that she did not need to know. The passenger was made to remove all of her clothing, including her socks. After the screening, the TSO told the passengers cousin that the additional screening was probably due to hand lotion. (b)(6) wanted to file a complaint, but wanted TSA to know that the second, younger TSO acted as if the older TSO was not following proper procedures. Unfortunately, the passenger recently underwent a double mastectomy and was not wearing a bra during the screening. She was told to take her shirt off, and this embarrassed her. She did not feel that this was discriminatory, but still was upset due to the incident.

Flight Information:

Date and Time of Flight: March 17, 2014; Around 3:00 PM
Departure Airport: HRL
Airline: Delta Airlines
Flight Number: Not Provided.
Terminal and Gate Numbers: Not Provided.
Description of TSOs: The first TSO was a short, petite, female, around 40 years old with long black hair. She may have been Hispanic or Native American. The second TSO was a younger, heavier, female.
Time of Incident: Between 1:15 and 2:00 PM.
2014 2:00:4 Description of Passenger: She was wearing navy blue jeans, navy blue shoes and socks, and a sweater with a floral pattern design.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

TSA appreciates that you took the time to share this concern with us. 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.

Hello,
I am 6 months pregnant and opt out of the detector machines at the airport. Several times they had a female assistant pat me down instead. I find the pat downs very invasive, outlying my breasts, rear, and genitals. I am certain that if a lawmakers spouse was searched like this they would be very uncomfortable.

2014 7:22:4 Given the alternative technologies you have available including metal detectors, wands, and the scrape tests, I would hope you can change your methods without compromising security to allow women to maintain their dignity at airport checkpoints.

(b)(6)

Good morning,

I am writing to report that I was a witness of a TSA Officer humiliating and mocking a customer at Newark Liberty International Airport (EWR) on March 23rd, 2014 at approximately 3:05pm.

After clearing CBP at the FIS, I proceeded back into the sterile are through the checkpoint designated as Premier Access. While I was waiting, an older gentlemen received an "expedited screening" card enabling him to leave his shoes on. I witnessed him trying to go through the magnetometer with his belt on, thinking that it was a TSA Pre? equivalent screening. Upon setting off the magnetometer, Officer (b)(6) mocked him for thinking that his belt wouldn't set off the magnetometer ("It's a metal detector, of course it will detect metal") and then laughed at him. When the passenger explained that the magnetometer's at TSA Pre? never pick up his belt, instead of saying that this lane wasn't TSA Pre?, he continued to mock the individual in front of all the passengers by saying "You're belt is metal. What part of that don't you understand. It's a METAL DETECTOR!!!!?!!?"

:014 12:08: I believe Office (b)(6) is one of the TSA Officers who give the agency a bad reputation. I fly a lot and have never witnessed anything as remotely humiliating and unprofessional as this officer's handling of the situation with the customer.

Thank you,

(b)(6)

(b)(6)

Greetings. I love TSA PreCheck. As a very frequent business traveler, the program has saved me countless time and untold inconvenience over the past couple of years.

However, recently, you've made a change that has dramatically reduced the program from a huge convenience to just a minor convenience.

By issuing on-the-spot, risk-based invitations to the TSA PreCheck security lane to non-frequent travelers, you've introduced people into the lane who have no idea what to do. This slows down the line and greatly increases the time it takes to be screened.

You can imagine how frustrating it is to be stuck in the PreCheck lane behind five old ladies who haven't flown in years, who take off their shoes, then put them back on again, then fish through their bags for who-knows-what, and then pass through the
2014 2:10:1 metal detector holding their cellphones.

PLEASE, institute separate TSA PreCheck lanes for frequent travelers (e.g. legacy PreCheck members) and last-minute, on-the-spot designees (e.g. non-frequent travelers), sort of like the "ski lanes" you used to have with the green, blue, and black signs.

Kind regards,

(b)(6)

Hello,

For some reason the last few times I have traveled I have been directed to the TSA pre-check. Both time I was not told why I was being directed to the pre check. I certainly did not ask or apply for it. In fact, it's so disorganized I'd prefer to avoid it. Each time I am told to not remove my shoes, not remove my jacket and then 20 minutes later I'm still in the security area trying to get through the metal detector. I even tried to take my shoes off today (SFO) and was told NOT to take my shoes off and then stood in line at the metal detector for 5 minutes while every person wearing shoes set off the detector as did I. Waited another 10 minutes plus trying to get through the metal detector after removing my shoes. Generally TSA at United in SFO is efficient, helpful and instructive but not so at pre-check. There was limited to no guidance other than … DON'T take your shoes off. And literally everyone needed to take their shoes off to get through the metal detector. I appreciate you are
2014 8:30:1 trying to simplify the process. I appreciate not having to haul my laptop out of my bag but this process needs to get more organized. Is it an option to decline the TSA pre-check and use general screening?

(b)(6)

HYPERLIN (b)(6)

I am quite appalled by the lack od screening consistency from airport to airport. I am currently on a trip from the east coast to the west coast. My trip began at Boston's Logan Airport. We travelled to SeaTac airport in Washington State and will travel back to Providence through Dulles in Washington DC.

At Logan, I did not have to remove my shoes; my laptop, Kindle and tablet remained in my laptop bag; my wife had more than 1 zip-lock bag with toiletries and makeup in them. I had 1 myself and we did not take them out of our bags; I wore my POW-MIA bracelet through the metal detector. We were stopped for further screening because we had a brand-new, still-in-the-box full-sized tube of Colgate in our bag.

2014 8:31:1 To begin our return from SeaTac - shoes off; laptop in one bin, Kindle and tablet in another; belt, bracelet, fingernail clippers with my jacket, belt and cell phone in a second bin. We were stopped for extra screening because we failed to remove our toiletries from the bags. They tore through our luggage and we spent a good 5 minutes trying to get everything back into them.

Why the differences? Why was it acceptable to have all the toiletries in our carry-on luggage in Boston but not in Seattle? Why was I required to remove my shoes in SeaTac but not Logan? How is it my POW-MIA bracelet made it through the metal detector at Logan but not Seattle? The comparative lack of screening at Boston's Logan Airport is particularly disconcerting due to its place in history, i.e. 9/11. And if there is such disparity between locations, how can we be expected to take the TSA as a serious security provider? I personally do not mind the extra screening, but I would like to know what to expect when I travel and I expect the highest level of security at every airport I travel through. This trip, the screening was inconsistent, even bordering on lax. I would expect much better for my tax dollars.

Caller was flying out of Chattanooga, TN. He had an issue with a TSO. He requested a patdown because he s heard so many negative things about the AIT-metal detector screening. They did not want to allow him to receive a patdown rather than go through the screening technology. He had a soda in his bag that he forgot about. To resolve the alarm triggered by the liquid, the officers dumped his bag upside down and had him put his stuff back in himself. He felt it was a negative experience and would like to have the TSO fired for his rude attitude. Caller preferred to contact the CSM himself.

2014 1:40:2

Response:
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.

Advised caller that I could forward the information he shared with me to the CSM at CHA or he could contact them via IVR.
My son and I traveled from Dallas/Fort Worth to Philadelphia yesterday on US Airways out of DFW Terminal E. We went through security around 4.30a. What we saw disturbed us both.

As we passed through screening, my son was told not to take off his shoes, that he was going to go through a special security check, but when he got passed the metal detector no one asked him to do anything further. When I went through the metal detector, it went off, but rather than checking me, they took my shoes out of the tub, wiped and appeared to clear them, then sent us both on our way without further scrutiny. It was all very strange. The whole operation appeared to be disorganized, without the personnel clearly communicating with each other. Seems to me that had I wanted to create problems, it would have been far easier than makes me comfortable as a traveler. I hope things improve before I have to fly through, to or from DFW again.

2014 2:27:3

Sincerely,

(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

2014 6:19:4

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

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

Which U.S. airport were you traveling through?
Gen. Edward Lawrence Logan International Airport

I am wondering why so many random people are now selected for the precheck line? There are a couple of issues with this.

1. I had to pay near $100 to be part of Global Entry to go to the precheck line. But thought it was worth it considering I travel weekly.
2. People that are randomly selected have no idea what they are doing and are very confused by the new (to them) process. They did not have to pay and did not ask to be selected.
3. In many cases it takes as long or longer to go through the precheck line now because of their confusion.

Today I stood behind three older ladies who did not know why they were selected. One of them had a full hip replacement and couldn't go through the metal detector.

!014 12:23:

Anyway, I truly hope these new policies can be revisited. It can be very frustrating for experienced travelers.

Thank you,

(b)(6)
Known Traveler ID (b)(6)

Caller stated that she had an experience trying to flying on Friday with her service animal. Caller stated that when she got to the security checkpoint they did not know how to screen the service animal. Caller stated that they should have let her go through and then let the dog follow because she did not have anything on her body that would set off the alarm but because they made her walk through with the service animal at the same time they both had to undergo additional screening because of the alarm of the WTMD. Caller wanted to make a suggestion for TSA to allow the animal to walk through after the person because of the metal in the harness the service animal is always going to alarm. Caller stated that they even got a supervisor and the supervisor didn t even know what to do. Caller is wanting to complain so maybe the next person will not have issues like she did. Caller stated that she is blind and hearing impaired and she informed them of this and they totally ignored her because they did not speak up for her and she really has no clue what they were telling her most of the time.

Advised caller:

2014 2:44:4 I am going to forward this to the CSM at JFK so they are aware of what happened. If the TSO s need additional training or something of that nature the CSM can make sure they receive that. Advised caller generally you can walk through first and then the service animal can follow behind you instead of going through together.

Airport JFK
Airline Jetblue
Flight number 925
Departure time 10:35 AM
Date and time of incident 03 21 2014 10:00 am

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.

2014 8:12:3

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)

Caller advises that something needs to be done at RSW. At Gate B this afternoon (1601 hrs), it was bad. She was on Air Tran. There were many TSA people there. However, she was separated from her bag at the checkpoint. She doesn t think that is acceptable. She was sent through the _monitor_, the AIT. She was put through this, and, apparently, the person was new, inexperienced, or not paying attention. Her luggage was sent to another person. She was expecting her luggage on the other side. There was a problem. She was told that she wasn t standing right. During this, others were fast tracked into the metal detector. Her laptop was sitting unattended. She was trying to watch it, but she was directed to turn around and lost sight of it. She was able to see a woman walking past it...she COULD have taken her laptop. Caller was not happy. She knew that, if she said anything, they would have hauled her off. She goes to Portland, SEA, IAD, LGA, and they don t do anything like at RSW. The man at the counter was chit-chatting with someone else. Caller wanted a comment card, was met with less than professional responses, was given one, then she walked away. Caller is concerned that items are being separated from the owners. She overheard the PA system call several passengers one after the other back to recover their property at the checkpoint. There was no leadership and no one was watching the passengers property. Someone could have put something in her bag when she was turned away. She s heard the unattended luggage announcement. Someone needs to take a look at this. She may call the CSM next date. She didn t feel that her flight was any safer. She does what she can to be safe. For some people to be put through randomly and others not doing so, it doesn t work for her. Why are so many people forgetting their luggage? Leadership is not there and she is concerned. Someone needs to check out what s going
2014 9:06:3 on at Checkpoint B. She is tall, was in a business shirt and pants, she should be easy to see on the video tape. Caller thinks it is very frustrating. You can t make people comfortable by separating passengers from their property. Caller doesn t know how many items were disappearing on the conveyor belt. If this is being done right, why were so many people called back? Caller advised that she would be googling the information about how many items are stolen from TSA checkpoints and including that in her letter to TSA.

Where are we located?

In Kentucky.

Caller thanked me for taking her call.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 3/27/2014 12:21:43 AM

Name:(b)(6)
Email:(b)(6)
2014 8:22:5 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American flight 1437 at MSP checkpoint 1 on Monday March 24th about 6:45 a.m.
Comments:I asked the TSA officer while he was checking my boarding pass and I.D. what the TSA Precheck meant that was displayed on my boarding pass. I had never seen that on my boarding pass before. He told me I had been pre-checked and it would not be necessary to take my shoes off when I went through scanning line. I was certainly glad to hear that and proceeded to the table to open my computer bag and remove my jacket. As I neared the x-ray unit TSA officer(b)(6) told me to remove my shoes. I told him that the agent had told me that removing them was not required. He stated something to the affect that unless I was older than 70 I must remove them. So after removing my shoes he looked at my boarding pass. He saw some orange markings on it and then said if I had shown him that before I would never had to take off my shoes. He had not asked to see it prior and the I.D. checking agent had not mentioned that I must present that to avoid shoe removal. Officer (b)(6) then made me stand off to the side for several minutes while others proceeded through the regular line. Then finally I was allowed to walk through a metal detector and pass on into the terminal delaying my entry into the terminal rather than saving time. I thought TSA office(b)(6) was rude and should have easily concluded that if the prior officer had told me that I did not need to remove my shoes that he should of immediately asked to see my boarding pass for the markings stated above. But he did not and only checked it after he told me I would have to be over 70 and had already removed the shoes. There was no reason for him to act so unprofessional since he must run into this same situation every few minutes of the day. Or at least the prior officer should of informed me to display my boarding pass to the next officer but nothing was said.

I am an approved Global Entry Traveler and use the TSA Pre-Check lane at Midway often (it is my originating airport for my business travels). I noticed the TSA is using a randominizer to select individuals to go through the Pre-Check lane as well despite these individuals not having gone through the background check process and pay the $100 fee.

My question is, why isn't there a dedicated security lane after the licence check and before going through the metal detector or body screener for those who have paid for this program? The wait time for TSA Pre-Check is often equal to that of the regular security lane.

!014 10:05: This week I aske the aforementioned question to an individual at the TSA desk at Midway. I was informed that there should be a dedicated lane for those with TSA Pre-Check. However, I have yet to travel through Midway to experience this

I look forward to your response.

Thank you
(b)(6)

I am a frequent traveler and have paid for global entry so that I would get the benefit of TSA precheck. I have really enjoyed using the program and it has been extremely efficient. Apparently as of today, there was a new program released. The whole purpose is for those that are low risk to have reduced screening because they have been prechecked. The line today as I arrived at the salt lake airport for precheck was as long as the regular line. Part of the problem is the volume of people chosen to be in that line have no clue on what they are supposed to do and cause delays. The one gentleman left his cell phone in his pocket not realizing it would set off the metal detectors causing further delays. The TSA should look at what the intent and purpose of this program is. It is not to make it easier and faster for the traveler that travels once every two years! I paid to have a background check and did so because I frequently travel. It is not right there are people who have not done such and
!014 10:07: causes concern for me on my security while traveling. Please restore the program back to the way it was intended!

Thank you,

(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 27705

:014 12:07:

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

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

Which U.S. airport were you traveling through?
Raleigh-Durham International Airport

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.

2014 9:11:0 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,
Harleen

2014 4:09:0

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.

From: (b)(6)
Sent: Friday, March 28, 2014 5:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 3/28/2014 5:46:45 PM

2014 6:11:0 Name:

(b)(6)

Email:

HYPERLIN (b)(6)

Brief Description of Inquiry:

TSA grabbed breasts without asking

Comments:

To Whom It May Concern,
I had a very disturbing experience in the Southwest Airlines terminal screening area yesterday (3/27) at around 12:30 pm in Las Vegas. I went through the body x-ray machine and a TSA agent (African American female about 5'4" tall) pulled me aside.

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
!014 10:05: 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 Numbe (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

It is now the 28th day of March 2014, and I have sent this letter to you a number of times. Each time the response comes back is that you are getting someone else who won t take responsibility for dealing with my issues to ignore me.

I won t be ignored.

I have required response from you, and you have a responsibility to address my concerns as a disabled person who has been continuously and iteratively been subjected to increasing levels of physical torture up to and including supplemental surgery.

You have been asked repeatedly to give me assistance on how to prevent further torture or other physical and mental distress at the Sacramento Municipal Airport. I have been subjected to obvious and intense threat by employees of TSA at SMF and I as a citizen, I do not have to bleed to fly.

The following have been sent to your several times. I require a response beyond your auto-responder e-mail system that says something to the effect of we will ignore you until you go away. I am not going away until I have explicit direct instructions on how to avoid further torture at the hands of the employees of TSA at SMF and how to overcome the direct and explicit threat of further torture by TSA employees at SMF.

Fortunately, I have not had recent surgery for them to rip open surgical wounds, nor have I recently gone through other medical procedures that resulted in vulnerable areas, however, even this does not excuse the fact that for four times for four flights
2014 9:24:2 out of SMF I have experienced pain and suffering at the hands of TSA employees.

It is necessary for you to respond to this letter and the iterations of this letter that have gone unresponded by you. I do not know where else to escalate this issue as my Senator has already been alerted to the malfeasance and absolute disregard and disrespect for disabled persons and certainly disabled veterans at SMF. I do not know what else to do about this except to escalate this to the Cabinet Level officials with the complaint that TSA will not respond to the legitimate concerns of a citizen who has been violated and tortured by TSA personnel.

(b)(6) wrote: A government afraid of its citizens is a Democracy. Citizens afraid of government is tyranny! So be afraid of me because we have not quite reached the second condition, although you are getting there altogether too quickly.

Response to my letter is required else I go to the cabinet level within 30 days.

You have had plenty of time.

(b)(6)

Prior Correspondence:

This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positives for people with disabilities is a TSA issue, and they will not do anything further to

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 3/29/2014 2:56:33 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 3:10:5 Comment : My husband and I were both invited into PreCheck by Delta Airlines. Our boarding passes always indicated our PreCheck eligibility until after my husband had a total knee replacement in October 2013. Since that time, his boarding pass never displays PreCheck eligibility. I understand that he will always set off the metal detectors and get a pat down, but it would be nice if he could get the other privileges of PreCheck such as not having to remove his shoes or belt. Is there any possibility that he could be treated as a PreCheck passenger until he reaches the point where he sets off the metal detector and gets a pat down?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/30/2014 6:07:23 AM Airport : EWR - Newark International Date/Time of Travel : 03/30/2014 5:30 AM Airline & Flight Number : AS17 Checkpoint/Area of Airport : Check point for gate a30 TSA Employee: (If Known) :
Comment : When I got to the person to check id and boarding pass I gave her my "standby" boarding pass and my airline badge. She told me that I had to have a drivers license. I asked her if she needed government id because I had my port badge for the seatac airport. She said no only a drivers license. The tsa.gov website says airline id is acceptable. Then when I was being screened I was randomly selected by the metal detector and needed to have my hands swiped. The leave
2014 9:50:1 your items on the belt and make you walk away from them. My items were no longer in my control. Other passengers were moving my things around. This is not acceptable, something could have been stolen like my cell phone that was loose in the bin. I feel my bags were left unattended but no choice of mine.
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; TSA Pre?™
Current Date/Time : 3/31/2014 5:00:38 AM Airport : MHT - Manchester Date/Time of Travel : 03/31/2014 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : C
TSA Employee: (If Known) :
Comment : The Pre Check line in MHT has become the longest line in the airport. I have previously been through non-Pre Check lines for example when the Pre is closed and have been told that I only have to remove my laptop but that my personal screening would be done as PreCheck (no jacket and shoes). Today I assumed this would be the case and attempted to use the metal detector with my shoes and jacket on. I showed the officer my boarding pass but there was mass confusion and
2014 8:21:4 apparently because "my boarding pass wasn't initialed next to Pre Check" I had to go back and remove my jacket and shoes.

I travel almost every week and have used Pre Check dozens of times. The most annoying thing here for frequent travelers is the lack of consistency. If you want the Pre Check to work then 1) make sure the line isn't 4 times as long as the other empty lines and 2) make sure that we can use the normal lines predictably.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is currently at SRQ awaiting a flight to ATL aboard Delta #2563. Caller requested a manual pat-down and she is a chemo patient with metal wires in her chest from an old pacemaker. Caller states a manual pat-down was requested by the male officer on duty. The female officer directly the lady towards her to what she thought was the pat-down area, but was directed through the walk-through metal detector. Caller has health concerns and is fearing the consequences the metal detector may have on her health. This occurred at approximately 12:10PM. Caller describes the female officer as an older lady in her 50s and the male supervisor whom she spoke with after the WTMD screening as a short, bald, overweight man with glasses. This gentleman handed her a complaint card which advised her to contact the TCC.

!014 12:19: Resolution:

Apologized to the caller for any perceived unprofessionalism or lack of customer service she feels she received. Advised caller I would forward her complaint to the CSM at SRQ immediately for review. Suggested caller contact her doctor for any imminent health concerns because I am not a doctor.

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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.

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.
2014 1:38:1 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.

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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.

