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.

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

014 12:14:2 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? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

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

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

014 12:14:2

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? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

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

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20001

014 12:14:3 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? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

Hello TSA,

I flew out of SNA (John Wayne) airport on May 6, 2014 on Alaska Airlines Flight 501. The flight took off at 10:10 am - so my party went through the security checkpoint before 10:10 am.

A member of my party was (in our opinion) harassed by a TSA agent during the security screening process. The member of my party was about to enter a metal detector and the TSA agent ask my party member if my party member had a "metal hip".

The party member did not set off the metal detector and does not walk with a limp - so there is no reason the TSA agent should have asked this question.

014 6:15:0 I am going to contact Alaska Airlines regarding this issue as well.

Best Regards,

(b)(6)

Irvine, California

HYPERLIN (b)(6)

Disability Description: Caller had a bad leg and filed an ODPO complaint.

Incident Details: Caller flew in January and had an injured leg, she requested assistance as her doctor only allowed her to fly as a handicapped patient. When she was being wheeled to the checkpoint a man called her over and made her pick up her dog and walk through the metal detector. The dogs collar set the metal detector so they took her dog and performed a pat down. After that the man picked her up physically and started bumping her injured leg with his. Caller continually said the man
!014 8:07:1 was hurting her and he continued to do it and was consistently rude. The man eventually ran his leg down hers on her ankle and cause her to collapse. She asked for his name and badge but he would not let her.
She has six spots from her hip to her ankle from scar tissue caused by this the caller says. She has spent all of her money trying to correct this issue.

She called Sky Harbor the moment it happened and they told her it was TSA and that it was all recorded and not to worry about it. The TSA then told her they deleted tapes every thirty days. Caller just sent an RFI a few days ago and wants to know what is going to happen.

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

Are you 18 or over? No
!014 9:19:2 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?

INQUIRY:

Caller s daughter was traveling as an unaccompanied minor from PHL. Caller escorted her daughter to the gate so she went through the screening checkpoint. The metal detector alarmed due to metal overall buttons so caller was informed that she would need a patdown. Because the caller is 8 months pregnant, she was uncomfortable with the patdown procedure and informed the TSOs that her breasts and belly were very sensitive and shouldn t be touched. A supervisor was called and then the police were brought over because the caller didn t want her body to be touched. The TSO that did the patdown jammed her thumbs into the bottom of the caller s belly. Caller was very upset about the patdown and the way in which the screening process was conducted.

)14 11:47:4 RESOLUTION:

Per Jeff Burke, gave the contact information for the CSM at PHL:
Name: (b)(6)
Phone:
Email:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/7/2014 2:15:32 PM
Airport : PHL - Philadelphia International Date/Time of Travel : 06/07/2014 3:00 PM Airline & Flight Number : US 1927 Checkpoint/Area of Airport : A Concourse East TSA Employee: (If Known) :
Comment : This entry point did not have TSA PreCheck however the initial agent advised I was eligible for Expedited Screening and advised that I still had to pull the normal items out but could leave footwear on and was eligible for Metal Detector instead of the MW Scanner.

As I approached the metal detector there was an older gentlemen advising passengers of the same but needed to see the TSA label on their boarding passes. I was using a mobile boarding pass which did have the TSA Precheck certification above the 3D Bar Code. I showed this to him and he advised he couldn't read a mobile boarding pass. I tried to explain it to him and all he did was argue that it was too small to read.

After attempting to work through this with the agent he finally agreed. I stopped the supervisor on duty and wanted to provide feedback that agent was having trouble with mobile boarding passes. I wasn't trying to be overly upset, just providing feedback as more and more people are using the paperless tickets. The supervisor argued with me thinking I was complaining about a random exclusion. The agent in question was very specific about paper tickets vs electronic tickets. I tried to stop
!014 3:01:1 the supervisor and explain this and he just continued arguing.

We were discussing completely separate points and for what ever reason he wouldn't stop to listen to me. I even politely stopped and asked him to listen to me for a minute trying to get back on the same page.

I completely understand that PreCheck isn't always available and even when it is you may be randomly asked to go through the standard process. I have nothing but respect for the jobs TSA performs. I just simply felt I went through a training issue and wanted to bring it to the supervisor's attention. His argumentative attitude was worse then if he had agreed with me long enough to dismiss it after I walked away.