I have just recently been approved for a TSA Pre-Check number after going through the application process. The first 3 times I have traveled using my new TSA Pre-Check number have occurred over a 6 day span of March 23-28, and all my troubles occurring at McCarron International Airport in Las Vegas at the C-Gate inspection area that sits alone, not the location adjoined with the D-Gates.

The problem I have is this.... When the security checkpoint is busy and the lines are long for normal passenger screening, a TSA agent will be located at the entrance to the normal screening line and the Pre-Check line, directing passengers to either line. The second time on March 27th at 11 am the agent actually had an electronic device or pad and was counting the people he was letting go by in the lanes. I asked him why all these people were being directed to the Pre-Check line when clearly they had no idea which line to get into. He basically wouldn't answer me and when I pressed the issue he finally looked up and said rudely "go to this line or this line sir, your holding everyone up behind you". So the passengers who have not been prescreened through TSA Pre-Check and paid their $100 are using the Pre-Check line. They get to the agent who checks their identification, then are passed through to the metal detectors as those passengers who have been pre-screened. There was no removing of their shoes or taking out computer laptops or removing belts, etc. I observed this with my own eyes, and on 2 different occasions. The 3rd time through the checkpoint wasn't busy at all so there was no problem. The other 2 times I wasn't in a hurry either time, so I just stood back and watched this happen.

2014 3:04:2

After going through the metal detectors myself and getting my belongings, I approached the TSA "command center" on both occasions. The first time was March 23rd at about 830am. I spoke with a woman with blonde hair, about 40-50 years old. After explaining to her what was going on and that it wasn't right, I asked her why this was occurring. She told me it was being done on directions from Southwest Airlines. She insisted that those who are going through the line are screened as normal passengers. After telling her that I stood and watched it happen, she said I was wrong and to continue through the checkpoint. I told her I didn't know the airlines controlled TSA and for taking the complaint seriously. On the second occasion of March 27th, I went and stopped by the same command center again. Two agents listened to my complaint, gave me some reason why they were doing it (which made some sense) and gave me a complaint card and urged me to fill it out and send in. I took the card and this is the complaint. I'm sorry I don't have any names or badges.

I travel many times per month to many cities and have tried to wait till the bugs were worked out for this Pre-Check security checkpoints. Seems like they have them cleaned up everywhere else except Las Vegas.

Thanks for listening...

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.

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
:014 3:50:5 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.

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

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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

Caller is calling to report an unpleasant TSO who was unnecessarily rude and requires more training. He walked up to the checkpoint and this TSO asked him if he had anything in his pockets. He told him he had a handkerchief. The TSO asked if had anything else. He told him no. The TSO said yes you do, you have a boarding pass. So he took it out and raised it up in his hand. He went through the WTMD. As he went through the TSO did not move out of his way. He is standing in his personal space right up to his face and the caller asked him where is the guy who is going to check him out. He told him that guy was busy. The TSO is right in his face and told him he was getting better treatment. He wasn t rude to anyone else or in someone else s face. Someone checked his hands for the Explosive Trace Detection and that person was polite. This happened at gate B6 checkpoint. He has black hair, brown eyes, goatee and a small bald spot on the back of his head. One of the Asian TSOs told the caller that the guys name is (b)(6). There are two guys that look similiar and the one who was rude has the slighter build. He was Caucasian, no glasses with big hips. He is approximatley 6 foot tall give or take an inch.

Advised:
!014 6:39:1
TSO are required to display a level of professionalism in their interaction with passengers. I regret the experience who had. Let me get some information from you and I will forward this to the CSM for review.

Airport where the incident occurred: Boston Logan Airport
Airline: US Airways
Flight numbers: 1911
Date and time of incident: April 1, 2014, 640 pm
Individual s contact information email
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/2/2014 2:38:22 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 04/01/2014 Airline & Flight Number : US Air 570 to Phoenix
Checkpoint/Area of Airport : Near the US Air ticket counter/check in area TSA Employee: (If Known) : Not sure of names. Heavyset middle aged woman and young black man
Comment : The TSA staff identified above were rude to me and inept. They were difficult to understand and argued while I stood there waiting. I was pre-checked through on my US Air flight to Phoenix and when I entered the metal detector an alarm sounded. The employee at the metal detector was polite and said it was a random screening and I would have to be individually screened. I was directed to a young black man who would not look me in the face an I could not understand what he was saying. A heavyset middle aged woman came over and they argued because he did not have gloves and she said he had to search my bag and pat me down. They obviously had a problem between them.She grabbed my personal items and put them through the scanner and walked off leaving my items to sit unattended. I then and placed them near the area I had been directed. She yelled at me. The young man then took everything out of my carry on but not my purse. He spread everything out and stuffed it all back in without really looking at it as he was carrying on a conversation about sports with two black men while I was standing there. I was finally told my carry on had tested suspicious for explosives. I was then told I had to be frisked
014 4:14:3 searched and I said do whatever you have to do as soon as you can as my 85 year old Mom was worried and waiting for me. They started to take me to a room and told me to wait. I said why and they said you asked for it. I said no I did not and search me now right here as I need to get to my Mom. So they did. The heavy Woman mentioned above was rough and rude when she searched me. If this happened in California I would file a claim. I may still. She was demeaning and humiliating. They should be formally reprimanded for there failure to communicate and for their rough and demeaning behavior. I am 57 years old and I have traveled all over the world. I have been searched before without this type of treatment. I have probably flown in and out of DTW over 20 times in the last 5 years and I have never seen such horrible behavior. Please look at the film of this. I came through at about 6:15am on 4/1/14. I am 5' 7 inches, I have long brown hair and was wearing a red and black top with jeans. My boots were off so I had socks on the whole time. My Mom who has white hair and was wearing a floral jacket went through before me. This took approximately ten minutes and could have been done properly in about 5.
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: 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.

014 4:38:5 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 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.

014 4:38:5 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.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 4/2/2014 5:02:47 PM
Airport : EWR - Newark International
Date/Time of Travel : 04/02/2014 4:45 PM Airline & Flight Number : United Checkpoint/Area of Airport : C-1 checkpoint TSA Employee: (If Known) :
:014 6:18:4 Comment : I travel at least once a week through EWR and the past 2-3 weeks I have noticed that at each terminal C checkpoint that has TSA precheck, the lines have been extremely long. And it is most definitely due to the fact that you seem to be allowing regular elite travelers to go though their own security line but then they are pushed into the precheck flow through the metal detectors. This has caused the wait on the precheck line to literally be 15-20 minutes while those entering the elite line is absolutely no wait. This absolutely defeats the purpose of expedited travel and would think this also opens us all up to those being screened less than those of is precheck travelers. This is absolutely unacceptable and should be stopped.
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

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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) Calabasas CA 91302

Are you 18 or over? Yes
:014 6:19:4 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? 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?
04-02-2014 10:05

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

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

Are you 18 or over? No
:014 8:24:2 Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/5/2014 1:47:39 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/04/2014 11:30 PM Airline & Flight Number : United 1191 Checkpoint/Area of Airport : Terminal 6 (united Economy) TSA Employee: (If Known) : Not known Comment : Although I did not set off the metal detector. I received a pat down because I was wearing a long skirt. The TSA screener put her hand all the way up my left and into my crotch when parting down my right leg.

:014 9:33:2 I reported the incident to supervisors on site who were not helpful. They took my personal information from my boarding pass. They wanted me to confront the TSA agent who had per her hand up I to my cloth on site. I felt intimidated and threatened.
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

Since your complaint form will not accept my email address, I am sending the complaint this way.

Flight Info
UA flight 1638 from LAX to DEN on April 4th-departure time 1:25PM. Terminal 7 lower level screening.

Civil Rights-ADA section complaint

We were traveling from LAX to DEN on April 4th on UA1638. We checked our bags at curbside and then walked to the first floor security check with our carry on's. Total in the group was 4, 2 of which were disabled. The time was about noon to 12:30. When the TSA agent checked the tickets and ID's, he told my wife to go down the left side for disabled, and told me that I could not accompany her, and had to go through the normal security line. If I wanted to help her, we either had to leave the area and walk to another security area (she and her brother have problems walking so not an option, or take her through the standard line, also not a good option. I told her to go down the disabled area, because there was a place to sit once through security. I then helped my brother-in-law who is deaf and has cerebral palsy, and the TSA agent sent him after my wife, and he let my other brother-in-law follow him--why would he let him through and not the care giver? The TSA agents at the metal
014 6:06:5 detector asked my wife is she had someone to help her, and she said no, so they helped her (special thanks to them!). She went through, and then came my brother-in-law. They asked him to take off anything he was wearing, and he didn't understand what they were asking. My wife was being patted down at the time, and was able to call back that he was deaf and didn't understand. They then were able to help him (again special thanks for being so nice and taking care of him!). Now I am going through the normal line with almost all of our stuff-- purse, medical device and 2 roll-on's. I felt sorry for the passenger behind me as I put everything through.

You can check your video and confirm all of this. The act of separating the disabled from their care giver is unconscionable, and this is the first time it has happened in all of our trips. I don't know what his problem was but he needs to be retrained. As for all of the other TSA agents that my wife and brother-in-law dealt with, please pass on my thanks for their kindness, it was greatly appreciated.

Also, you need to fix your edits on this site to accept q.com as email address. My address is (b)(6) it lists it as "invalid Email!" per my previous email.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/7/2014 9:16:55 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/06/2014 9:45 AM Airline & Flight Number : Delta #2364 Checkpoint/Area of Airport : LAX Terminal 5 TSA PreCheck TSA Employee: (If Known) : (b)(6) Comment : I went through TSA precheck as I often do and had to go through the metal detector as there was no other option available. I have a metallic hip implant and informed the TSA agent before I went through and he had me empty my pockets and take off my shoes. The detector went off and I expected the 'pat-down' that I have undergone many dozens of times. Officer (b)(6) came over, brought me and my bags to another area, patted me down and THEN proceeded to dismantle both of my carry-ons for a search. I asked him what the rationale was for this and he informed me that he was a Supervisor and that this was Standard Procedure for anyone who set off the metal detector. Oddly enough, I was the only person subjected to this bag search as several individuals set off the metal detector while I endured this wasteful and time-consuming humiliation. I travel a lot and this is NOT
014 10:07:(standard procedure in New York,Detroit,Chicago, San Francisco, Atlanta,etc. Officer (b)(6) singled me out and abused his authority. When I pointed that out to him, he tole me he "was a Christian and wouldn't do such a thing". He needs to be reprimanded and brought up to speed on Standard 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

-----Original Message-----
From: (b)(6)
Sent: Monday, April 07, 2014 11:24 AM
To: TSAExternalCompliance
Subject: D-RFI

(b)(6)

If nothing ever changed, there would be no butterflies. ~Author Unknown

014 12:46:0 (b)(6)

(b)(6) Colorado Springs CO 80921
(b)(6)

What happened?

On April 6, 2014 I was at SeaTac in Seattle. I was traveling with a service dog and my 17 year old daughter, both of whom assist me while I travel. My daughter was separated from me despite requests that she remain with me. The initial contact with these agents came off to me as bullying- either separate or don t bother flying.

I am an insulin dependent diabetic who uses a pump and continuous glucose monitor. Additionally, I have an implanted access port. I also have severe PTSD that is exacerbated by unknown situations. Per TSA s suggestion, I signed up for and was approved for the known traveler program through CBP. I also contacted TSA Cares to assist at the airport. That request was ignored by SeaTac personnel as it went to a mailbox belonging to someone on vacation.
Prior to going through the metal detector, I requested a small vial of insulin be hand screened as I have been advised by both my physician and pharmacist that this medication can be damaged by use of x-ray. The TSA agent proceeded to go into a high alert status, demanding I go through a complete bag search and pat down. Initially, I refused as this is the first time any TSA agent has gone this far.

Hello,

I am a very frequent flyer and participate in Global Entry and Pre-Check. In leaving from my home airport today (Phoenix), I was cleared for Pre-Check. I got in line and was checked through the ID point quickly to then go through the bag check and security machine. At that point, the Pre-Check line merged with another line that was longer than either of the two other lines (standard and premium travelers).
Because of the length of the line, I assumed it was the standard traveler's line, but I am not sure. Once I reached the point to have my bag scanned and pass through the metal detector, the TSA person was informing everyone that they were in the TSA Pre-Check line and that no one needed to remove anything from their bags and they could keep their shoes on. This seemed odd that TSA would let non-Pre-Check passengers follow the pre-check rules. I had been in other lines in the same airport where we were mixed together (Pre-Check and non-Pre-Check). In those situations we were asked for our boarding pass at the time we sent bags through the scanner to ensure that we could leave laptops in and shoes on. After passing through the checkpoint, I approached the person from TSA that sits at the control desk. I mentioned that her team was processing everyone in the line as Pre-Check when there were really only
2 or 3 of us that were Pre-Check. I assumed that she was not aware.
She quickly replied that she was aware of that and that was the proper procedure.

!014 6:10:4 I am writing you for two reasons, one is to try to understand what the process is and the other is to alert you to a possible misunderstanding by the TSA in Phoenix. It does not seem at all correct that TSA would process non-Pre-Check members using the Pre-Check rules. It seems like common sense that this would be a significant security risk. Also, it is not consistent with what I have seen elsewhere.

If I am mistaken and this is a new procedure that is acceptable to TSA, then I apologize for the confusion on my part.

Thank you,

(b)(6)
Known Traveler ID (b)(6)

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

014 12:12:4

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

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

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 4/9/2014 2:17:14 PM
Airport : MLI - Quad City
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I had been previously approve for travel using the TSA pre check. My most recent trip from ORD to PSP via American Airlines did not include the TRA Pre check on the boarding pass.
The recent past travel had included this symbol.
It is my understanding the once in the TSA Pre check program, I'll remain in it.
AA recently upgraded their computer programs and apparently dropped the previously approve TSA Pre check passengers from the program.
:014 4:16:4
My AA Account # is: (b)(6)
I will be 89 years old this June and a WWII veteran. The only difference between the TSA Pre and over 75 is over 75 generally requires belt removal and going through the body scanner which is slower than TSA Pre which doesn't require belt removal and going through a metal detector rather than the body scanner- Process is much faster.
My AA Account # is: (b)(6)
The phone number listed is not available until after 27 May. However, I can be reached at (b)(6) or cell: (b)(6)
Can you direct AA to re-instate my previously approved TSA Pre check.
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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 4/10/2014 6:06:00 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/10/2014 5:30 AM Airline & Flight Number : Delta 6062 Checkpoint/Area of Airport : #9 TSA Employee: (If Known) :
Comment : The elderly man at checkpoint #9 - gray hair, glasses, mustache - was incredibly obnoxious. He held up the line for several minutes because I could not read his mind. He did not ask me to move, but expected me to know to move without asking me. I told him he just needed to ask, which seem to offend him. After I go through, he pulls my bag and makes me wait while a bag and laptop go through the metal detector again.

2014 8:22:0 Flying out of Dulles is already bad enough without TSA going out of their way to make it worse.

Now that TSA is unionized, I know there are no consequences to the behavior of any screeners, but would still like a 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; Screening
Current Date/Time : 4/9/2014 10:13:56 PM Airport : HPN - Westchester County Date/Time of Travel : 04/07/2014 3:00 PM Airline & Flight Number : Jet Blue 813 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Both supersivors that were on duty at the time Comment : I'm currently an airline pilot at a part 121 air carrier called Silver Airways. I don't know if by emailing you, I am directing this to the right person. On April the 7th, I attempted to travel out of my local airport in New York (KHPN) White Plains, NY to Fort Lauderdale (This was my third time traveling through this particular airport but haven't experienced anything of this level before). Approaching the entrance, the TSA agent allowed me to enter the security screening area after verifying my I.D. badge and seeing that I was in my full uniform. When I walked up to the metal detector and showed my I.D., the TSA agent informed me that he had never heard of Silver Airways and was not going to let me through security. I then ask him to call his supervisor to verify that Silver Airways was in fact a 121 air carrier. The supervisor informed me also that she was not going to let me through security and that I needed to check my bags if I had any liquids in them and that I needed to get a ticket in order get through security. At that exact moment, the JetBlue pilots that were working the flight down the Fort Lauderdale had come to my defense to verify that they have indeed heard of Silver Airways and it is a 121 air carrier. After hearing this, the supervisor still insisted that I go to the ticket counter to obtain a boarding pass and check my bags that contained any liquids. As I approached the security screening area again, the supervisor was awaiting my
2014 8:22:2 return and then ask to see my ticket. After she took my ticket, fifteen minutes had gone by and my flight was about to board. The captain of the JetBlue flight that I was trying to take came out to check to what was the issue was with me getting on. After talking to the gate agent, including the captain of the flight, I was then allowed to be screen and to make my way to the gate. But before I could proceed to the gate, I had to have my hand swabbed including my luggage that I had with me. The phone number that I was given if I wanted to speak to a TSA Manager is (914) 289 (b)(6) After trying this myself I was unsuccessful in proving to them the Silver Airways is in fact a 121 air carrier. Could some correct information or training be disseminated to the TSA personal at the White Plains airport location as to the screening of flight crew in uniform?

Thanks,
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: N A
Zipcode:

2014 8:27:4

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?
George Bush Intercontinental Airport

I had both hips replaced in 2007 and fly regularly, setting off metal detectors. This past Friday, April 4, 2014, I was flying out of LAX on American Airlines #297 (departing at 4:30pm) to Honolulu. The metal detector did NOT go off – I was at the security area closest to the Premium Passenger escalator on the far east corner of the American Airlines terminal – facing the metal detectors it was the one on the right side. I mentioned the fact that I had metal implants to the TSA agent and he replied that "you almost set it off". I told him that the machine needed to be re-calibrated.

Thank you for looking into this.

Sincerely,

014 12:10 (b)(6)

(b)(6)

(b)(6) Los Angeles, CA 90027

(b)(6)

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is for the sole use of the intended recipient(s) and may contain confidential
or legally privileged information. Any unauthorized review, use, disclosure
or distribution is prohibited. If you are not the intended recipient, please
contact the sender by reply e-mail and destroy all copies of this original message.

Caller wants to file a complaint. He stated he is 77 yrs. old, and was strip-searched by TSA. He walked through the WTMD and he has a knee replacement, was pulled aside and the TSO told him he had chemicals showing up and he was told in a very demeaning way to go into the security room. He stated he wanted to speak to someone about this.

Departed from CVG flying via Delta, #1934.
The TSO agents, one was approx. 60 yrs. old and 250 lbs. and a thin older man approx. 55 yrs. old were the two gentlemen in the private room.

Response:
Apologized to caller for his experience and advised information will be provided to the CSM at CVG for review.
014 12:56: Advised caller anytime an alarm sounds going through screening process, a paldown is required to complete the screening process.

All mail intended for delivery to the Transportation Security Administration s headquarters should be sent to the following address:

John S. Pistole, Administrator
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Provided information via email.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 4/11/2014 12:29:43 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a replacement knee and am a participant in the TSA Precheck program. When going through a metal detector type of screening, an alarm is always sounded, resulting in a pat-down. Many airports do not have a body scanner, which avoids the need for a pat down.

2014 2:04:3 My question is why is a pat down required? First, it does not reveal the source of metal. Second, it requires TSA agents to be distracted to perform a lengthy pat down. Third, it negates the benefits of the Pre program in the way of passenger convenience and reduced screening costs.

The suggestion is to re-establish the use of hand held metal detectors to locate the cause of the alarm.
Would you like a response? : True
Passenger's Name :(b)(6)
Phone Number :(b)(6)
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Speech Current Date/Time : 4/11/2014 12:10:50 PM Airport : MIA - Miami International Date/Time of Travel : 04/10/2014 12:00 PM Airline & Flight Number : UA3789 Checkpoint/Area of Airport : G gates TSA Employee: (If Known) :(b)(6)
Comment : I would like to file a formal complaint against TSA Miami who illegally detained me and violated my civil rights based on retaliation. On Thursday, April 10 2014, I was flying from Miami to Chicago on flight #UA3789. I was going through TSA security checkpoint for "G" gates and told a screener that I refuse to go through the whole body scanner. I politely explained to the screener that I do not wish to be exposed to unnecessary radiation since I am concerned about my health. I kindly asked to go through other methods of screening and pointed out to TSA posters in the waiting line offering such a thing. The screener (Hispanic male about 30 years old) did not like my request and became agitated and upset with me. He told me that I must wait here in front of the gate (pointed out with his finger). He did not explain me the reason for the delay and why I was pulled aside from other passengers. While the line backed up to the whole body scanner, the same screener called some passengers over and screened them through the metal detector. I approached the screener again and asked him if I could go through the metal detector just like other passengers. The screener yelled at me and gave me an order to wait in front of the gate. I waited over five minutes and figured out that I am possibly waiting to be patted down by a female screener. After about five minutes of wait, a supervisor approached me and asked me twice if I am refusing to go through the whole body scanner. I told him that I do not wish to go through the scanner but would rather go through the metal detector. The supervisor told me to wait again in front of the gate. During my entire wait I noticed about three female and five male screeners
2014 2:04:4 working the checkpoint. None of the female screeners approached me, even thought, they made multiple eye contacts with me. After waiting for about 10 minutes a female screener finally approached me and escorted me through the gate for full body pat-down. I was patted down in the public view in front of other passengers and screeners. My husband who was flying with me and passed the checkpoint with TSA Pre become frustrated about the 10 minute delay. As he was witnessing how I was illegally detained and my civil rights were violated, he approached a TSA manager (b)(6) to file a verbal complains. The manager explained him policies about gender restrictions for pat-downs. My husband asked the manager why I was illegally detained for 10 minutes when there were three female screeners working the checkpoint and none of them approached me for assistance. The manager admitted that he was not aware of the situation and apologized for his employees' rude and unprofessional behavior. As we were leaving the checkpoint, the TSA manager turned around and did not correct the problem with his employees. Thus, I would like to file a formal complain that I was illegally detained for 10 minutes to purposely delay my screening process and isolated from other passengers to humiliate me. Second, my civil rights were violated based on retaliation because I refused to go through the whole body scanner. I was never offered to go through the metal detector like other passengers but automatically sent for unpleasant pat-down. This is unacceptable practice by TSA Miami. I travelled through other major airports and never experienced such a bullying from the screeners as I experienced in Miami airport.
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

2014 4:08:1 webkit-fake-url:(b)(6) imagejpegI am the pilot in charge of flight 2942 from RST to ORD on 4 11 14. I was asked to surrender my cup of coffee after passing through the metal detector. As a uniformed working crew member, I feel that the agents working security in Rochester Minnesota at 1:00pm on 4 11 14 were not following standard operating procedure. Consequently, I purchased a $2 cup of coffee at an establishment inside of security and would appreciate being reimbursed for my expense. Thanks,

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/11/2014 4:06:25 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/11/2014 3:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am 6 1/2 months pregnant and requested to go through the metal detector and have a separate pat down and was rudely told No! The woman told me the other scanner was not an X-ray and there was no medical reason why I couldn't go
2014 6:03:2 through it. I asked again for a separate screen and was told no again. I must say how rude this woman was was incredibly unnecessary. I am standing outside the decreeing point right now wiring it's because I was so upset and didn't want to leave without reporting it.
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

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.

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.

!014 12:53: 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.

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: 4/13/2014 2:12:57 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
2014 9:50:2 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta 1763 at 4:45 PM on 4/12/14. this occurred at approximately 3:45 PM. The flight was out of Reagan International (DCA). Flight left gate 22. Let me know if you want any other details.
Comments:I was pulled from line and told to use the TSA precheck line. I was completely unfamiliar with the process. At the first desk, I scanned my phone and asked a question about if laptop had to come out of bag. I was not clear about the answer, the next person encountered was a young male with a ponytail, perhaps oriental or mixed heritage. He was loudly giving instructions about when and what has to come out of bags. when I started to ask a question, he rudely interrupted me and began his instructions again, and did not attempt to address my question. I told him that I had heard him and he did not have to repeat and I did not appreciate his condescending attitude. Next I got stopped at the metal detector. I forgot that my phone was in my pocket. the woman asked if I had anything metal in my pockets. I said no. she said "I see something metal in your pocket". I realized my error and removed my phone. I asked if this was a game. TSA reminds us all the time that this is serious business. She should have told me to remove the phone from my pocket since she knew evidently knew it was there. Then I did what I always do after I passed through the detector. picked up my bag. I had to walk around one conveyor to another conveyor, grab my bag and was immediately and rudely and loudly asked what I was doing. they said my bag needed to be checked. I said "where are the signs, how am I supposed to know?" Not one person said anything to me indicating that I could not retrieve my bag until I had my hand on it. In all my years of travel, any time a bag of mine has been diverted, I am always asked "Is this your bag". I had not a word about anything. these are lazy arrogant poorly trained insensitive jerks. I waited patiently until an older, quite tall black male agent picked up my bag and opened it. He told me what he was doing and why. I believe it was a candle purchased at a gift shop that caused concern. This man was the only one in the area that was professional. He was absolutely great. Please bear in mind that this entire time, I was the only one using the precheck security line. This makes me think that it is just used by bored lazy clerks to have a little fun at taxpaying passenger expense. I was insulted and treated rudely and humiliated. I am not sure but I am thinking that there is a good chance that this was racially motivated as I am a white male. I want a response. make no mistake about that.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/13/2014 4:09:17 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/13/2014 4:00 PM Airline & Flight Number : American Airlines #67 Checkpoint/Area of Airport : terminal 8 TSA Employee: (If Known) :
2014 6:04:4 Comment : Incredibly slow, held up flow of everyone in the line for a group of three who were unprepared to go through the metal detector.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 4/13/2014 7:49:44 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 4/13/14 7:40 PM Airline & Flight Number :
Checkpoint/Area of Airport : Precheck B
TSA Employee: (If Known) : NA
2014 9:00:4 Comment : Help me out. Why did I sign up, get photographed and fingerprinted and pay a fee... Then you give the access to non screened travelers for free?!? Today there were several casual travelers in line, thanks to the "managed inclusion" program. One was a European tourist who had to go through the metal detector 3 times. This slows the process for the business traveler and increases risk. I am disappointed with this and I hope you change it.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from San Juan PR to DCA. There were two lines for baggage screening and one line for the passengers. Passengers were waiting nine people deep to go through the AIT. Caller states that she was out of line of sight of her bags a full minute and a half. Anything could have been taken from or inserted into her luggage in that time. The reason she was out of the line of sight was because her back was turned away from her belongings. The WTMD was only for flight crews and it was the line closest to the caller s baggage. She thought that, had she gone through that line, she would have been able to maintain eye contact with her belongings, but that was not an option when she was going through screening. The TSOs were directing all passengers through the AIT. She spoke to a STSO who said this is a new procedure and a recent change. Caller was upset about this situation. She said the person who presented as an STSO (she was not sure if this TSO was one) said she did not like the procedure either and encouraged her to tell TSA.

014 12:05: Airport: SJU
Airline: JetBlue
Flight Number: 1348
Date and Time: April 13 at 4:40pm
Location: A Terminal

I thanked her for calling. I told her that usually the TSOs will try to keep an eye on the luggage if the passenger cannot, but since it was 9 people deep, that would have been difficult. I told her I would send this to the CSM for review.
The caller and her nine year old son, (b)(6) flew from COS on April 13, 2014, and his shoes alarmed the WTMD. The female TSO called over a male agent, and indicated that he would have to take the callers son to another area for additional screening. The caller informed the TSOs that her son was nine years old, and she needed to accompany him. The agents refused, and took him to another area. However, when he returned to the screening area he told his mother that his $50.00 cash gift given to him by his grandmother was missing. She then asked for a supervisor, as the entire incident was troubling. A supervisor walked over to the screening area, and told her that her son looked older than nine. Therefore, she would not have been able to accompany him. The caller then requested video footage of the area where he received additional screening due to the missing money. The supervisor indicated that they could not pull the footage without contacting local law enforcement. The caller was afraid that they would miss the flight, so they exited the screening area. She wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: April 13, 2014; 4:45 PM
Departure Airport: COS
Airline: American Airlines
Flight Number: 956
Terminal and Gate Numbers: 8
Time of Incident: 4:00 PM
Description of TSO: A middle aged hispanic or caucasian male with glasses.
2014 5:56:1 Description of Supervisory TSO: A caucasian middle age female with reddish or blondish hair.

Advised Caller:

Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

TSA appreciates that you took the time to share this concern with us. 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.

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.

Caller flew from Orlando to Westchester. When she was going through the TSA she had her puppy with her. They told her to take the dog out and walk him through the WTMD. It beeped. The officer said it had to be her earrings. She took them off and handed them to him. He was African American, short hair, almost bald, some facial hair, she doesn t remember that well. Everything was fine and she went to another TSA agent who wiped her hands and she didn t realize she forget them. She was wearing sandals and jeans and a white tshirt. She had a ponytail and she had the dog in her hands.

Advised:

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller s email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at MCO to notify them of what happened.

2014 2:31:3

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: MCO
Airline: Jetblue
Flight numbers: 1294
Date and time of incident: April 14, 2014, 815-820 pm
Individual s contact information email

(b)(6)

NOTICE:

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

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

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

Are you 18 or over? No

2014 8:24:0

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

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

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

What was the date and approximate time of the incident?
04-15-2014 18:45

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.

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.

2014 3:39:1

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.

Note: TICKETED PASSENGERS ONLY OR THOSE WITH AN APPOINTMENT ONLY. Applicants must either have a boarding pass OR an appointment with a confirmation page to obtain a gate pass to access the enrollment center. This TSA Pre ?

On 4/11/14 I was traveling from Newark airport at approximately 1 PM on united flight 590. I was selected for additional screening. This is not new to me since I fly well over 1K miles per year. I moved into the holding cell and awaited an agent. (b)(6) came over and told me to follow her. She started to lead me to a table about 25 feet away from the luggage screening area. This would require that I leave my possessions unattended (there wasn't even a TSA agent on the other side of the metal detector). I told her that I did not wish to leave my possessions unattended. She told me that I had to and to follow her. I refused and she became belligerent and loud. She then forced me back into the holding cell like it was jail and walked away. I protested to another agent and asked to see a supervisor. (b)(6) (badge (b)(6) came over and I explained the situation. She immediately helped me and then asked that I send a complaint because they have been having issues with (b)(6)

2014 6:06:2

I am really getting tired of TSA agents acting like they are above the law and acting very rude

As a Global Entry member I had my first experience with TSA Precheck at Dulles International Airport on April 6. While the process was a great improvement overall, the one area where I encountered a problem was with the requirement to remove belts. The signs in the waiting area stated that belts did not have to be removed, but when I reached the screening point the TSA officer told me that belts have to removed if they contain metal that will activate the metal detector. I suggest that the signs in the screening area be revised to clearly indicate that belts with metallic parts will still have to be removed.

Thank you.

2014 8:23:2

(b)(6)

Gaithersburg, MD 20882

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 4/17/2014 8:21:30 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 04/17/2014 7:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : Gates 14-25 TSA Employee: (If Known) :
Comment : TSA pre-check line took longer than the regular line. The TSA agent was manning both lines and would not let the TSA pre-check people through. Then the TSA agents running the metal detector couldn't figure out how to screen for a baby stroller which held up the line for 10 mins. Seriously? People pay money to be able to go through the line with at least some movement. The TSA agents need to learn how to do their job. I am never traveling to Austin again because of the TSA agents!
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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

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

I chose the pat-down.

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

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

Best regards,
(b)(6)

(b)(6)

Kerrville TX 78028
(b)(6)
HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 4/18/2014 12:08:06 AM Airport : HNL - Honolulu International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : hawaiian airline interisland terminal TSA Employee: (If Known) :
Comment : I have a concern about the pre check at Honolulu airport inter island. My concern is that how do TSA know who is pre check after showing id's to agent because the pre check and regular line merges into one metal detector. And oftentimes travelers jump to whichever baggage scanning thats faster.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6) o leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Compliment
Categories : TSA Pre?™
Current Date/Time : 4/18/2014 9:48:21 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2014 5:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A Pre-check TSA Employee: (If Known) :
Comment : When there is a rush of people you need to have a second metal detector open up. After putting my carry-on trough the x-ray machine, I had to turn around and get in a line of 20 people waiting for the metal detector. All while bags were piling up on the other side of the x-ray belt. I saw at least 3 TSO standing around doing nothing who could have been operating the second metal detector. It would be so easy for someone to walk off with my belongings.
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 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.

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 was going through PIT and it took her 1.5 hours to get through screening. She was flying on Jetblue and her boarding pass had the Precheck icon but the TSO refused to allow her in the line. The TSO stated that the Precheck was printed in the wrong place by Jetblue and that it was supposed to be under the bar code. One hour later a different TSO looked at her boarding pass and said you are in the wrong lane and that the passenger should be in Precheck instead of the regular lane. When the caller explained what had happened, the TSO offered to take her upstairs so she could lodge a complaint but she declined since her flight was departing soon. Another TSO offered to take her through the body scanner but she went through the WTMD instead and after having to go through it several times(she had to remove her belt,then her jewelry,then her shoes) she was finally cleared. Caller wants to know why she was subjected to such a blatant systems failure obviously caused by a training issue. She doesn t understand why one TSO told her she couldn t be in the Precheck lane and another told her she could.

Explained that I would forward her information to the CSM for review.
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:

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.

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

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

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

Not easily intimidated, I stared back and said, Yes, if you would listen to me this could have been taken care of already. I have a hip implant. She then called for another officer to come up and pat me down as she once again stared at me in a very
2014 9:11:1 weak attempt of intimidation.

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

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

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

(b)(6)

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

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

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

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

2014 9:26:4 Furthermore, (b)(6) was snippy, flippant, and unprofessional. I told her that she didn't need to be snippy with me because I was looking for help. (b)(6) tone did not change, and she still was unwilling to help.

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

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

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

Sincerely,
(b)(6)

(b)(6)

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

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

Image removed by sender.
Image removed by sender.
Image removed by sender.
(b)(6) has sent you a document TSA Complaint Submission.
Click HYPERLINK "https://secure.echosign.com/public/downloadAgreement?aid=(b)(6)" here to download the document.
Message from null:
Attached is a copy of my complaint form
HYPERLINK "https://(b)(6)" Learn how Adobe EchoSign helps you easily send, track, and manage document signatures.
2014 9:27:4 Upload, customize, and send contracts in a few quick clicks.
Keep real-time track of contracts. Know exactly when they re opened, viewed, signed.
Get alerts when things happen, and when they don t.
Present and gather signature for documents, even when you re offline.

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

Attachment:

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

I arrived at Oakland International Airport on Tuesday the 15th of April @ 5am. After I received my boarding pass I asked for assistance from 3 different TSA agents. Each agent told me to go

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.

2014 2:26:4 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.

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.

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.

2014 6:29:5

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.

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

My name is (b)(6) and I am a trusted traveler and enjoy the perks of the global entry and TSA pre-check programs. Yet I do have one concern. I recently had a knee replacement and it has made the TSA pre-check pretty much inconvenient for me anymore and I think this is quite unfair. The fact I now have an artificial knee does not cause me to be an untrusted traveler yet I am treated as such and I wonder if there are any plans in the future to allow some sort of notification on the boarding pass to allow me to go through the metal detectors.

Most airports with the TSA pre-check utilize metal detectors instead of body scanners. In all my travels since my surgery I have been required to be escorted back around through other travelers not utilizing the TSA pre-check so I can go through a body scanner. TSA will not allow me to pass through the TSA pre-check line metal detector.

What can be done as this inconvenient to me a trusted traveler.

2014 6:24:2

Thank you,

(b)(6)

(b)(6)

Rogers, AR 72756

(b)(6) (mobile)

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.

2014 8:31:2 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)

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.

2014 3:43:0

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

From: (b)(6)
Sent: Tuesday, April 22, 2014 3:56 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 4/22/2014 3:56:08 PM

2014 6:27:4 Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Unprofessional conduct

Comments:

I flew on 4/21/14 from the Domestic American Airlines terminal 8 at JFK. My flight left at 1:45pm so I went through the security line around 11:45am-12noon. I was flying to attend my brother's funeral, who died of a self inflicted gunshot wound. I understand that the agents do not know why people are traveling. However, as the TSA agent was checking my ID before proceeding to the metal detectors, he was conversing with a co-worker about how bored he was. He mimed the motion of putting
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 4/22/2014 6:00:15 PM

2014 8:20:5 Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):B terminal at Orlando airport at around 4a.m. on April 22. I left out of gate 41 on United.
Comments:First time flying in about 5 years, put all my belongings in plastic tray started to walk through metal detector, TSA agent looks down at my feet without saying a word, I then look down realize I have my shoes on. I then take them off put them in scanner and laugh at myself for forgetting. The TSA agent then says "you got a problem" I then say I didn't say anything. He stops the scanner, gives me a say something look then starts it up again. I work on aircraft and had my blue badge on at the time. I did not go through employee line it was the regular line and it was so early he was the only one on walk through metal detector. I could identify him if I had to. Extremely unprofessional and one of the main reasons why I do not fly unless I have to.

Feedback Type : Security Issue
Categories : Duration of Screening Process Current Date/Time : 4/23/2014 11:28:40 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 04/22/2014 7:30 AM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : TSA Screen TSA Employee: (If Known) :
Comment : I am writing about the "random" extension of the security checks that we experienced and witnessed in DCA. My mother is a 78 year old woman who suffers from dementia. She walked through the metal detector and after approximately a 2 to 3 second delay, there was a beep. She was immediately herded to another area. She, because of her condition, had no idea what was going on. I went over towards her and was told to step away. Her hands were swabbed. I asked an agent if it was really necessary to do this to a 78 year old with dementia and he replied it was random. I looked around at the other random victims. One was a woman obviously suffering breast cancer and the others were all retired (or
014 12:17: within that age range)people. Not one was a teenager, young adult, or business looking professional. So therefore, it was not random at all. That type of "security" is insulting and really not security at all. It would be nice if the powers that be really work on protecting the public and not trying to fool them.
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; Screening
Current Date/Time : 4/23/2014 1:39:37 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 04/21/2014 3:15 PM Airline & Flight Number : Southwest 620 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : Female
Comment : My daughter, who is an attractive and petite minor was flying alone, back to her fathers house in Nevada following her spring break vacation with me in California. She was 'pre-screened' and moved quickly thru the screening area, as she always has in the past. Because She is a minor, I always get an escort pass to take her to her gate and wait with her for her flight to board. I have done this several times in the past and have never had an issue walking thru the metal detector right behind her. But this time I was told to go thru x-ray scanner, I opted out for health concerns and had to wait for an employee for a pat down. This caused me great concern for 2 reasons. One, my personal belongings, including my cell phone, ID and credit cards which were not in a wallet or purse, were sent thru the xray machine and just sitting out in the open on the other side where every person walking by has access to them. And Two, My daughter was alone, unsupervised and had NO idea why I wasn't right behind her as I always had been. She was frightened and alone, while I waited for someone to be available for my pat down. i FULLY cooperated and never gave the tsa employees attitude, but when I asked for an explanation opn why it was different this time, I was given attitude in return. Following my pat down, I was approached by another tsa employee who indicated my daughter forgot she had her body spray was in her carry on bag and that it was too large of a bottle to go on the plane. So I was told I had to take it back to the car or throw it away. Seeing as it was brand new and she just bought it the evening before the flight, she was shocked, and extremely sad that they wanted to throw it out. So I said I would take it to the car, and they then informed me that she was not allowed to go with me since she was already checked in for her flight. So now she is vulnerable, and has to wait alone, completely unsupervised, in a public place with a large crowd of rushing, moving strangers and commotion, all the while afraid to miss her flight because of the delays so far. I asked if she could at least sit near the security area, and they said NO. she could wait on a bench across the way. So here is my beautiful 14-year old daughter ALONE in a crowded and busy airport with a flight that leaves in just 10 minutes, listening to all the announcements, wondering if they are talking about her flight, and her mom is leaving to go all the way back to the car. When I returned, they had me come back thru the screening area and AGAIN my cell phone, credit card and ID are just sitting at the end of the xray belt accessible to anyone walking, and wait AGAIN to go thru a SECOND pat down by the exact same female tsa employee that did it the first time, delaying us getting to her gate, which was RIGHT as they called her boarding group. This entire experience has caused great stress to my daughter and me. I feel it is completely unacceptable to leave minor children unattended not just once, but TWICE for an extended period of time with no way of communicating to them what is happening or why. Especially since I was supposed to be her ESCORT!
2014 2:14:2
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 4/23/2014 2:36:03 PM Airport : SDF - Louisville International Date/Time of Travel : 04/22/2014 1:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hey guys, I don't usually complain since we all work together, but this was obnoxious. I am a pilot and I was traveling to work not in uniform but I had my ID on. I am pregnant AND TSA precheck cleared, but I still had to get a full body pat down because I declined the body scanner. The precheck line and the line I was in both had active metal detectors but I wasn't allowed in there.
2014 4:09:2
Now I am OK with the liquids and gels for non-uniform, but you have to understand there are MANY occasions when we are traveling for work and the uniform is not required. Also, I believe having my PILOT badge on should be a signal that I don't need a pat down.
Knowing your procedures, I checked my bags, however the pat down was ridiculous. Being pregnant doesn't make me a threat!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

Are you 18 or over? yes
2014 8:05:5 Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

What was the date and approximate time of the incident?
Date: 4-23-2014, Time: 17:0

Feedback Type : Complaint
Categories : Other
Current Date/Time : 4/24/2014 9:31:27 AM Airport : EWR - Newark International Date/Time of Travel : 04/16/2014 5:30 AM Airline & Flight Number : UA4529 Checkpoint/Area of Airport : security screening in terminal A TSA Employee: (If Known) :
Comment : This screening check point had a single person checking IDs/boarding passes and a single baggage screening/metal detector in operation. The line contained at least 100 passengers and many of us were trying to catch connecting flights.
!014 10:30: We told TSA personnel this and their response was "sorry, you have to wait your turn". I missed my connection. There was a second line opened briefly for about 3 passengers then it was closed again. There was a TSA employee dedicated to the crew line who was sitting there with nothing to do; surely she could have screened passengers during her down time? Very disappointed with TSA's poor planning which resulted in inconveniencing many passengers.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to 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.