Basic customer service should be required for any supervisor and then I think much of the negative perception about TSA would be mitigated.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 6/8/2014 4:59:51 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight number: AA97
Airline: American Airlines
Terminal: D
Airport: DFW
Comments:I passed through Terminal D of DFW on Tuesday May 13, 2014 returning on an international flight from Cancun, Mexico (flight number AA97) and was appalled by the immaturity of several TSA officers working in that terminal. My father and I were given Express Passes, along with everyone else on our flight, to go through Customs and get to our next flight on time since our previous flight was severely delayed due to a maintenance problem with the airplane. We passed through the express customs machines, retrieved our luggage, re-checked our luggage and proceeded to security before trying to catch the next leg of our flight in time.
!014 6:11:5 When we arrived at the security check point, around 12 noon, my father passed through with no problem, having a PRE-CHECKed ticket. When it was my turn, I asked if I could pass through the metal detector instead of the full body scan, as I fly internationally regularly and had researched the body scanners thoroughly on several occasions and preferred an alternative method. In the past I had been allowed to pass through metal detectors instead of body scanners on several occasions, despite the officer assuring me that I had not and that that had never been an option. When I asked if there was an alternative method available he ordered me to stand to the side of the line for a pat down, saying that I had opted out of the scanner. This was ok with me as I preferred not to go through the scanner, but looking back I suppose I had made the mistake of assuming that I would be treated professionally by mature adults.
They had me wait there for 10 minutes while ignoring my requests to pass through the scanner (since I did not have much time before my next flight and they were purposefully delaying me further). I pleaded around 6 different times to 2 different officers working there (the first one a middle-aged balding man who had sent me there to begin with and the second a middle aged blond-haired woman on the other side of the scanner ushering people through) and both told me to stay where I was and wait, that I had opted out of the scanner and that was no longer an option. The two did not take any action to get me through the check point until I saw someone going through the metal detector with an orange paper and I told them that I had been given an Express Pass and was going to be late for my flight and, more importantly, that my father had been standing several feet away watching this happen for the last 10 minutes. This is when the man finally got on his radio and asked that someone come to give me a pat down. When the man, a bald man who I had seen before walking around the checkpoint, came to give me a pat down, I tried to ask him if I could just go through the scanner to be on my way more quickly, but he interrupted and told me to wait to ask him any questions. He pulled me through a little gate on the left of the scanner and over to a mat with 2 yellow feet drawn on it. I made several attempts to ask him the same question but each time he told me to wait until he was done to ask any questions. When he had finished his speech I asked him if I could just go through the scanner and hurry on my way, to which he replied that if I had wanted to do that I should have asked him before I came through the little gate. I responded that I had tried to and he told me I was not allowed to ask any questions. I also told him that that could not be true since I had asked 2 separate officers to let me go through the scanner prior to passing through the gate and they both denied me that opportunity, saying that it was too late, I had opted out. The man did not respond to this, but suggested that I research the scanners online and see that they no longer show naked bodies, but Gumby-like outlines. I knew that they supposedly only showed generic outlines from my previous research, but I do not trust this as I had heard that the company that made the previous generation of body scanners had falsified the photos they released to the public when selling the machines to the TSA and that they were more revealing than we had been told originally. Furthermore stories of TSA officers forcing pretty women to go through the scanners multiple times, holding up passengers they don't like, and making fun of people as they pass through the scanners from the safety of the I.O. (before the Gumby outline was introduced), coupled with my new, personal experiences, take away all confidence I might have in what a single officer might assure me to be true, as I have no way of

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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 8:30:0 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?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

This morning 6/9/2014 about 8:30am at the Burbank, California Airport, terminal B, when I went though the metal detector, I set of the alarm. I told the agent that I have an artificial knee and even though I was TSA precheck, he said "all bets are off" and I had to take off my sandals and jacket. As the station did not have a booth scanner, I expected them to use a wand to check where the metal was. No - they had a woman agent put on gloves and run her hands all over my body and then she swabbed the gloves and ran the swab through a machine, as if looking for drugs. This procedure took nearly 10 minutes.

This seems a totally inappropriate response to a metal detector alarm. After all, if someone was suspected of carrying drugs, would they use a metal detector wand on them and then when it didn't go off, say okay you can go?