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

!014 12:23:

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.

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

2014 6:05:5

(b)(6)

Jet Blue Flight 1366 on April 8th

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

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

The caller indicated that the names were:
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.

2014 7:47:5
(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)

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.

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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.

2014 7:47:5
(b)(6) - Manager--told her that she had to do a patdown.
He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesnt know what they did in that absense.
She stated that they did not have a female to assist her, as she asked for.

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

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)

NOTICE:

2014 8:15:4 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:

INCIDENT REPORT

NOTICE:

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

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

2014 9:07:4 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

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

(b)(6) notes:
2014 9:36:3 Caller said that he is wanting to know information about the patdown procedure for private areas. He went through PreCheck and received an alarm from the WTMD, and his hands tested positive for something. He stated that it required a patdown and they checked all of his bags. They took him into a private area, and when they conducted the patdown of his sensitive areas, they used the palm of their hands. He has received patdowns before, but he is always used to them using the back of their hand when patting down his private areas, and he wants to know why this was done with the palm of their hands this time. When he asked them about this, he stated they informed him it was in the rule book, and he needed to look it up. He wants to know where he can get this information at.
He said it was on the far west side at DEN, in the PreCheck line, and when they stamped his boarding pass, it says South 284. It took place around 6:30 pm on 4-24-14, and his flight was Southwest 687. He stated that he asked for the names of the supervisor and lead officer, who was conducting the patdown, but they only told him to look up the information. He said all he got of the last name of the lead officer was van der(something).

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

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".

2014 8:34:4

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

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

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

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

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

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

!014 12:16: On the morning of Saturday, March 15, 2014, at approximately 8:45AM Alaska time, I called ORD duty desk and spoke to supervisor (b)(6) about the situation. She tells me that everyone has been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. Then she corrects herself and tells me that our flight will be a revenue flight but assures me that everyone will be re-screened before getting on the plane.

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

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

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

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

Eventually the captain gets an FDOM by the name of Scott on the phone (b)(6 explained to the entire crew the events that occurred between the time we went to our hotel rooms the night before and present time (b)(6 went on to say that passengers Caller says that he flew with a CPAP that had its memory wiped by screening and had to be sent back to be reprogrammed. What can he do to prevent this in the future?

Advised caller:
We regret that you found your experience to be less than satisfactory.

2014 7:33:5

Passenger should inform a TSO of the CPAP and any special requirements before the screening process begins. Also, keep the device a safe distance from any WTMD or wand device.

(NOTE: Caller refused email and CSM send.).

Feedback Type : Complaint
Categories : Missing or Damaged Items; TSA Pre?™ Current Date/Time : 4/26/2014 2:17:05 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/26/2014 3:50 PM Airline & Flight Number : DL 1077 Checkpoint/Area of Airport : RDU Departures TSA Employee: (If Known) : (b)(6) Comment : At approximately 1:55 PM on 4/26/2014, after proceeding through the metal detector with my "Pre-Check Yellow Card" (What is this??) I went to collect my belongings. Agent "(b)(6) " announced I was required to remove my laptop despite being pre-check. He then threw my laptop bag on top of my $1,500 prescription Google Glass, which had been placed in a bin alone with my watch & phone.
2014 3:19:3 The glasses were damaged.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to file a complaint against the TSA crew at IAD because they delayed her and she missed her flight. She was flying internationally and states she was told by the airline that arriving 30 minute arrival prior to departure was okay. Caller was supposed to fly at 10:20PM and she arrived at the checkpoint at 9:50PM but caller had to go back to the airline counter to have another boarding pass printed because it was lacking some information. Caller went through the WTMD and had a patdown on her back because she was holding her child through screening. The TSO told her she had to swipe her hands. She was carrying food for her child and it was hand inspected and when she arrived at the gate it was closed and she missed had her flight. Caller was flying on Lufthansa to Munich, Germany.
2014 10:35: She was upset and got sick and went back to the TSA and spoke with the same lady and there was no sympathy for her issue.

Response:
Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel.

Caller went through MDW yesterday. She got to the airport in time for a 1:15 flight from MDW to ORF. Their boarding passes were not acceptable. They were told that the boarding passes were not valid.
She is an 82 year old white woman, her daughter is a 52 year old who has a military ID. She printed the boarding passes out at hotel. The ticket agent said that they were not valid and would need to be reprinted. After they had the issue with the boarding pass, they were directed to another side area where she was told that she would need to go through ETD testing. She had been directed through the metal detector. She didn t tell them about her knee replacements. They caused an alarm,
2014 11:53: she had to have a patdown. She said that she would get her card indicating that she had metal implants. The officer told her that she couldn t touch her purse during the screening. TSO offered her a private patdown. Caller also had an NOI in her checked bag when she arrived. She wants to know if all of these additional measures of screening were random or if she was targeted because of her boarding pass. She flew on Southwest.

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

Caller went through MDW yesterday. She got to the airport in time for a 1:15 flight from MDW to ORF. Their boarding passes were not acceptable. They were told that the boarding passes were not valid.
She is an 82 year old white woman, her daughter is a 52 year old who has a military ID. She printed the boarding passes out at hotel. The ticket agent said that they were not valid and would need to be reprinted. After they had the issue with the boarding pass, they were directed to another side area where she was told that she would need to go through ETD testing. She had been directed through the metal detector. She didn t tell them about her knee replacements. They caused an alarm,
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Advised caller that some screenings are random. She could have been screened by the ETD because of the boarding pass. The officers conducting the screening did not know that she had metal implants because she didn t tell them before screening began. They sent her through the WTMD, because of the alarm from her knees, they had to conduct the patdown to resolve it. The patdown wasn t random because of the alarm. The officers inspecting her bag would not have known that she had to have a patdown when she went through screening so the NOI is not connected with her additional screening at the checkpoint. If her bag caused an alarm, the officers would have had to inspect it before they would have allowed it on the plane.
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
2014 5:16:2 Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger s hands. I told the caller to request to speak with a PSS at the checkpoint. I e-mailed the caller the information we discussed on the call. I told the caller her father could call back 72 hours prior to his departure with his flight information. I offered to forward the information to the airport but the caller said she would let her father make the determination.

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

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

On my last flight, (thanks to the TSA funneling "regular" travelers into the Pre-Check line) I found the Pre-Check line actually longer than the line for "regular" passengers. To add insult to injury, after the expected screening fiasco, the inspection of my
2014 6:15:1 hands for unknown residue set off additional alarms, requiring a complete search of my person and all of my luggage (which turned out negative).

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

(b)(6)

"Trusted" Traveler (b)(6)

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
2014 6:15:4 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)

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
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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.

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.
2014 7:57:5 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.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Remote Client IP: (b)(6)
Date Time: 4/29/2014 9:28:44 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight: DL1942
Airport: MHT
Date: April 29, 2014
Time: 5:00 AM
Location: 1st floor screening area
Comments:So I'm prechecked. But MHT doesn't have a dedicated line. I take out my computer (which is not required in HSV) and keep one of my boarding passes, go through the metal detector where I'm notified I don't have the right pass. I try to go over to the other line (where my bag has been screened) and they stop me. An agent comes over to find out what it wrong and then he goes over and gets my bag. I pull out the right pass.

014 10:21:

I've been delayed because of this so I say to the agent "Why don't you guys have a precheck line?" He starts grumbling about something upstairs. I don't understand what he says. He brings my bag and I ask him to repeat it. He acts pissed off. He says the precheck line is upstairs. I said that someone should tell people that. He said there are signs all over the place. I told him I don't read the signs. He responds angrily that it is my problem.

He acts perturbed. I ask him what he's mad about. He seems to get madder and says he's not mad... Oh yes you are -- you're raising your voice. I respond like-kind. I do not accept bully behavior from anybody. He goes back to his podium and then looks over and says something to me from across the way. I can't hear it but I assume it's something inappropriate again.

So my bag that's already gone through screening now has to get rescreened. They flag it and I ask the woman who inspects the contents who is the TSA supervisor there, and she says he is. Oh brother... So I ask her if my bag was flagged for retaliation because of him. He hears me and comes over saying, "You want to see retaliation? I'll call upstairs and get some retaliation. You want that?"

Really? I say he's a bad choice for a supervisor. The TSA needs a NICE person to lead them, not him.

I fly often - that's why I get precheck. I don't need a big scene just because I took out the wrong boarding pass.

Also, in HSV you don't have to take your computer out of the bag. In MHT, you do. However, in MHT they have 2 lines and many TSA agents standing around. If you're prechecked, your bag must go through one line while you go through the metal detector on the other line. However, on the 2nd line, they're checking flight crew in so why not let the few prechecks go through the same line? Why do they use 2 lines for prechecks at MHT?

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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: 90232

014 10:22:

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

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

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

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.

014 12:58:

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)

Travelled on AA at MIA 4/28 at 5pm, Gates D & E.

First issue:
We arrived at Gate D to find TSAPre closed, and we were told to walk to Gate E, a very long walk.

At E, Pre was also closed. I have never seen this at an airport and I travel all the time. It was 5pm on a Monday, not exactly a slow time of day. Having to go through regular TSA screening was utter misery. I asked why- they said 'we dont have enough people to staff the Pre line'.

Second issue:
2014 4:32:2 My wife is 5 months pregnant, and did not want to go through the X-ray Rape scan machine. She is within her rights to opt-out. The TSA person (short hispanic woman about 50, 5 feet tall with black ponytail) told her she cannot opt out. The TSA women also got angry that my wife sent her boarding pass through the belt with her purse, and did not accept the mobile boarding pass when i showed it to her on my wifes phone. TSA women eventually walked away in disgust and another TSA rep said to just hurry through the metal detector.

This is what everyone expects with TSA which is why i signed up for Global Entry and Pre.
I would like to find out her name so i can send a formal complaint. Please let me know what I need to do.

Thank you
(b)(6)
HYPERLINK (b)(6)

and hold-ups in security mainly because of inadequate staffing, lack of space to properly move people and conduct the necessary security checks, and outdated equipment that made the check in take much longer than I have ever experienced. I feel compelled to bring these inefficiencies to the attention of TSA especially when your workers appeared to be trying hard and very diligent.

I arrived at the airport well over two hours in advance of my flight. Nonetheless, I nearly missed my flight. And checking in at JetBlue was not the issue. The Phoenix airport was just not able to accommodate what needed to be done.

There was one agent checking identification and boarding passes for the entire terminal. When school kids showed up without licenses or passports, he had to call supervisors to escort those kids through security since they only had school ids. After the boarding pass check, there was a tiny hallway to funnel those travelers to get to the screening section. Even though it was single file, the school kids were escorted passed us in line which was very uncomfortable for those of us in line. Then two passengers in wheel chairs were literally shoved down the tiny pathway. It was up to the first passenger herself in the chair to holler out 'excuse me' in order to get people to suck in their tummies and straddle their carry on bags so her wheel chair could pass. Otherwise the escort would have had to knock us down like dominoes.

When we arrived at the screening section, it was chaotic at best. At worst, the agents were unsure how to operate and had no system to handle the flow of people and carry-on luggage. One agent was running around trying to keep the line moving, and trying to move the little grey totes returned into the proper spot, trying to get passengers to take off shoes and belts etc. There was one agent on the computer for the bag x-ray machine. She found four passengers in a row had to have their carry-on items more closely screened, myself included. When the agent on the computer indicated "bag check" over and over again four times, the passengers had no where to go, no place to step aside. At that point the conveyer belt had to stop and the patrons could not walk through the metal detector. Everyone seemed to set off that metal detector anyhow. Since it was constantly sending off alarms, the TSA agents had to screen those individuals as well, and so they stood beside us with the bags needing to be checked. This created total deadlock and a clog.

2014 8:11:2 Before another agent took my tote to check it thoroughly, the agent running the line interrupted the one on the computer to ask her to move one bag in the bag check lineup ahead of another couple of bags, in order that that patron could keep her bags together. The agent on the computer respectfully said no, that is not how she was trained because then the other agent would not know what to look for in the carry-ons. The first agent explained that is how they always do it, since she has been working there, and they just delete the record of that bag in the computer when they grab one out of order. This sounded disconcerting to all of us waiting. The agent on the computer did not move the bag and it seemed to be agreed that the protocol should be that the bags stay in line as indicated by the xray machine so that the agent who does the check by hand would know what to look for. As the agent on the xray computer continued her work, the agent running the line still grabbed a bag out of order anyhow and told the one who checks by hand to just delete it. Then that agent ran to grab totes and go back to the start of the conveyer belt.

Meanwhile the check of my bags by hand was completed, and I was allowed to step away with my tote. I went to a long metal table to put it down to take my things out and put my shoes back on. I was immediately asked to move in a very stern tone, as that table was where they must conduct the closer search of the people who set off the alarm. I am not sure why we could not share the table as it was the only one. I had to walk past the security area entirely to get to the gates inside the terminal. The whole experience was very trying. I think on the whole all the passengers felt empathy for the TSA workers, as 3 or 4 total were not nearly enough working on a busy night. Still I was not impressed that the bags were examined out of order or not at all just for convenience of one passenger so could keep her items together.

It was troubling that the facilities were structured so narrowly.

At the outset as time started to run out for me to catch my flight, I began to tell the TSA agents about my plane boarding. I was told I would be fine and had plenty of time. Actually I had to run all the way to get to my gate just as the plane was shutting its doors.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 4/30/2014 12:56:29 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/29/2014 9:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 4 Checkpoint A TSA Employee: (If Known) :
Comment : I was disappointed on this trip, while going through checkpoint A in Terminal 4, to find that not only was Pre-Check not operating, but there were no accommodations being made for Pre-Check passengers in the normal lane, requiring liquids and laptops to be removed, shoes and belts off, and screening through the full body scanner instead of the metal detector. Even at tiny airports I have not had to do this full routine since Pre-Check was introduced, so it was a bit of a shock to have to do it at an airport as large as Phoenix while a fair number of passengers were arriving for the late bank of flights. More to the point, this is the first time I have arrived for a late flight out of PHX and had to do the full screening routine. Is this the official policy regarding Pre-Check for late flights out of PHX?
2014 8:24:0

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

NOTICE:

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

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

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

2014 8:24:2 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

From: Fischer, Anna
Sent: Wednesday, April 30, 2014 11:28 AM
To: TCC-Referrals
Subject: External Complain(b)(6)

Good Morning,

The attached correspondence(s) are being forwarded to your office for appropriate handling of info regarding a passenger addressing a compiaint.

Thank you for your assistance,

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
:014 12:10: Transportation Security Administration
Ph: (571) 227(b)(6)

(b)(6)

Vero Beach FL 32962

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

(b)(6)

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

Response Details: Advised Caller:

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

You can present medical documentation, regarding a medical condition. This will not exempt anyone from screening. You daughter may call ahead of time and request assistance through the checkpoint. She may also request a PSS or Supervisor if
:014 12:44: she has concerns. This may help facilitate the screening process. Officers are trained to treat passengers with dignity, respect, courtesy and professionalism.

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

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

The caller stated that he and his wife are precheck program applicants. He stated that they were flying from SFO back to Aspen and he and his wife did not get precheck on the return flight. The caller wanted to know why and why he would not get precheck on every flight seeing as to how he is part of the program. The caller stated that he has a metal implant and gets patted down each time he flies because he alarms the WTMD. The caller wanted to know why we would not just note his file so that he does not get patted down.
:014 5:26:2
Advised the caller that precheck is random and that as a precheck program applicant he would get precheck more often than not. I explained to the caller why precheck is random and why it is necessary for security. Advised the caller that TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/1/2014 5:48:36 PM
Airport : DEN - Denver International
Date/Time of Travel :
'014 6:30:2 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Suggestion: I have a knee replacement and always set off the metal detector. I have been qualified for pre-screen and have my number and letter from TSA. I always get patted down and it would seem a strong improvement to the system to have people in my situation with a note on their file about the titanium so as to avoid a pat down each time I go thru security. I understand the risk of having this on my record, and the potential to then sneak a knife or whatever, but you have already accounted for this with your random selection process. I think people like me are being unfairly screened because of a surgical implant and if the point of Pre-screen is to speed the process for those that are accepted in the program, it falls down here. Again, you already have the random feature built into the security process and that should be the disincentive for someone wanting to abuse the implant notation on the TSA pre-screen record Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

Advised caller:

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

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.
'014 9:26:3
Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

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

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

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

Good morning
I requested to go through the metal detector this morning due to a shoulder injury from my last deployment. The lady tells me to show her how far I can raise my arms and laughs at me as I try to lift my left arm up. She says I didn't think you would
014 10:08:4 actually do it. I was upset because i began to think about my injury and how it was a joke. Then the guy that wands my hands starts a skin me about what movie do I like better. Get some leaders in there and instill some professionalism.

Ill be back fort bragg monday if you want to call me on my government cell phone. (b)(6)
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/2/2014 8:06:29 PM
Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : Southwest 325 Checkpoint/Area of Airport : Rochester TSA Employee: (If Known) : Unknown Comment : According to your web page, the reasons pat downs are used is to resolve any alarms of a metal detector or anomalies identified by imaging technology.
At the Rochester airport I went through the metal detector and it was not set off; but when I got through it, I was told I would need a pat down because I have "sparkles" on my shirt. I said are you crazy and then two others behind me stated, "You've got to be kidding me." Are you really serious about this, sparkles on a shirt. Then the woman who did the pat down did not explain the procedure, but just stated she was doing it because of the way my shirt looked.
'014 9:03:2 Now let me tell you what wasn't done. On my flight back from San Diego on April 30, 2014 to Rochester; I arrived at the San Diego Airport early, before screening was even opened. At 5am the gate was opened two people went ahead of me to other lines I was the only one in my line, I placed my bags, shoes, etc on the belt to be x-rayed, as I was walking through the detector, I turned back and saw the individual who was suppose to be looking at the screen viewing my bags, was not, she was too busy talking to her coworker standing next to her, my bags went through unchecked.
Please explain to me how it is that one airport goes to the extreme while the other could care less what was in my bag. Each security check point seems to have over zealous workers and some who could care less. It's almost like you have no control over those you have hired to do the so called job of protecting this country.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

My sister, who is about six months pregnant, was travelling home to Cincinnati through JFK Airport. Being pregnant, she can't go through the newer machines, and no one would allow her to go thru a metal detector. She had to go through a pat down. To make a long story short, she eventually got hauled into some back room through no fault of her own, at which point some official asks my sister -- who's visibly pregnant -- what's going on with her pants and that's she's going to miss her flight. My sister then had to explain that they were maternity pants, and that she needed to go home. What kind of agency hires people who are that rude and demeaning, particularly to a pregnant woman? Who asks a visibly pregnant woman "what's
014 10:03:1 going on with your pants" when it's pretty obvious why she's wearing them and she probably already is self-conscious about it?

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

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

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.
014 12:07:1 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.

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.
:014 2:59:0 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 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.
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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

!014 4:19:3 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? yes
Ethnicity? yes
Religion? no
Nationality? yes
Gender? no
Disability? no

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

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

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

'014 5:14:5 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.

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
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Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/5/2014 5:26:24 PM Airport : LAS - McCarran International Date/Time of Travel : 05/04/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) :
014 6:17:1 Comment : While preparing to enter the metal detectors I asked a TSA agent that was standing nearby if I was required to remove my shoes. His response "can you read" and then began publicly ridiculing myself as well as other who did not notice the posted sign. He continued his lack of professionalism by commenting to his co-worker "they are so stupid" . I responded with no need for disrespect to which he replied "its the facts" I asked to speak to his supervisor and explained to her what had just taken place. The lack of professionalism was low even by TSA standards however my greater concern is that this particular antagonistic individual should not be taken lightly or tolerated by TSA Supervisors or Managers. His comments are a strong indication of a serious character flaw that could jeopardize the people TSA are trying to protect. I failed to get his name so I will describe him: White Male, 6' tall in his late 20's with a beard.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a 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.
014 6:38:5
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.

TSA Customer Service Rep,

Is there a standard that is set on all metal detectors across the country for TSA security checkpoints? The reason I ask is that every time I travel through the Lehigh Valley International airport my watch, shoes and belt sets of the metal detector alarm. Since I travel every week for work I some time have to fly through multiple airport's and screening stations such as Chicago O'Hare, Philadelphia International Airport, Newark as well as some of the smaller regional ones such as in Knoxville. If I'm wearing similar outfits or the same exact clothing, I never set off the metal detectors at other airports, yet the one at Allentown's sensitivity is turned up so high that anything sets it off. Why is there such a discrepancy between settings at different airports?

The absurd fact is that ABE enacted an "expedited" check for all TSA-Pre travelers to help expedite the process without having to remove belts or shoes. Yet the metal detector goes off for every item people wear so during the busy travel times in the morning as travelers are going through they slow down the line having to remove belts and then shoes as well which has the reverse impact of what the expedited screening has the intent to do.
014 8:25:0

Is there a standard across airports or does every airport TSA group get to pick and choose what they decide to do?

(b)(6) mobile | HYPERLINK (b)(6)

Confidential: This electronic message and all contents contain information from the firm of (b)(6) and its affiliates which may be confidential or otherwise protected from disclosure. The information is intended to be for the addressee only. If you are not the addressee, any disclosure, copy, distribution or use of the contents of this message is prohibited. If you have received this electronic message in error, please notify us immediately at (b)(6) and destroy the original message and all copies.

I travel by air extensively and recently signed up for TSA Pre. My home airport is New Orleans and today's flight AA 1615 to Dallas is the first booked with my Known Traveler number (b)(6) It was a poor experience. Because the Pre enrolled were in the same line as everyone else, they required that I take out my laptop, but only informed me if this after I had already gone through the metal detector. The person at the front of the line acknowledged that I was Pre enrolled, and it was clearly shown on my boarding pass, and I was eligible to leave my shoes on. Once through the metal detector, I had to wait for a security person to remove my laptop from my bag and run it back through. There was no separate line for TSA Pre members, and the line was very long. If this is indeed the case, still having to remove laptops, and no separate line for PRE members at airports that advertise this service, the TSA is misleading travelers and need to remove this information from the website and brochures . This is not worth the time and money I spent.

Please acknowledge receipt that this email was received and if anything will happen to correct this issue, or not. I am happy to speak to whoever may be interested in fixing this issue. Thank you.

014 8:07:0 (b)(6)

C: HYPERLINK "(b)(6)

Categories : Professionalism/Customer Service Current Date/Time : 5/7/2014 11:25:46 AM Airport : SJU – Luis Munoz Marin International Date/Time of Travel : 05/07/2014 8:15 AM Airline & Flight Number : Cape Air 9K257 Checkpoint/Area of Airport : Jet Blue Terminal TSA Employee: (If Known) (b)(6)

Comment : I arrived in line about 8:10 am. Small line, about 10 people in line in front of me. My flight left at 9:05am so I had some time but was planning to get breakfast. There was only one ID checker (b)(6) I thought there were 2 ID checkers but I think one went on leave as soon as I got into line. (b)(6) was very slow and she was responsible for all 3 lines (1) Common line, (2) Pre Check and airline employee line, and (3) Handicap Line. Between (b)(6) being slow and choosing to take from the other 2 lines first (pre-check and handicap lines) first, my line was simply not moving at all. Then the supervisor (b)(6) (badge (b)(6)), came over to have a conversation with (b)(6) for more than a minute, bringing the line to a complete stand still. After waiting for awhile, I raised my hand to (b)(6) and told him the line was not moving but he really didn't seem to care much. He wasn't doing anything about it. Meanwhile, more pre-check and handicap people were getting in line…i felt helpless like I would never get through the line. By this point, the x-ray lines with the belts were all empty. They closed one of the x-ray lines down. I thought for sure someone would come over to help (b)(6) check people's IDs but there was no effort on anyone's part to help facilitate to get the line moving again. I called the supervisor over, (b)(6) so that I could speak to him. He came over and I explained all this to him and he listened but did nothing about it except give excuses. After he left I spoke to the man in line next to me and said I should complain. The man said not to complain to anyone locally but to someone off island because they all cover for each other here. The couple in line in front of me told me to go ahead of them so I did. When I got to (b)(6) the ID checker, she was rude and indifferent and told me she did not want to talk to me. I told her she had an attitude and you could tell she was mad at me because I spoke up to the supervisor and her being slow (couldn't she have called someone else over the help check ID's ??). Then I proceeded over to put my stuff on the belt, take off my shoes, etc. and get into the metal detector machine where I put my hands up. (b)(6) was at this station and kept asking me if I had taken off my belt repeatedly and if there was anything in my pockets over and over again. Something didn't seem right to me. I told him I was in a hurry please and he keeps asking me the same thing over and over again. I kept answering him but he was trying to make me upset. He got upset at me and said I was not following procedure and called over the supervisor and stood back and brought the line to a complete halt like I was a criminal. I thought they were going to arrest me. The the man in line behind me spoke out loud to the whole room and said aloud for everyone to hear that he witnessed the ID checker (b)(6) come over to (b)(6) to set me up to give me problems and further delays. The TSA agents all conspired to try to retaliate against me for speaking up and getting upset at (b)(6) It was humiliating. I exchanged phone numbers with the man in line who witnessed everything. His name is (b)(6) and he said he would be in Texas for a month but would come back to PR after that. He said we should go to the FBI. Somehow he knew that these TSA agents were going to give me a hard time for speaking up because of the poor mismanaged job they were doing. They had no choice after that but to let me proceed as a law abiding citizen which they let me do and I was able to get my stuff off the belt and put my shoes back on. I was completely in compliance with procedures and (b)(6) was wrong and humiliated me and set me up. Afterwards, I spoke to the supervisor (b)(6) , again to get the names of the TSA agents. He then asked for my boarding pass and took it and wrote down a bunch of information. After I left I was shook up. I went to the gate and started to think about it. I didn't feel safe on my flight which was a small 2-engine Cape Air propellor plane. I felt that if they would conspire against me as they already did, who is to say that they would not conspire to sabotage my plane in the same manner. Everyone knows everyone else here in PR and at the airport. They all work together. I requested to have my flight changed so that I was not on that flight just in case. I live in the Virgin Islands and I have traveled to PR once a month for over 12 years now. I own a businessl on St. Croix and I am familiar with the Caribbean culture and I agree that if the system is to get better it needs to be enforced from outside the Caribbean. I find (b)(6) to be problematic and slow and devious and retaliatory. (b)(6) the supervisor, was not concerned with the fact the all the people in line are on a schedule, have a flight to catch and are nervous about flying and finding their gate. He could care less about making the system better. I was most offended by (b)(6) who was clearly out of line and corrupt and should have just performed his duty and not tried to retaliate back to me according to how he was tipped off from (b)(6) At a minimum, these employees should be spoken to about this incident and exposed for their collusion and complete lack of customer service and retaliatory nature. I will not use that TSA gat check station anymore so as to avoid these people. I will be happy to walk across the airport to hopefully get better service. I hope with this that it helps the TSA system to get better and better. Good Luck. I will be more careful next time to just keep my mouth shut to avoid this aggravation. I don't feel safe because of the TSA employees and the irony is that they are supposed to make us feel safe??

014 12:21:2

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 5/7/2014 12:24:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
014 2:03:1 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):U.S.AIRWAYS 4689
1600 hrs
Gate G
Westchester County Airport/White Plains, NY
Comments:Monday, 5 April 2014

Pre-TSA screening done by a man who clearly had some kind of obsessive/compulsive disorder. While initially off-putting (as his demeanor is excessively directive and authoritarian) most travelers would eventually recognize that he has this particular challenge. However, for anyone less observant or possibly already challenged by airline travel, this could produce an incendiary exchange. There would be no 'winners' here.

The remainder of the TSA personnel encountered in a very short and quickly moving line all seemed to go out of her/his way to be rude, sarcastic and defensive. I was poked (by the female agent) in the back (presumably to get my attention) and instructed to enter a different metal detector. No need to touch. A simple oral instruction would have served. Knowing how precarious our situations, passengers generally move through lines like cows to the slaughter in order to avoid being singled out. Neither I, nor any other passenger was being antagonistic or problematic. It was outright bullying by the TSA agents. Power corrupts.
Caller flew JetBlue from White Plains Westchester Airport to Orlando yesterday. She said she is a Diabetic and she has an insulin pump. She said yesterday, a TSA agent, who had shoulder length dark hair and was wearing glasses was rude to her. The agent was about 5 6 and thin. Caller said the agent was very nasty and rude. She said in her carry on bag was her insulin and syringes. She said she cannot go through the machine because it may damage her pump. She said she had the manufacturers card with her. She said she was waiting her turn, and the agent came over and told her, with a harsh impatient tone, to push her things through. She saw a male screening that was concentrating on the screen. Caller could not tell them she had supplies in her bag. The agent said we know what we are doing. She said she went through the WTMD and that was fine.

RESPONSE: Advised caller I will refer this information to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA.
014 5:44:1 Date and Time: May 7th, 2014 She was at the checkpoint around 1:00 p.m.
Flight: 497
Airline: JetBlue
Gate or Terminal: Only One There
Airport: White Plains Westchester.

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

Advised Caller:

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

014 5:05:0
If a passenger cannot remove his or her shoes due to possible medical complications, he or she should inform a Transportation Security Officer (TSO) before screening begins.

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

To whom it may concern,

I just got through security at JFK airport and am thoroughly disappointed in the TSA personnel. They don't even utilize the body scanners they have here, they haven't the last several times I've flown, and they completely abuse the TSA pre. Almost no one had to take laptops out of bags or their shoes off, and we were just walking through a metal detector. The guy that was watching the screen wasn't paying attention at all, he was talking instead. Then I got selected for a random pat down, and they didn't even do the pat down. I feel completely unsafe flying. I have no idea where the hell your $7.39 billion budget goes but it's obviously not into the training of your employees.
2014 9:38:2
Sincerely,
(b)(6)

Sent from my iPhone

Good Morning:

I am 6 months pregnant & traveling through MSY on my way to DTW. I was just cleared through security 20 minutes ago. Upon noticing that the new body scanner was posted as "optional technology" & having concerns due to my pregnancy I requested a physical search & metal detector instead. I was absolutely denied this option & forced into the body scan. For fear of being harassed, held & possibly missing my flight I complied. I am sick over this blatant disregard for my rights, especially given that there was a posted sign informing me that the use of the technology was optional & that I had a right to request a physical search. I believe that is absolutely indefensible.

Sincerely,

014 11:01 (b)(6)

(b)(6)

Sent from my iPhone

I was traveling through Shreveport Louisiana (around 0830 on 10 May) and while in line at the TSA checkpoint, the metal detector was acting up. One of the agents said "sometimes you need to treat it like a lady" then slapped the metal detector. There is nothing funny about domestic abuse. The joke was unnecessary and offensive.

014 11:02: V/R,
(b)(6)

Sent from my iPad

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

2014 5:02:4 Thank you,
(b)(6)

Sent from my iPad

Greetings - Your team has signs ALL over the metal detectors / scanners at check in indicating to NOT remove your shoes. However, the TSA agents require everyone to remove their shoes. So we had to go through the entire line TWICE because we followed your instructions. Please remove signage and instructions that are clearly inaccurate and unhelpful.

014 11:16:
(b)(6)
Hastily typed via mobile

To Whom It May Concern,

This morning I went through TSA security at DIA. I am now home and its been hours since I went through security. I'm still thinking about the rude behavior of an employee at the metal detector. The person who is supposed to be directing us said , "Put your things down and go on through." He was pleasant about it. The person in front of me forgot to put his cell phone on the belt, and of course, the alarm sounded. The older woman standing by the detector proceeded to say sarcastically, "This is a metal detector. " When it was my turn she rudely pointed aggressively in the direction I was headed. As myself and the person in front of me were gathering our things, the employee continued to rant about people not putting their phones on the conveyor belt. This occurred about 6:30-6:45 this morning. The woman was older, looked to have longer hair pullef back and had a nasty scowl on her face. I've flown quite a bit and have never had a TSA employee behave so rudely. I hope you can figure out who this woman is and talk to her about customer relations. I'm not impressed and wish I had looked at her name tag. She gives the polite -TSA employees a bad name.

2014 5:06:4 Thank you,
(b)(6)

Sent via the Samsung Galaxy S™ III, an AT&T 4G LTE smartphone
Caller flew from PDX. Caller had a service animal due to a visual impairment. She went through the WTMD and then put her hand out for help. She must have been up too far past the WTMD because the TSO asked her to take a step back. Caller backed into the WTMD and it alarmed. It had not alarmed the first time. Caller stated the screener accused her of having metal on her body because of the alarm even though it didn t alarm the first time. The caller stated the screener was rude about the situation. Caller just wants to make a complaint about the way the screener was talking to her at the checkpoint. She doesn t have his name but it was a male TSO.

014 11:31: Incident happened:05-11-2014@6:15am
Airport:PDX
Gate Terminal:Gate C9
Airline:American Airlines

Advised caller I will forward this issue to the CSM at that airport. Advised caller if they have any other questions they may contact her through her email address or the phone number she provided

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.
014 12:01: 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.

From (b)(6)
Sent: Monday, May 12, 2014 7:48 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 5/12/2014 7:47:46 AM
---
014 12:27: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

concern regarding unprofessional treatment

Comments:

I am writing to express concern about the unprofessional conduct of a TSA officer I encountered Sunday afternoon at Dallas Love Field. As a fairly frequent traveler, I can say that I find the vast majority of TSA officials courteous and efficient. My interaction with Officer (b)(6) was neither.
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.

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,
2014 1:32:4 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.

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

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!!!****

2014 8:20:4 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 delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. Thank

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

I am using this channel to file a complain against one of your screening officers. I was traveling on Emirates flight EK206 from JFK terminal 4 to Milano on 05/09/2014. I went in time through check-in and continued for security screening. When I reached the screening area, I've noticed that queue I was assigned to is dedicated for a "body scanners". Once I've realized, I asked the nearest TSA agent to use alternative screening. This is for a well known reason of "excessive" radiation (compared to regular metal detector frames) and additionally privacy reasons. There was another scanner being in operations next to the body scanner and this was the standard metal detector frame. I was denied by a TSA agent (lady) and told to wait. This is the point when things started going wrong. The TSA agent was being rude and highly unprofessional. She hasn't gave me any option or alternative for pat down, nor she told me I can't use the other form of screening. I was just told to wait and she shouted over the crowds of another passengers to another colleagues something I didn't understand. I have to stress out here that I was traveling with my family and this unprofessional approach from this agent was highly embarrassing to me. This agent has just kept me waiting and there was no follow up. I became nervous as I was standing on one place waiting for about one minute or two before the screening and blocking the way other passengers were going for screening. At that moment, I turned my attention to her again, asking what is happening. She has not just answered inappropriately and unprofessionally, she even started shouting at me in front of all. Apparently, she wasn't in the best state of mind and mental state. Probably she was irritated by the fact that I've chosen not to use a body scanner. She indeed used the words: "You have to keep waiting", when I asked for how long more, she answered "For as long as needed". This was so rude and humiliating, especially because she was yelling at me and in front of all the passenger around. I seriously felt like some criminal or that I was waiting for some verdict... How unprofessional this was.. I was really badly mistreated as she continued arguing rudely with me. She absolutely doesn't know anything about professionalism, customer service and how to treat people with dignity and respect. Later after some time, another TSA officer (male) came to assist me and conducted a pat down search. This gentleman was very professional and did his work well and in a reasonable time. Moreover, he apologized to me for waiting too long. I absolutely understood and all went good with this gentleman. I would like to appreciate his work here. Once I was done with pat down, I went back to the first TSA officer (lady) to ask for her name in order to complain. She rudely turned her back on me and refused to communicate. Other colleague of her told me
014 12:08: her name is Sherley (I'm not sure if spelling is correct) and to complain to supervisor, who was nearby. When I've reached the supervisor, I was disappointed again as the supervisor also couldn't provide me a name of that TSA officer, stating that she is not her staff. However, I was given a paper feedback form to fill. Because this whole situation took some time, I didn't have time to fill this up. Moreover, I was late to go for my flight and my name was even being paged on a final call. I had to run to the departure gate in order not to miss my flight. I haven't even had time to use a washroom or another facilities at the airport. I was in a very bad state and highly displeased by that hassle and absurd behavior of TSA. I had to board as the last passenger on a transatlantic flight without even having the minute for toilet and personal hygiene. While on the flight, I became ill and I am still recovering today. All in all from this whole situation caused by unprofessional TSA handling and rude agent, I require to know how this complain will be handled and I need to know the follow up on the full process. I request you to fully investigate this incident as I believe you have an access to CCTV footage. I also demand an apology on behalf of this TSA agent and expect your proactive approach while seeking options to compensate. Additionally, I would like to suggest to you to train your officers properly with regards to customer service, before they are released to communicate and deal with passengers. After all, I have paid an airport tax which includes your screening services and I don't deserve to be treated in inhumane and humiliating manner. I reserve to maintain my rights for an official lawsuit or attorney, in case this online complaint will not be answered, investigated and/or resolved to my satisfaction. I would like to inform you that I keep this case on my watch list and will make it my utmost priority to have it resolved in a timely manner. Please get back to me on my email address: (b)(6)

Regards,
(b)(6)
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
The caller used to be PreCheck. Her mileage was updated and then she was no longer PreCheck. Her husband was PreCheck and now he does not get it either. The airline said to call TSA because she is not opted in any longer. They settled her mileage plus card. She is in Annapolis MD and has a house Erie. Her husband has a pacemaker and cannot go through the metal detector.

Advised caller:

In addition, some airlines provide the option to opt-in for TSA Pre\u2713™ when making a reservation; however, this does not automatically make a passenger eligible.

While you may contact your airline to confirm your opt-in status, it is important to know that airlines do not determine TSA Pre\u2713™ eligibility. To be eligible for TSA Pre\u2713™ as a frequent flyer with an airline, travelers must meet certain TSA-mandated criteria.

2014 4:51:2 To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA Pre\u2713™ eligibility for 5 years.

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.

There is an enrollment center in Baltimore, MD and some in VA near Annapolis MD. There are none in Erie, PA the closest is Ashtabula, OH. You can get location information and hours at https: universalenroll.dhs.gov locator

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 traveled from Newark yesterday and she was going through checkpoint, she noticed that nobody had to take off their sneakers. She asked a TSO and he said that they were at a Precheck point. Caller then asked where the regular checkpoint was and TSO said that they were at the regular checkpoint as well. Caller stated that everyone had to take their sneakers off in Phoenix, and when she said that to the TSO he said Phoenix sucks . TSO turned and walked away so she couldnt get his name. She is concerned for her safety. She thinks all airports should have to do the same thing.
Also said when she was going through security point there were not any buckets to put personal belongings in. Passengers just had to put items on the belt loosely. She did not want to leave her stuff on the belt while going through a metal detector for fear of someone taking the items. Checkpoint was very unorganized. She has flown many times out of Newark and it has never been like that. She stated once again that she feels very concerned about her safety.

Airport	Newark
Airline	Southwest
Flight #	3571
014 11:11: Date - Time	May 14, 2014 11 a.m. EST
Location of Incident	Terminal A
Name of TSO	Could not get name.

CSS Hoskins Notes
CSS Hoskins spoke with caller,she advised that someone swiped her hands with something and referred her to the precheck line. Caller advised that there was another line for normal secuirty.
Advised Caller:

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™.

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.
014 11:59:

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.

NOTICE:

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

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

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

2014 4:22:4

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

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

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

On May 14th around 4:45-5 pm I was in line to go thru security. Since I knew we no longer had the employee line for airline employees, I got in the regular line. After a lengthy wait, I finally got to(b)(6) I presented my airline crew ID to which he tells me he cannot check that ID. Apparently I was suppose to be in the wheelchair line. I gave him my security document along with my crew ID to which he replies he cannot check my ID because I am not in the multitask line. I explained I had no idea I was suppose to be in a certain line. Asked him if I could just use my security document and my drivers license to which he replies yes. I dig my drivers license out and as soon as I'm ready to hand it to him he says "If you had shown me that first but now I've seen your crew ID and cannot check your ID. You need to go the multitasking line." I ask how was I going to get there (literally hundreds were everywhere) and he replied to get out of line and go to the back of the line. I had already waited a lengthy time to get to him. His rudeness was unreal and embarrassing. He was standing his ground of making sure I was to get out of line and wait again. All because I had an airline ID. Finally another agent came to my rescue. Sorry, I did not get his name. He got me in the correct spot, checked my ID and let me through. Then I finally get up to the x-ray/metal detector. The man helping me tells me to go to the metal detector since I am a crew member. I was not in uniform. At this time TSA agent
2014 9:12:3(b)(6) begins yelling at me to get back into line. The man that had been helping me told him that he directed me there and to let me go through the metal detectors.(b)(6) again yells at me to get in the x-ray line. Yelling "are you working? Are YOU working?! Or are you just flying?" I replied that I was flying. He yelled to get in the x-ray line that he was not breaking rules for me. When I was standing next to him he started telling me that he just follows the rules. I replied that he didn't know what had been going on and that the TSA agent had been trying to help me. I just turned and went through the x-ray. Immediately found a TSA supervisor. This behavior is appalling. Believe me, I know how the traveling public can be, but it was certainly enriched by the actions of your fellow TSA agents.(b)(6) was horrible, mean, lacking common sense, and just a nasty agent. Just wanted you to know, how appalling their behavior was. Thank you for your time.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 5/16/2014 5:51:36 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/15/2014 9:00 PM Airline & Flight Number : EI108 Checkpoint/Area of Airport : Passenger friskem / screening TSA Employee: (If Known) :
Comment : Forgot to take out small bottle of water from my cabin bag which was less than half full. TSA officer said he had to take it which was fine but I said I would drink it instead. He said not possible unless I went back out to the other side of the metal detector, drank it then came back through the detector. I asked was he kidding me to which he replied no so I just left it with him!! In my mind this requirement (if it is indeed a requirement as against the officer not being trained properly) is totally over the top and unreasonable. In any other country a passenger would be able to drink the water (liquid) there and then.

I thought TSA were making efforts to relax the current stringent procedures which only add to to the already stressful experience of travelling though airports.
2014 9:15:2
I look forward to your reply.

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/16/2014 4:30:59 PM Airport : LIH - Lihue Date/Time of Travel : 05/16/2014 9:30 AM Airline & Flight Number : Alaskan 850 Checkpoint/Area of Airport : TSA checkpoint for gates 7 TSA Employee: (If Known) : TSA agent (b)((female) &amp (b)(6) - Supervisor I spoke with Comment : I am 6 months pregnant and opted out of the metal detector screening and opted for a pat down. After waiting for a while- I could no longer see any of my belongings on the conveyor belt. I was traveling with my husband. One of the other TSA agents could see I was concerned about my items as they were not in my plain view and asked my husband to grab them. The other TSA agents kept apologizing for the wait time and were talking asking where my female agent was. Then when my female pat down TSA agent came named (b)((last name) she was very aggressive and said to not communicate with anyone nor move my belongings and asked where my things where. I told her I was waiting so long that my husband had moved them and I could not see where he was. She then aggressively told me I was not waiting a long time and that she would "rewind the surveillance video and time how long I actually waited and that no one should have moved my belongings." I explained to her, her colleueges told my husband to move them and she shouldn't speak so rudely to me. She proceeded to tell me I didn't wait long and she would rewind the videos from the Surveillance cameras to show I didn't wait long. She then told me "You should be more patient. When you opt out you just have to wait till we can get to you-" in again an unnecessary angry tone. I was then patted down and was so upset I was trying not to cry while in the screening area. After walking away I started to cry and people in the airport where looking at the situation that had occurred. I went to my gate and then went back to the screening area to speak with the supervisor (b)(6) He was very professional and said he would address the situation. I explained I understand and respect TSA's job at hand but nothing I said warranted the customer service I received from agent (b)(. I've never been spoken to that way by an employee at the airport nor TSA. I was visibility upset explaining the story again to Supervisor (b)(6) I ask That this be addressed because I would not be surprised if this happens again and has happened many times with Agent (b)(She seems as though she speaks to people this way regularly which was very alarming.
2014 6:03:3
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

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
2014 7:50:2 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:815-508-8241 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; Permitted Items Current Date/Time : 5/17/2014 12:53:13 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 05/16/2014 2:15 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) : 5'10"-6'0" tall, blonde hair, female agent; could not see badge Comment : Several female TSA agents on-duty clearly feel that the best way to shepherd travelers through the screening area is to demean and insult them. I am struck by the fact that the security screeners at PHX are, by a large margin, the rudest, least customer service-centric TSA employees I encounter in my travels.

When my possessions emerged from the X-ray tunnel, my backpack was ID'd as needing a secondary screening. The agent assigned to the task was so clearly annoyed with her job and with her customers, she could not be bothered to explain why she was rifling through my bag. She removed my 11" Apple MacBook Air and iPad, both are which are permitted to remain in my backpack according to your policies and procedures, placed them roughly in a bin, and walked off with them. She cut into line on the front side of the metal detectors, pushed other travelers' bins back, and ran my MBA and iPad through the X-ray tunnel. When they emerged from the tunnel, she roughly gave me back the bin and walked off with no comment or explanation.

2014 9:48:3 I travel through PHX at least once a quarter, and join many other colleagues in saying that your agents assigned to this airport are rude and demeaning to all travelers equally. They do you no favors and give the traveling public another reason to resent the breadth of your security screens. They pushed travelers out of the way when moving empty bins from the "cleared" side of the detectors back to the lines of people waiting to be screened, and cannot be bothered to give the courtesy of "excuse me" or "thank you." Other airports through which I fly (SLC, RKS, DEN) employ friendly, courteous, helpful TSA agents who are a credit to your efforts. The agents in PHX fall far below that level of service and courtesy.

I was initially only annoyed by today's treatment, until the female agent I referenced above chose to act so unprofessionally. I truly was non-confrontational, and had given her no reason to interact with me in the manner she did. This incident was witnessed by a relatively large number of fellow travelers who also were being treated with the same disrespect. Several made eye contact with me as I waited, and communicated their mutual displeasure at the service provided. I understand the need for security, but don't think there is any place for the poor attitude exhibited by the PHX TSA screening staff.
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,
I flew from Denver to Dallas yesterday (May 16th) and witnessed an incident involving your employees.
I was going through security in the TSA-select line and there was a young woman ahead of me who said to TSA employee (b)(6) "I am pregnant. I would like a pat down instead of going through this machine." (b)(6) screamed at her, "Why? This ain't going to hurt you." The woman said she was afraid of it and (b)(6) said, "Well, then you'll have to go ALL the way around there (pointing in a vague direction). She then proceeded to make fun of the young woman with other employees, "She think she going to get hurt in a metal detector."
I was going through security at the time and I don't know how or why, but the woman ended up going through the metal detector and came through it crying and obviously shaken. As it turned out, her husband and mother were on the other side of security and afraid to say anything during this incident (due to (b)(6) behavior).
I went up to (b)(6) (politely) to get her name and she screamed as I walked away, "TELL THE WORLD". At this time, her supervisor, (b)(6) approached to explain the difference between a metal detector and the security machine that
2014 1:02:1 uses XRay technology. I told him I appreciated the explanation, but it wasn't the point (b)(6) actually screamed at a young pregnant woman who was obviously scared. He said, "Yea, I saw that." He then told me there was another level of supervisor I could talk with who was behind the podium.
I talked with a gentleman there (who wasn't wearing a nametag). He listened to this whole story and said, " OK. She needs to improve her customer service skills." I explained to the man that (b)(6) should not be interacting with the public. Any person who thinks that is acceptable behavior shouldn't be employed by the TSA. He said he would pass my concerns on.
I'm obviously still incensed about this incident, enough so that I am writing yet another complaint about these people.
Please get (b)(6) out of any customer (passenger) facing position. For that matter, (b)(6) watched the whole incident and didn't make a move until he saw me asking for (b)(6) name.
Employees like this give TSA and the US government a bad name.
I would appreciate a response to this.
Thank you for listening.
(b)(6)

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

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

2014 5:03:3 The occurrance this morning was horrendous, almost unbelievable, and might get you to think that we had an input to cause such behavior. The fact is that we had no input, no comment other than telling the agent that we have missed our flight.

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

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

Your TSA staff at RSW/Fort Myers, Florida International Airport need to be better trained on how to guide a person who is blind through their system.
I also believe that they are targeting persons who are blind or legally blind or disabled to be subjected to extra screening when it's unwarranted.
Today I went through screening at RSW prior to boarding an Airtran flight the following flight:
5533
Operated
by AirTran
0533
Depart FT. MYERS, FL (RSW) on AirTran at 12:42 PM Arrive in WASHINGTON (REAGAN NATIONAL), DC (DCA) at 3:00 PM

When i approached the area where I was to walk through the metal detector, I was not informed verbally by any employee that I was required to be screened via the Xray machine so when I was approaching this area, nobody, whatsoever even verbally attempted to guide me through the apparatus. First off, I should have been informed and your personnel should have told me what to expect. It seemed that the employee himself was not very alert nor paying attention and then there was utter confusion about where I was actually supposed to go. I did not sound any alarms whatsoever and I had only one layer of clothing on. I am a petite woman and so there was absolutely no bulk underneath my clothing either to even indicate there should be any concern about what was on my person. I'll be blunt and state also that I do not wear diapers nor sanitary pads so there was no bulk. So next I was guided over to where the metal detector area is and the person guided me as I walked over the mat. Again, I sounded no alarms and i heard grab her hands and check her hands. I had nothing in my hand except my boarding pass and my hands are small and normally proportioned. Perhaps I was flagged this time for extra screening but your personnel certainly did an extremely poor job of relating to me what the process was and further informing me of this fact. I almost suspect there was some sort of rude curiosity about my being a person with a disability and what could i possibly have underneath my clothing for them to gawk at. If this truly is not the case, then it is imperitive that the personnel at RSW need to be properly trained on how to interact with persons who are blind and legally blind and how to treat us with an appropriate level of dignity. I am a white, caucasion woman who is a U.S. Citizen. If the screeners in this location have a mis-conception that all persons with disabilities are to be screened in this manner, then this is obviously incorrect. I will likely be moving to the Fort Myers, Florida area this year and I will not tolerate this level of unprofessionalism as well.

2014 9:15:5

(b)(6)

Alexandria, VA 22312-2942
(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/18/2014 12:29:13 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/17/2014 9:16 PM Airline & Flight Number : JET BLUE 498 Checkpoint/Area of Airport : TSA PRE CHECK POINT TSA Employee: (If Known) (b)(6) Comment : When walking through the TSA Pre line at approximately 9:15pm on 5/17/14, I opened my suitcase to remove my CPAP. One agent told me not to open my bag, and changed her mind when I told her it was a CPAP. I then reached to take off my jacket (where my phone was), and was told not to take that off.

I then asked Agent (b)(6) who was directly in front of me at that time, if I needed to remove my phone. She responded with an incredibly condescending "You ARE going through a metal detector," shook her head rudely and smirked before walking away.

On the other side of the metal detector, I tried to explain the situation to her supervisor, Agent (b)(6) who refused to listen, and denied that any of it had happened. She reluctantly gave me Agent (b)(6) information, and made it clear that filing this complaint was useless, as she would simply "write her own statement."

2014 9:16:3

I feel that I was disrespected by (b)(6) and don't believe that attitudes and behavior such as hers should be permitted. Furthermore, Agent (b)(6) behavior was both unprofessional and unacceptable, showing a total lack of interest. She refused to provide any information/details on how to file a statement.

TSA has suffered a poor reputation, and given the behavior of Duenas and Kaiwi tonight, it's clear why. A little power is a dangerous thing, and both of these individuals need a refresher on who exactly they work for, and who pays their salary.

I sincerely hope that internal action will be taken to address this attitude problem.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/18/2014 9:21:57 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 05/18/2014 Airline & Flight Number : Southwest 3676 Checkpoint/Area of Airport : Gate b2 TSA Employee: (If Known) :
Comment : The woman who was doing the prescreen where you put your items on the metal detector belt was so rude to us. The way she spoke to us was not okay. My husband who is a police officer said he would never talk to someone that way.
014 11:10: She should be curteous and helpful to people who don't fly frequently but even if I did she should still show respect to travelers. We are paying money to be checked through security and I feel she was disrespectful beyond belief. It is entirely not ok.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has one leg.

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

2014 3:54:5 Incident Details: Louisville airport makes him hop through a metal detector back and forth. Usually he gets sat down and wanded and a pat down. Louisville always makes him hop through and they are the only one that ever does it. This is the fifth or sixth time they have required him to do this.This time he forgot his cell phone on his belt. They made him hop back to the beginning then they made him pass through again and when he did his foot got caught and he fell. He wants to file a complaint against the Louisville Airport.

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:

2014 8:30:2

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 : Civil Rights/Liberties
Categories : Disability
Current Date/Time : 5/20/2014 7:40:00 AM Airport : MDW - Chicago Midway Date/Time of Travel : 05/19/2014 10:00 AM Airline & Flight Number : Southwest 678 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : On May 19, 2014, my mother and I were traveling from Chicago's Midway International Airport to Louisville. As we were checking in, I requested a wheelchair for my mother because, due to mobility issues, it would be difficult, if not impossible, for her to walk the entire distance from ticketing to the gate. We both have TSA Precheck on our boarding passes to allow for expedited screening, and my mother has no problem walking the short distance through a metal detector.

2014 8:40:3 I pointed out to the wheelchair attendant that we were TSA Precheck authorized but she refused to take us through the TSA Precheck line. She stated that, at that airport, all wheelchairs have to go through the same line no matter what and receive the full screening, even if a person is TSA Precheck approved.

As a result, my mother was forced to take off her shoes and sweater and go through an image scanner, which she would not have had to do in TSA Precheck.

If this is policy at Chicago Midway or among the TSA, this is blatant discrimination against the disabled and a violation of the ADA.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link ; http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/20/2014 8:15:39 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 05/19/2014 7:00 AM Airline & Flight Number : United Airlines Checkpoint/Area of Airport : Terminal C (checkpoint for gate C17)
TSA Employee: (If Known) :
Comment : I was forced to make my toddler (18 months) walk through the metal detector on his own. My toddler can walk and is big for his age, but is not mature enough to understand why mommy is putting him down and walking without him in a crowded, strange place. When I told the TSA agent that my son is only 18 months old, she raised her voice and said he had to go through on his own. My toddler freaked out when I put him down and went through the detector. He froze and started to
:014 10:19: turn to walk in the opposite direction and the TSA agent prevented me from going back though the metal detector to get him. I was very agitated and questioned why this was unneccesary and was told by another female agent, "We want to save you from secondary screening." I would much rather have dealt with the secondary screening than be separated from my child. This was an upsetting and unnecessary experience.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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

2014 2:12:1
Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

Caller encountered a rude screener at STL.She has metal implants and when she went through the WTMD it alarmed and she was required to wait 4 hours for a female to perform the pat down and she had to walk through the security check point with her shoes off the whole time she was being treated rudely by the TSO.She is a GOES member and is confused about why she was treated one way at STL and another way LAS.
2014 3:06:5 Informed caller how to report her complaint directly to the CSM.Debra Thomas
Phone: 314-656-(b)(6)

I fly regulary and the last couple of weeks at Delta terminal D at LGA i noticed that the TSA Pre line and the Delta first Class/Premier lines end up in the same place.
the TSA Pre line is on the left of the agent and the Premier line is to the right of the agent.

The agent checks ID's on both lines and then people go through to the xray machine and metal detectors. Two weeks ago when i went through, the xray machine was backed up on the First class line, so everyone crossed over to the TSA Pre line, which doesn't require you to take out liquids, take off shoes, or computers. And today, there was only one xray and metal detector machine after the agent checked ID's which means that everyone on the first class line got to go through TSA Pre xray machine and metal detector without removing their shoes, and leaving computers and liquids in their bags.
2014 4:30:0

Probably not a big deal but thought you might want to check out Delta terminal D before it gets shut down in the middle of the day and ruins everyone's flights.

thanks for keeping us safe.
(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 5/20/2014 3:43:54 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/20/2014 1:45 PM Airline & Flight Number : SWA222 Checkpoint/Area of Airport :
Checkpoint TSA Employee: (If Known) :
Comment : I paid to get TSA precheck and was approved a few months ago. I also had an implanted peripheral nerve stimulator put in a few weeks ago. Today I am flying for the first time since my implant. I went to the TSA precheck line and requested to be wanded as my doctor and Boston Scientific advised me to. I was informed that you haven't wanded people for years and I would have to have a pat down and explosives screening as well as now having to remove my shoes and jacket. It appears my choices now are to go to the TSA precheck line which is shorter and I don't have to remove my liquids or laptop but I have to receive a pat down because you no longer wand passengers or I can wait through the much longer regular security line, remove my shoes, liquids and laptop so I can use AIT. It seems to me that your TSA precheck as it stands discriminates against anyone that has a medical condition that would set off a standard metal detector including those with joint replacements and pacemakers. I was clear with the person who processed my TSA precheck application that I was doing this to make it easier as I must travel frequently as I am part of a clinical trial for this device. If I had know I would not actually be able to use TSA precheck I wouldn't have wasted my money.
2014 4:30:5
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 said she is blind and uses a guide dog. She said she was traveling with another person who did not have a guide dog but he was blind too. She said he got through the checkpoint with no problem but she did not. She said she is a Diabetic. They traveled from Wilmington NC to Philadelphia then to Binghamton NY. She said the experience was humiliating. She said they kept yelling at her to go this way and then that way. She said the agent was very nasty to her. She said she had to take off her shoes and remove her belt. She said her pants almost fell off. She said they were rude to the person she was with too. She said her ticket said PreCheck but they did not let her go through the PreCheck lane. She said they held the plane for them but it was late. She said they did the patdown. She said they felt all over her body. She said she was told to remove her dogs harness but she said she would never do that. She asked what is the procedure for removing the dogs harness. She said she has never been treated this way. She said they were told they did not have a chair to sit down but then they got one. She said she wants someone to know about this and she told them she was going to complain. She said she would like this information about a guide dog in an email.

RESPONSE: I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident. ALSO: You may request a PSS at the checkpoint for assistance on future flights.
Date and Time of Flight: May 20th, 2014 Scheduled to departed at 7:00 a.m. but delayed until 7:05 a.m .
Gate or Terminal: Not Sure
Airline: US Air
Flight Number: Not Sure
2014 6:44:4
Airport: Wilmington NC
Email: (b)(6)

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

From: (b)(6)
Sent: Tuesday, May 20, 2014 9:23 PM
To: TSAExternalCompliance
Subject: Civil Rights Complaint

Attachment:

If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.
j Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Name: (b)(6)
First and Middle Last
Phone #: Cell: (b)(6) Home: Work:
:014 10:33: Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6) Sellersburg IN 47172
PO Box or Street address City State Zip
Email: HYPERLINK (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: _____
k Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Name: _____
First Last Job title
Organization (if any):
Phone #: Cell: Home: Work:
Mailing Address:
PO Box or Street address City State Zip
I 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 May 19, 2014, my mother (b)(6) and I were traveling from Chicago s Midway International Airport to Louisville. As we were checking in at Southwest s ticket counter, I requested a wheelchair for my mother because, due to mobility issues, it would be difficult, if not impossible, for her to walk the entire distance from ticketing to the gate. We both have TSA Precheck on our boarding passes to allow for expedited screening, and my mother has no problem walking the short distance through a metal detector.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/21/2014 6:51:08 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 05/21/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Main security check point.
TSA Employee: (If Known) : All
Comment : No bins available for putting things through X-ray machine. When I asked about this I was curtly told I don't need any. I was standing there in my uniform wearing my hat and holding my cell phone and car keys at the time. I can't bring those
2014 8:54:3 through the metal detector and am sure not going to put them on the belt without a bin. It was more the attitude of the TSA workers than the no bin issue.
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 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.

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
2014 5:57:2 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.
2014 9:16:0
Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

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

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

Disability Description: Caller just had surgery to place an birth control device in her arm and the area is very painful and covered with a bandage.

Response Details: I apologized to the caller and told her that regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger s screening requires that the area covered by a bandage or dressing undergo a patdown.

If a passenger has dressings and or bandages used to cover wounds from an injury, operation, or surgical procedure, he or she should inform the Transportation Security Officer (TSO) of the location of the dressings and or bandages and of any need for assistance before screening begins. dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger s screening requires that the area covered by a bandage or dressing undergo a patdown.

I told the caller that if you have any concerns while at the checkpoint you may ask for a Supervisor or a Passenger Support Specialist for assistance.
I told her although TSA does not require documentation you may use it to discreetly tell them about the device and all passengers should be treated with dignity, respect and courtesy.
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
!014 11:51: areas of concern that may require special attention.

Incident Details: Caller wants to make a complaint against Stockton. She was going through the checkpoint and she had a birth control implant. She had her papers with her. The TSO at the Metal Detector was told that she had the surgery and she tried to give him her papers so that she did not blurt it out for everyone to hear but he did not care that she had papers. She had bags that went through the belt. She walked through the Metal Detector. She was pulled to the side and she showed them her paperwork. She told them they cannot touch it because it is very painful. The older TSO was giving her a hard time and told her that they have to inspect it and they kept trying to touch it. She said there were people going through ahead of her with knee braces on and they were not stopped. She feels like she was singled out due to the bandage.
Airport:Stockton
Airline:Allegiant
Flight Number:Not sure
Date and Time:may 21st at about 1:30 pm
Terminal or Gate:Not Sure
The TSO involved was an older male with gray hair and a young lady TSO. He was very rude but she was doing what she was doing what she was told.

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:

• 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.
2014 2:00:(• 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 flying on participating U.S. airlines.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/22/2014 3:07:47 PM Airport : FLO - Florence Regional Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : US Airways 3793 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) : Badge (b)(6) Comment : I will start by saying that I am a TSA PreCheck passenger. I fly between 30-40 weeks per year and have done so for about 9 years. I moved to SC over a year ago and began using Florence airport on a regular basis. I understand that they do not have a PreCheck lane, and I don't have a problem removing my shoes, liquids and laptop. The basis for this complaint is the "random" screening that I undergo on a routine basis. Two of the last 3 times I have flown I have been pulled aside for random screening. The most recent time, on Tuesday, 5/20/14, is the basis for my complaint. I walked through the metal detector and no alarm sounded. However, the officer asked me to step back through the detector and walk through again. My baggage had already passed through the belt scanner. This time an alarm did sound and the officer informed me that I had been selected for a "random" screening. My first question, why was I asked to walk back through? If it truly was a random screening, the person walking behind me should have been selected.
The officer swabbed my hands. I had not used any different lotions or substances than I have ever used in the past and have never had problems when I had my hands swabbed before. This time, the officer running the test did not say anything until the officer who stopped me asked for a result. At that time, he indicated that an alarm had triggered. I was not informed what substance was detected but was asked to step behind a curtain. The officer explained that the search would be more comprehensive than the usual (to which I have become accustomed) due to the alarm. Another officer began unpacking all contents of my backpack. I did overhear her tell the officer searching me that it was taking a long time because she kept having to reset the machine (the same one that they said alarmed on my hands). The officer doing the search offered to completely close the curtain while she patted me down, but I asked her to leave it partially open as my spouse was becoming concerned with what was happening to me. The search was much more thorough than usual, with the officer examining the inside of my collar and my waistband and touching every part of my body. She did explain in detail everything she was going to do before she did it, so I have no complaint about her manner during the patdown. She did walk over to my spouse and when he asked her what was going on and why I was being treated that way, she told him a substance on my hands had set off an alarm. He asked what substance and did not get an answer. He told her he didn't believe it and started to walk away. He had observed me walk through the metal detector and then be asked to walk through again. He heard her tell a fellow security officer that she was going to give him a lesson on "Get out of my face 101" and when the officer asked who she was talking about, she referred to him as "that white man." Before I was allowed to leave the area, the office got a piece of paper and wrote down my name from my ticket. When I voiced my concern to a USAirways staff member and told her what had just occurred, she was appalled at my treatment. She also informed me that flight attendants are even required to remove their shoes at the Florence airport. I have learned over time the items that I carry that seem to throw off the officers working in security. Florence is the only airport where I routinely remove my stapler from my bag and put it into a bin because every time they see the stapler, my bag has to be hand searched. What should be a quick pass through security has become a dreaded ordeal at the Florence airport-so much so, that I am considering driving the extra distance to fly from Charleston or Columbia. So, based on the narrative above, here are my concerns:
2014 4:17:3

*Why was I asked to walk back through the metal detector when no alarm sounded the first time?
*If the screenings that I have been subjected to are random, why is it that I am selected so frequently?
*Why does the fact that I am a PreCheck passenger not factored in at all? I travel through major airports all over this country and walk through with my shoes on and with my liquids and laptop in my bag. If I am such a security threat, then why was I granted PreCheck status?
*Why was I not told what substance was detected on my hand(s)?
*If the officer swabbing my belongings from my backpack noted that the screening machine had to keep being reset, why was it not reset and the swab from my hands retested?
*If the substance on my hand(s) was considered to be dangerous, when my spouse identified himself as traveling with me, should his hands not have been swabbed as well?
*It was not appropriate for the officer to threaten to give my spouse "a lesson in Get out of my Face 101" *It was not appropriate for the officer to identify my spouse by race. Had the situation been reversed and a white officer said the same thing about a black passenger, that officer would be a candidate for a racially based civil suit.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fare to patdown grand parents that are light haired and light skinned.

The caller was advised:

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

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.
2014 4:19:3

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.

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

The caller was advised:

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

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

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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.
Would like to provide some feedback for your TSA Pre-check line at Denver International Airport. Apparently DEN is doing some sort of test program of how they run passengers thru this system. I went thru it the security on May 16th at 0900. I am an an airline pilot so have extensive experience going thru security worldwide over the past 20 years. On this particular day, I went thru security in normal clothing, but went thru the employee line. My boarding pass had the TSA Pre-check green check mark. I was going thru with a fellow pilot. When I reached the TSA agent, he noted my TSA Precheck and sent me to that line, which i was reluctant to go to, since it was so backed up. In fact, the normal security lines were pretty minimal with the number of passengers at all the stations, I would guess 6 lines.

For the TSA Precheck lines, two lines of people were being funneled into one security metal detector. It was drastically slow. In fact, it was so slow, that it took me an additional 15 minutes to get thru security compared to my fellow pilot that started from the TSA agent 10 seconds behind me but he went thru normal security. I want to reiterate that it took me 15 minutes LONGER, and my total time was around 20 minutes to get thru this precheck. I was amazed how ridiculously slow the Precheck line was, when this is for passengers that have been pre-screened and are not taking off shoes, belts, or taking out laptops, but yet was 4-5 times slower than a normal security line. I was appalled since many of these people are frequent flyers and hi-category passengers that the airlines do not need a hassle from like this. The conveyor belts for both lines, were the slowest i have ever seen for any Precheck line in the US. I've been thru a whole lot of them and in big cities such as Los Angeles and Chicago, I'm thru the line in minutes.

If this is a test program, by all means, please stop it. It is an utter failure. I've never seen so many disappointed passengers and this TSA agents, who are normally very professional and courteous at DEN, were quite frustrated with the process. They didn't have to vocalize it, you could see it. I had the opportunity to talk with some of the TSA agents and the frustrating ran deep with all of them. Please listen to your employees.

2014 8:21:4

President Obama wants security times to decrease. This program is not going to do it. Please don't slow down the process for the premium travelers. It's bad enough i experienced this as an airline employee. Denver stands out as a horribly slow security process for the Precheck and these sentiments are echoed with every other airline pilot i have spoken too since May 16th that has gone thru this new process.

Hope this provides some valuable feedback.

(b)(6)

Disability Description: The caller is a Precheck participant as a Global Entry member and has a metal knee replacement.

She routinely flies out of DCA and oesn t set off WTMDs there. The WTMD alarmed at BOS today at 8:30am. She had to go through a patdwon and the TSO expressed concern that she alarmed their WTMD but not hose at other airports. She asked if TSA should be investigating the WTMDs being calibrated differently and if they are calibrated differently. She feels that this is inconsistant.

She indicated that she travels through several airports across the country and does not alamr those WTMD.

She asked what it means to have Precheck status and if additional screening is always required if there is an alarm.

2014 9:22:1

She asked what card she can obtain from TSA in regard to to the metal implants to shwo the TSOs.

Precheck Status simply indicates that a passenger can receive expedited screening which entails leaving on shoes, belt, light outerwear as well as thier 311 bag and laptop in the thier bag. I advised that TSOs are required to clearl all alarms via additional screening. She can print a notification card via tsa.gov, but such does not exempt her from a Patdown.

Some of TSAs screening policies and procedures are considered SSI and are not made available to the traveling public.

I advised that I would refer the information to the CSM at BOS to make them aware of this.
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.

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

!014 12:46:

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

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/24/2014 5:22:59 AM Airport : SDF - Louisville International Date/Time of Travel : 05/24/2014 6:00 AM Airline & Flight Number : Delta 2099 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I walked through precheck with a black fleece hoody because the temperature outside was in the low 50's. I have worn this fleece for 2 years without incident, until this visit.

I walked through the metal detector without an alarm sounding. The white male agent asked me to hold a minute. He then proceeds to reach behind me and pull and squeeze the hood of my hoody.

I asked the person why he did that. He said because the hoody is bulky. I said it is not I fly with it all the time without problem. He said it was his discretion. I said he was not supposed to touch me unless I set off an alarm. He and the female agent could have asked me to remove it before I passed through the metal detector. He said it was completely at his discretion. I told him I disagreed because they have guidelines to follow. He became angry and agitated that I questioned him.

A second white male agent walked and interjected himself. I told him the conversation didn't concern him but thank you. His assistance was not requested. I asked that he get a supervisor
2014 9:13:4
A supervisor named (b)(came to speak to me. I explained to him that the agent should explain what he is doing and why. He certainly should put his hands on a person without an explanation. He should not become indignant once a citizen questions his actions. I also said other agents should not be interjecting themselves without request. (b)(agreed. I asked that he address the issues with the agents involved.

I am African American. I didn't see similarly dressed white males subjected to the same physical examination despite being in other hooded jackets including having baseball caps. When rules are clear and objective as well as consistently applied, people won't feel differential treatment is due to biases/prejudices.

As a frequent traveler and a Precheck traveler for a few years now, I know which clothing items clear without alarms and which do not. I purposefully purchased this hoody with plastic zippers and no metal specifically for flying because I knew it would clear security without alarms.
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 a Disability or Medical Condition; Screening Current Date/Time : 5/24/2014 10:08:13 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have an artificial hip. I carry a card from the doctor that has my name imprinted on it and a picture of the type of implant. At Fort Lauderdale airport there was no X-Ray machine a gates 1-9. I failed the metal detector and was treated like a criminal, being patted down, even inside my waist band. How can someone like me avoid this terrible experience? I am 70 years old, a natural born American with ancestors going back to the Mayflower. Up to recently, I have been impressed with TSA, but the treatment at Bradley in CT is very different from Ft. Lauderdale. What is the litums paper for? Did you believe I was carrying explosives? Believe me, I am a loyal American citizen and would never harm anyone! Why don't you use the wand on people with hip or knee replacements? You can easily find the location of the metal and that there are no weapons in that location. Thank you for taking time to respond.
!014 11:00:
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Response Details: 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.

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
2014 5:44:2 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 accompanied by a companion of his or her choosing.

Response Details: Advised caller:

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Feedback Type : Security Issue
Categories : Other; Miscellaneous/Other
Current Date/Time : 5/26/2014 4:43:06 PM Airport : MIA - Miami International Date/Time of Travel : 05/26/2014 6:30 PM Airline & Flight Number : AA1065 Checkpoint/Area of Airport : Reentry from customs/ from International to national TSA
2014 5:18:1 Employee: (If Known) : Young lady at check point/metal detector Comment : For whatever the reasons, you have not assigned a " pre check" line at this checkpoint so it's confusing for me , the passenger, when we have gone to the pre check program and one tsa personal says " you are pre check, no need to take off your shoes" and the other TSA at the machine orders me to go back and take my shoes off. In not a nice matter. Then I asked to show the ticket (in the bag in the other machine) . I suggested to let me grab it and show it to her, she proceeded to call me an "uncooperative passenger" and within a minute she sounded an alarm and 5 men were surrounding me. After they all noticed my executive platinum status, global entry and pre check conditions, no body apologize . Only a " have a nice day" Would you like a response? : True Passenger's Name :(b)(6) Phone Number :(b)(6) Email :(b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/26/2014 7:43:12 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/22/2014 9:00 PM Airline & Flight Number : Delta 425 Checkpoint/Area of Airport : Crew line TSA Employee: (If Known) : TSA OFFICER(b)(6) Comment : KCM was not available to Delta crew members, so we proceeded through screening. I removed my belt, shoes and everything from my pockets yet metal detector
2014 8:42:5 still sounded. I tried 3 times before agent asked me to remove my ID and put it in a bin. I removed my ID but there wasn't a bin next to screening. Agent asked my to step out of line and told I needed to get to operations. Almost immediately a passenger handed me a bin for my Delta ID I went through metal detector without any warnings. While getting my bags I noticed that my ID was still outside of screening. I asked Officer(b)(6) to please put it through screening and she intentionally moved it further back behind other passenger bins/bags. I contacted the supervisor Officer(b)(6) to assist. Even then, Officer(b)(6) did not want to comply. After the supervisor asked again, she begrudgingly put my ID through detector. This type of vendetta authority is unprofessional and childish. Officer(b)(6) said he was unaware of KCM being unavailable to Delta crew members.
Would you like a response? : True
Passenger's Name :(b)(6) Delta Airlines 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) San Jose, CA 95118
Zipcode:

2014 8:43:0

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

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

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

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

Are you 18 or over? Yes
:014 10:12: Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?
05-27-2014 6:15

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/27/2014 9:53:50 AM Airport : BOS - Logan International Date/Time of Travel : 05/22/2014 10:15 AM Airline & Flight Number : Delta DL1801 Checkpoint/Area of Airport : TSA PreChk TSA Employee: (If Known)(b)(6) Comment : My medical bag was held hostage by(b)(6) She told a coworker that she was going to make me wait. I went through the metal detector without any problems. I waited for 8 minutes for(b)(6) to give my bad to someone to search. I asked for the supervisor and was told he was at the TSA desk but if I went over there without all my medical bag, security would be called. I waited another two minutes and asked several TSA officers when I could expect my bag. It was not until then, after complaining to three separate individuals, did I receive my medical bag.(b)(6) is the most unprofessional individual I have come across during my travels. I
'014 12:32: spoke with her supervisor and told him of my concerns.
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

Sent: Tuesday, May 27, 2014 11:57 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 5 27 2014 11:57:14 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
014 12:32: Date Time: 5 27 2014 11:57:14 AM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

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

The caller has a service dog. She was approved through United for her flight and she came back from a trip yesterday through LAX. The TSO said that she would have to have a dog carrier. The agent kept insisting she had to have a dog carrier though the United airlines representative explained that it was a service dog. The caller feels that the agent was simply ignorant of TSA rules. She read the manual online and she had a card attached to the collar indicating it is a service animal. She asked if she could get something in writing that she could carry with her in case she comes across this again.

There were three points that she went through for screening, the first agent did not want them to enter the screening checkpoint to be screened. She was not going to be let through to get in the line because this agent says she needed a carrier. She thinks it was more of a customer service issue not a lack accommodation. She went through the checkpoint and once it was over and she left the checkpoint someone else mentioned the carrier being needed for her dog. During the screening everything was fine and was done properly; she did not have any problems. It was just the TSA agents before entering the line and after leaving the checkpoint that she had problems with. She also did not have a problem at LAS when she went through screening there. She just feels that the officers she encountered at LAX needed more information about the policy.

She asked if she needed a vest, she does not travel that often so she did not buy one. She does have a letter from her doctor that she can use for documentation along with the card attached to the dogs collar.

Airport: LAX
Airline: United
Flight: 479
Date: 5.26.14
2014 2:09:0 Time: went through about 2:00 PM Departure time 4:17 PM
Location: United number 7 where the United desk were and the TSA agents were to the right before entering the line.
Agents: Before entering the line a black woman with slight build, maybe 5 5 or 5 3 with orangish hair. After checkpoint, black woman that was a little bigger, 5 5 or 5 6 with dark hair.

Advised caller:

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown.

I will forward this information to the CSM as it was a customer service issue with agents.

I can email you information regarding the screening policy on service animals so you can have it in writing.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/27/2014 12:58:28 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 05/27/2014 1:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 2:31:2 Comment : TSA pre has been closed at this airport for over 6 weeks. There is a total lack of order by the agents that work there causing much confusion with the passengers. Today one TSA agent told passenger to go through metal detector while another yelled at him for not going through the scanner. I haven't seen this anywhere else, but it would appear if you are 60 or older you are automatically put in the ore heck line. This caused it to be significantly slower than the regular line. Worst one airport I've been to and I'm in different airports three days a week 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

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

2014 4:04:0 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
John F. Kennedy International Airport

Hi TSA Team,

I would like to report an incident that happened to me today and I had my Civil rights violated.

This incident happened at the San Jose Airport on May 27th at 6:20 AM (Today) . I am from India and follow the SIKH Relegion. As a result of my religion I wear a head covering called a TURBAN.

I am a very regular traveller and usually as part of my security check I run through the scanner and or Metal Detector followed by a PAT Down of the Turban and a hand held metal detector. Usually if the hand held detector goes off it is due to the PINS I have on my Turban which are the culprit and I remove the PINS and then hand held is performed again and cleared.

This morning while I was travelling to Los Angeles on Sounthwest flight 1280 , as part of my additional check and pat down , the hand held went off due to the pins in my turban. I told the TSA agent that I will remove the pins and he can then run the hand held once again clearing the security check, but he was adamant on asking me to REMOVE MY TURBAN.

2014 4:04:0 The TSA agent to my surprise asked me to REMOVE MY TURBAN as he wanted to run the TURBAN through a xRAY machine.

This was a completely unacceptable situation as I had never done this in my regular travel for past 11 years . Please understand that asking me to remove my turban is like asking a women to stip NAKED because she was found with a HAIR PIN in her hair.

I have taken this matter up with the SIKH Coialition Legal team and would like to take this matter up serioulsy as this is considered an insult to the SIKH religion.

Thanks
(b)(6)

Today at 6:15 am at La Guardia airport at the security checkpoint at gate C, the first aisle (left to right) I was ushered by an officer who stood next to the metal detector that claims his last name was (b)(6) he wouldn't allow me to see his shield. He spoke to me with extreme disrespect, yelled in my face when I asked if I should remove my glasses and continued to berate me with a negative attitude through additional screening. I fly this airport and others in the area over 6-8 times a year and have never been treated with this much disrespect, I understand your extensive process of screening is in the name of security but I can do without the nastiness, especially in the mornings. I am a paying customers and the TSA is supposed to keep consumers like myself safe, not berate and disrespect travelers going through security. I was more intimidated than comforted with this individual handling security proceeds. I would like a response ASAP to know that this individual is disciplined and
2014 8:36:5 his behavior is corrected for the future.

(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) Bridgewater NJ 08807
Zipcode:

2014 2:20:3 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

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

What was the date and approximate time of the incident?
Caller is flying tomorrow on United flight 491. He has a disability, called a deep brain stimulator. It s a probe in your brain. He said the stimulator is in your chest.
He downloaded boarding passes for he and his wife. His wife is Precheck and he is not. Why is this?

Caller Advised:
If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass. While some airports may allow individuals who are traveling with a TSA Pre eligible passenger to access
2014 6:17:4 the TSA Pre lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. These passengers may request a thorough patdown rather than using screening technology.
If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.
The caller flew form MCO to PHL on US Airways flight 768 leaving at 2:00PM. He went throught screening around 1:00 PM. (b)(6) is 78 years old and was allowed to keep his belt and shoes on. He was wearing a dark green and blue baseball
!014 10:15: hat when he entered the checkpoint. He placed all his metallic items and medications in one bin. He also stated he left his medications in his carry on. He also had a bottle of medication in his shirt pocket. It was an inhaler. When he went through the metal detector he was told to empty all his pockets and go back into the line. He complied and went through the AIT. After leaving the AIT he got a patdown on his shoulder and side and then cleared. When he got to PHL he discovered his inhaler was missing. He thinks the TSO s confiscated it at MCO.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/29/2014 7:02:18 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 8:38:5 Comment : Every TSA pre check should include a body scanner- I have metal implants that always activate the metal detector alarms requiring going back, removing my shoes & going through again, thenwaiting for a female TSA agent and going through a full body pat down.
This protocol utterly defeats the point of being vetted & identified for pre-check.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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: (b)(6) Legal; Rajdeep Singh
Subject: Follow up Re. Contact-(b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, Professor (b)(6) Professor (b)(6) urban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. Professor (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.

2014 8:16:4 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 confidential. If you are not the intended recipient, please delete the email and notify us immediately.

My understanding is that the intent of Pre Check is to ease the burden on TSA and to reduce flyer inconvenience. If that is correct, Dulles procedure can use improvement.

I have a knee implant. As such, I set off metal detectors but do fine in ProVision scanners. In the airports I normally fly through if Pre Check does not have a Pro Vision I have always been either directed or escorted to one while retaining my Pre Check status. At Dulles there is a Pro Vision immediately adjacent to the Pre Check station and I was directed to go through it. However, I was required to remove my shoes (no big deal) but since I did not remove my computer, my bag had to be re-scanned. Essentially I was no longer Pre Check while in this lane. This cost me time and TSA time.

It would be super easy for Dulles to adopt the protocols used by other airports where a solution for those of us with metal implants is available to TSA personnel and the traveller.

By the way, I think in general TSA personnel country wide are doing a great job amd are very courteous these days.

014 10:15:

American Airlines flight 263 to LAX
5/30/14
Gate B-71

(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 3:55:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 05/30/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Walked from UA domestic departures to Gates 14 and up TSA Employee: (If Known) :
Comment : I traveled from Austin Bergstrom to LAX on May 30th. At approximately 2PM local, I commenced TSA security screening. I complied with regulations regarding removing shoes, my laptop from my bag, etc. I indicated to the TSA agent that I was pregnant and did not wish to expose my unborn child to potential harm from the body scanner, and would prefer to go through the metal detector. Not only did he inform me that was not an option, he insisted that body scanners do not emit x-rays and was very confrontational and extremely rude in general (in the meantime allowing several individuals pass through the metal detector). I, in fact, know that TSA at one time used x-ray backscatter and although the technology is being phased out, there was no way for me to know whether or not this particular machine was updated with the newer millimeter wave scanner technology. As a pregnant woman tasked with the duty to keep her child safe, it is completely unreasonable to try to coerce
2014 4:22:5 me into performing a security screening I am not comfortable with and be otherwise confrontational about refusing the body scan. I am not obligated to take the agent's word that the machine is updated and he is not tasked with being arrogant, rude and coercive. I willingly submitted to a pat down and although the female agent also argued that I should go through the scanner, she was ultimately less confrontational and more professional than the needlessly aggressive individual that TSA unfortunately decided to hire. Should I, as an expectant mother, voice my concern that the scanner is an inappropriate option, that should be the end of the discussion and TSA should offer additional options that are 1. PROMPT and 2. RESPECTFUL. Unfortunately, neither of these concern were addressed in a professional and courteous manner. This particular agent needs prompt retraining or disciplinary consequences should his behavior persist.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism Customer Service; Screening Current Date Time : 5 30 2014 4:20:52 PM Airport : SAN - San Diego International Date Time of Travel : 05 29 2014 11:30 AM Airline Flight Number : Delta 89 Checkpoint Area of Airport : Delta Terminal TSA Employee: (If Known) :
Comment : I was very disappointed with my experience going through security at SAN on 5 29 2014 around 11:30AM. I am 7 months pregnant and requested to opt out of the metal detector and have a pat-down, as TSA policy permits. This request was an obvious annoyance to the agents on duty (despite that there were few people going through security at that time). I was told by multiple agents that it was fine to go through the metal detector and if I didn t want to, I would just have to wait. Multiple agents conferred with one another over whether or not I could make such a request, which took much longer than the pat-down itself, which did eventually occur. I was made to feel as if I was making an outlandish request and that my reason
2014 6:00:5 for opting for the pat-down was not valid. If TSA is going to allow the opt-out option, it would be greatly appreciated if agents would respect the request and not treat passengers as if they are causing a tremendous hardship. The whole experience was both embarrassing and upsetting.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

I have a complaint about treatment that I received during a screening in Austin, Texas on March 3, 2014.

I was a first class passenger on Alaska Airlines flight 671 from Austin, Texas to Seattle, Washington on the afternoon of March 3, 2014. As a result of a severe leg injury, I was partially disabled and unable to bear weight on my right side. I was able to use two crutches for a few feet only without weight bearing on my right side. Otherwise, I was required to use a motorized cart and wheelchair prescribed by my physician to guarantee my safety. I went through the security line in an airport wheelchair. During the screening, however, the TSA female officer would not allow me to stay in the wheelchair. She forced me to stand and balance on one leg while she removed each crutch to use the wand/ metal detector over my body and the airport wheelchair. During this time, I was forced to balance on one leg with only one crutch. The TSA officer did not allow me to sit in a chair or remain in the wheelchair during the screening process. The screening was unsafe because I was forced to balance on one leg using only one crutch instead of being allowed to remain in the wheelchair, sit in a chair or use both crutches to support me. The screening placed me at risk for a fall and suffering further physical injury. Based upon my experience, the TSA officers on duty recklessly disregarded my physical disability and the screening was dangerous.

:014 10:02:

I look forward to receiving the TSA comments about this dangerous screening process.

Kind regards,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/31/2014 3:53:37 PM

2014 5:00:4 Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA 52 at LAX gate 40 on Sat 5/31 at 11:40 a.m.
Comments:I'm TSA pre. I went through metal detector and screening without incident. I was chosen for a bomb chemical detection test. A false positive resulted. 3 officer took my possessions and me into a small room. No cameras or witnesses we present. An aggressive pat down, including throughout my groin, occurred. I complained that they should have conducted a second test before a pat down to exclude a false positive. The officers said that wasn't Protocole. I complained there were no non-TSA personnel to witness events. They aggressively searched me and patted me down aggressively. I expressed extreme discomfort. These events should be recorded to protect both parties. Finally, the last thing the officers did was run a second test, which was negative. Iif only they had started with a second test, all of the discomfort and stress could have been avoided.

Disability Description: Caller has a pacemaker.

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

Incident Details: Caller flew from Kingtston Jamaica to Miami to Philadelphia on Thursday. Caller said she has a pacemaker and her doctor told her not to use the metal detector and she should have a patdown. Caller said there was another lady TSO on the other side and she had nothing to do with this. Caller said she told the TSO repeatedly that she should no go through the detector, but she asked her to go through anyway Caller was in a wheelchair and caller said the TSO asked her to get out of the wheelchair and walk through the metal detector. Caller thought the equipment was inactive so she followed the instructions of the TSO. Caller said a buzzer went off but no one patted her down.. Caller said she was taken somewhere and it was reported to the supervisor. Caller said she was told to call the TCC to report this incident. Caller has the name of the TSO involved (b)(6) badge number (b)(6) Caller said this TSO told her to go through the metal detector. Caller said she is going to her cardiologist tomorrow to see if her pacemaker has been affected.

!014 2:54:2

1. Airport:
2. Airline----American
3. Flight #---702
4. Date and Time of the flight----05 29 2014 4:30 pm
5. Gate or Terminal----Caller is not sure.
6. Baggage description---N A
7. Bag Tag # (10 digit)---N A

I am writing to you because the metal detector at the Gainesville, FL regional airport is WAY too sensitive. I've been stopped innumerable times and today was the last straw. I am TSA pre-check - but I still had to take off my jacket (which had 5 metal buttons) and my watch (which even has a plastic band!). The only metal on my body was a 1/4" thick sterling silver bangle and a pair of sterling earrings - then it would let me through. I literally was wearing this same outfit on Friday when I went through O'Hare TSA pre-check - no problem.

I travel every week as you can see from my profile:

(b)(6)

Gainesville, FL 32608
Delta Skymiles (b)(6)

!014 6:23:4

The only place I am ever stopped due to the metal detector is Gainesville - really???? Please do something about this!

Sincerely,

(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.

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
:014 7:02:1 deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

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

Sent from my iPad

(b)(6)

My wife and I arrived at approximately 2:30 PM. We were both listed as TSA Pre-check. The TSA Pre-check line is not well marked. We spent time waiting in the general line. As we got to the front of the regular line, we noticed the TSA line. I approached the officer checking ID. As she was checking my ID, she told my wife to wait while a person newly arriving in the Pre-check line was allowed to go between me and my wife.

The officer said the dedicated Pre-check screening area was not open, but she highlighted our tickets and stated that we would be allowed the normal Pre-check screening. I did not remove my shoes or belt and went through the metal detector rather than the body scanner.

I did not remove my laptop from my carryon bag and it went through the x-ray machine. On the other side, an officer said my bag would need to scanned again.

014 8:24:3

Now this is the part that upsets me. When the computer came through the second time, it was out of the bag. A TSA officer took it out of the bag while it was out of my sight, without my permission. In an effort to protect your officers, allow me to tell you what was in the bag that was opened:

Medication

$ 180.00 cash

My wallet with multiple credit cards

My Driver's license that was out of my wallet.

Computer accessories such as power cords, memory cards, and a mouse

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

Gave the caller the following info:
014 9:56:2 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 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.

014 10:13:3 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

I have contacted you previously regarding concerns at Chicago's Midway Airport. The following are concerns that I have & other travelers have expressed:
1. There is not a body scanner for the TSA pre-check line & those of us with implanted medical devices cannot use metal detectors, therefore cannot use the pre-check.
2. Every week the rules change and as an example, today tablets with detachable key boards had to be removed from & placed in a separate bin. I have had mine for 6 months & today was the 1st time I was told that, as were other travelers. Another example is hand lotion & Chapstick that is always in my purse and has not had to be removed for the last 3 years had to be removed today. I was treated in a condescending manner by the female agent that was scanning.
3. My laptop that is in my checked bag was so poorly handled at the Albuquerque Sunport that I had to have it serviced at weekend rates. If it had been replaced as it was packed it would have been fine & most airports do that.

I would appreciate a response.

014 10:27:1 Thank you,

(b)(6)

Valparaiso, IN 46383
(b)(6)

Sent from my iPhone

NOTICE:

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 07470

!014 2:06:4 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

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)

!014 4:21:0 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
Are you represented by a third party or an attorney in this matter?
Caller wants to know why she can t go through Precheck when she arrives in a wheelchair.
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™.

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,
!014 5:22:0 TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Travelers can check the TSA Pre\u2713™ Participating Airports page (www.tsa.gov tsa-precheck) for information on locations of active TSA Pre\u2713™ lanes.
Informed caller about PSS and TSA CAres for future flights to call 72 hours before her next flight.
Hello,

I was flying out of DTW on June 2 at about 5PM. I get that some of us may be subjected to further screening and being chosen at random. However, being stopped in line to have my hands checked for "explosives" and then being randomed again
!014 8:05:3 when I went through the metal detector was a bit silly. There seems to be very poor communication between the agents at DTW and I could hear one officer screaming and yelling at her other colleagues about lack of communication as well. I travel quite frequently and have never been randomed twice. It makes you feel like a criminal just for traveling.

On another note, your agents at DTW could benefit from training on sensitivity and friendliness. The scowls and dirty looks were really unnecessary.

Caller flew from FLL on JetBlue. She was patted down twice. She stated she didn t like it once because she had jewelry she couldn t remove. She was a patted down again. She had a gold and diamond pendant. The Lost and Found couldn t find it. She wanted to know why she was patted down twice.

There are various reasons why you might receive secondary screening, but I cannot advise why you were patted down.

!014 8:28:1 Caller asked to speak to a supervisor.

(b)(6) took over call: Caller stated on May 20th she traveled through FLL. After setting off an alarm while going through the WTMD due to the gold bangles she was wearing, she received a patdown. Caller stated she was then given the ETD test with no explanation as to why. She was then taken to the private screening area for an additional patdown. Caller stated through this entire process she was wearing a necklace with a heart shaped gold pendant with diamonds. She stated the pendant is gone, she is not sure where it may have fallen off. She has called lost and found twice and was told it was not there. She would like for someone to please take a second look to see if it can be located.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/3/2014 10:41:52 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/03/2014 10:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
014 12:27:1 Comment : ONE X-ray belt and metal detector was open for all non-pre check security. This is unacceptable!! Poor service! Pre check pilot program lines had at least four lanes open and virtually no wait while the vast majority of travelers waited over 25 minutes to get through security at an otherwise non peak time. Unacceptable!
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

TSA violated screening rules pertaining to Service Animals for Hawaiian Airlines HA 179 at Hilo Airport on Tuesday, June 3, 2014 at 4:00pm.

Travelers:

- (b)(6) Handicapped 57 yr. old female traveling with her French Bulldog registered with Emotional Support Animal Registration of America. Dog wearing red harness properly marked with ESA logo and ESAR identification card. Doctor's prescription was available upon request.
- (b)(6) Handicapped 36 yr. old male (son) with lifelong learning disability.

Statement of (b)(6)

014 8:14:0 My emotional support dog and I had a tsa approval pass and went through the machine several times when the women screener got another male gentleman to help. We went through several times then the man took my dog away from me without my permission and made me walk through myself as I was asking to help my handicap son and the baggage. The dog had to go through the screen three more times before we got released.

Statement o(b)(6)

My wife was traveling from Hilo to Maui after visiting her mother for emotional support. This was the first time traveling with her dog on a plane. (b)(6) was not aware of her rights pertaining to her emotional service animal and TSA screening.

TSO violation:

At no time during the screening process will you be required to be separated from your service animal.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2014 10:04:19 PM Airport : MKE - General Mitchell International Date/Time of Travel : 05/31/2014 2:30 PM Airline & Flight Number : AA 2634 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : Female don't know name Comment : I am pregnant and opted to not go through the BIG x-ray machine, they had 2 lanes open but were just closing the lane with the metal detector. The male TSA employee kept trying to let me know that there's no proof that the x-ray machine can hurt my baby and I kept letting him know that my DOCTOR had advised me not to go through them and that I travel often and had never had anyone tell me to just go through or try to convince me it was no big deal as he was doing. Then a female TSA agent came over to take me to do a pat down...she alerted me of what she was going to do, but again, I travel often and have been getting pat downs for a bit now and hers was BY FAR the most invasive yet! She touched my buttocks, stuck her fingers inside the waist band of my pants and made me lift my shirt with a bunch of other travelers around watching, she ran her hands up my leg which is no big deal but on both sides she made contact with my vagina which has NEVER happened to me and I thought was extremely inappropriate!!! I felt extremely violated and I felt as though because I had inconvenienced them by not just going through the x-ray machine as the male TSA employee was trying to implore me to do, I was being 'punished' for it by this woman being invasive!

:014 8:15:1

I HAVE to continue to travel and get pat downs for the time being and now after this experience I am very upset and dreading the TSA.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

Are you 18 or over? No
:014 8:15:2 Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Disability Description: The caller and her husband are elderly. Her husband had an accident and hurt his arm. He wears a brace on his elbow.

Response Details: I advised the caller that she would need to write in her complaint. I apologized to the caller for their experience at the security checkpoint. I advised her that her complaint would be forwarded to the appropriate office but that it would just have to be in writing.

Incident Details: The caller and her husband traveled through MDW airport on 6 2 14. The caller is in her late 70 s and her husband is nearly 85 years old. The incident occurred around 7:00PM. They were traveling on Southwest airlines. The caller stated that she and her husband were randomly selected to go through a side lane. She stated that they were told that they would not need to take off their shoes. The caller stated that a tall man, who was very nice told them that they could go through the line. The caller explained that her husband had a brace and the tall man told them that was fine. The caller stated that there was an alarm whenever her husband went through the metal detector.

D14 10:00:1 The caller stated that the officer at the screening checkpoint became rude. She stated that her husband s luggage was thoroughly searched as was his wallet. She stated that he had a patdown. She stated that her husband was told that he had to stand with his arms out for 4 mins and was not allowed to put them down. The caller stated that they told the officer that he had a brace. The caller stated that her husband stood there in obvious pain. The caller then stated that the tall man came to the security checkpoint and asked them what was going on. The caller stated that the officer that was being rude to them and conducting the screening became more compliant.

I advised the caller that she would need to place this in writing. I am sending this to ODPO as her husband had a brace on his arm and had to stand with his arms out for four minutes and was placed in obvious pain.

I obtained her email address so that we could send the RFI to her.

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.

D14 12:35:4 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.

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From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, June 04, 2014 4:32 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 6 4 2014 4:32:05 PM

Attachment

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
n a
Cell Phone:
same
PO Box or Street address:
n a
City:
littleton
State:

(b)(6)

Littleton, Colo 80127
(b)(6)

Dear,
Transportation Security Administration s (TSA) Office of Civil Rights and Liberties

I am writing this letter regarding a issue that occurred on 6 1 2014 around 8:00am.The flight number 2920 Portland to Denver. I will briefly describe the issue. I was on a family vacation with my two children and my husband. I had been though two other TSA screening that same week without a issue. My boarding pass didn't match my State driver license.
My State driver license was about to expire before I purchased my ticket, so I had decided put my new married last name on the boarding pass, but I couldn't change it at the DNV on my State driver license because I first had to go through Social security office first to change it there first. Therefore, I left my median last name on my State driver license. I had explained this issue to the TSA, so the TSA asked me for other verification like a prescription or anything that has my new married last name, so , I had verified my last name with photo I.D state issued, medical insurance card, and a prescription bottle. I completely cooperated with her so we could get though security faster. After all of that she asked me about my kid's names and my husband's name even though he had his State driver license (same last name).
Besides, I had been screened though the Advance imaging technology and my carry-on went through the scanning process. Another TSA a showed me the screen and said "good job you passed this screening." To inform you, I was dressed in skin tight elastic tank top shirt and skin tight pants without setting off any metal detectors. However, that still wasn't good enough for the TSA. The TSA had patted me down from head to toe, and she also lifted my shirt and checked my waste area twice putting her hands on the inside between my pant and waste. She had taken everything from my carry-on bag out in front of everyone swabbed all my personal items like I was a criminal. Furthermore, I wasn't giving a choice she made me do both screening I felt violated and harassed. I feel she was being unreasonable with all her screening and questions. I shouldn't have to feel like a criminal, and be violated to that extent. The TSA officer was a supervisor or at least that's was stated, and she never once offer me a private location to do a pat down. I feel several of my rights been violated at this point.
Please feel free to contact me by email: HYPERLINK mailto(b)(6) Or call me at (b)(6)

Thank you for your attention on this matter.
Sincerely,
(b)(6)

Caller was in Yuma. She has a pacemaker and she got a full patdown. She was informed of the patdown procedures and she told her she was not going to accept a patdown. She ended up going through WTMD, on her own choice because she refused the pat down.

!014 7:44:2 Advised,

I advised that if she turned down the technologies, which she was supposed to do due to the pacemaker, she would have gotten a patdown to get through the checkpoint. I advised the only reason she went through the WTMD was on her own choosing because she refused to get a patdown
Caller: She was calling to file a complain about TSA handling people with disabilities through the checkpoint. Specific with blind people. Every time that her boyfriend that is blind go through the checkpoint Tso will pull him instead of let him walk with the dog. She said that TSA was treating him like a second class citizen. She just was calling to let us know and she hung up.

!014 8:48:5

Advised: He have to to walk by himself through the metal detector and she could not help him.

To Whom It May Concern:

I would like to file a complaint about the overall treatment of the TSA towards individuals who are blind. As a sighted woman and a special education teacher who not only teaches and advocates for students with disabilities, but is also dating a very smart and capable blind man who happens to work for the federal government, we find the actions of some of your agents unacceptable. On one particular trip traveling out west, an agent spoke to me as the "token sighted person" and inferred that I was my boyfriend's care taker. I corrected the person by stating that he was my boyfriend and not in any way his caretaker. Blind people are perfectly capable of taking care of themselves and in no way need caretakers of any kind.
!014 9:08:4 In another incident, an agent grabbed my boyfriend's cane as it came through the X-Ray machine and proceeded to play with it as he referred to it as a javelin. Lastly but also most importantly, every time without fail the TSA agents ask my boyfriend and others who are blind to put their canes through the X-Ray Machine and PULL them through so that they are dehumanized and not treated as people. This is ABSOLUTELY WRONG AND A VIOLATION OF HUMAN RIGHTS. We have looked at the manual where it CLEARLY states that blind people are allowed to walk through metal detectors with their canes. Dog users are allowed to walk through with their dogs, so their should be no difference, and according to law there is none.
We are disgusted by this kind of treatment as we expect the TSA to be focused on the safety of the public and not on treating folks with disabilities as second class citizens. Thank you.

Sincerely,

(b)(6)

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.

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.

!014 8:08:1 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.