There was a woman in a wheelchair behind me in line and she was not treated this way.

2014 8:43:4 This is my first trip after knee surgery and I hope that I won't have to encounter this type of treatment everywhere. And I hope other seniors who have multiple knee/hip/shoulder/pacemaker etc procedures don't have to endure this kind of treatment and humiliation.

I must say that at the Portland, OR airport when I departed last week, they have the scan booth and I just stepped into that and out in a matter of about a minute. Much more efficient and appropriate.

I would appreciate a response from you.

(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 6/9/2014 10:31:12 PM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 06/09/2014 8:30 AM Airline & Flight Number : Alaska 3457 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : When I set of the scanner alarm I told the agent I had an artificial knee. I was TSA Precheck, but he said "all bets are off" and I had to take off my shoes and jacket and as they didn't have a scanner booth, I expected to have someone go over me with a wand to detect metal. Instead he had a female agent put on gloves and run her hands all over my body and then she swabbed her gloves and ran the swab through a machine, as if looking for drugs. At no time did they try to determine where I might have metal on or in my body. This seems an inappropriate response to the metal detector. After all, if someone was suspected to be carrying drugs would they run a metal detector wand over them and when it didn't go off, say okay you can go?
2014 8:44:4
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/10/2014 8:53:04 AM Airport : SFO - San Francisco International Date/Time of Travel : 06/10/2014 5:00 AM Airline & Flight Number : Virgin America flight 922 to L.A.
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :
Comment : While walking up to the scanners, there was an overflow of people. I was going to opt out of the scanners, but instead to reduce backflip, a TSS agent opened the metal detectors and I walked through. However, she was selective in her choices and therefore my husband was not allowed to enter. He therefore had to verbally opt out and waited for 13 minutes in line. During this time, TSA discriminate let let others through the metal detectors to continue to reduce back flow.
!014 10:11: UNACCEPTABLE! There was no reason for him to stand there while 26 other people went through the metal detectors and he was not allowed because e wanted to opt out. The whole reason people opt out is to not go through the scanners, and yet we were forced to wait because 1. She wasn't loud enough in calling over a male TSA agent, or 2. Because there weren't enough make staff members to assist (which was an excuse another TSA agent offered me while I was waiting) Either keep extra TSA officers stocked up or let people go through the fucking metal detectors.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

Resolution:

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

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

!014 10:43: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

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

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

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

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

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Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 6/10/2014 4:54:16 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):KL6030 = DL230
2014 6:16:0 Logan Airport. May 3 2014.
Terminal A.
Comments:Dear Sir, Madam,

I would like to file a complaint regarding the treatment I was subjected to during the security check prior to my flight departing Boston to Amsterdam (KL6030) on May 3rd, 2014. I apologize that I have sent this complaint a couple of weeks late, but I have been ill the past weeks.

I am an elderly diabetes patient and use an insulin pump stuck to my belly. As I had previously experienced a malfunction of the insulin pump after passing through a metal detector gate, I asked one of the TSA officers whether I could be screened manually in private. Instead of responding to my request she used hand gestures to persuade me to expose the insulin pump in public and also pulled at my pants (in public) . I asked her again if I could be screened in private and now (still keeping silent) she pointed me to follow her to a semi-private area. Here I finally could complete my body security check but was separated from my carry-on luggage for some time.

I found it very disturbing that the TSA officer did not want to respond to me verbally and only used gestures whereas I did speak English to her. I would have expected a more appropriate behavior, especially to people who depend on medical devices.

I was told that TSA-PRE is no longer available at Houston International ENTRY. I have a global Entry number and had clear the US Immigration and Customs area when I get security an being on line for 10 min after wheel share people cut the line with foreign people. I was told to take everything boots etc off since there was not TSA-PRE lines there (I am a US Citizen) But a 12 year old foreign person and his mother get pass to the old metal detector. Why as the body scanner x-ray avoided for them?

Regards,

(b)(6)

2014 8:23:

Please Note new - Phone (b)(6)

email: HYPERLINK (b)(6)

This e-mail may be privileged and/or confidential, and the sender does not waive any related rights and obligations.

Any distribution, use or copying of this e-mail or the information it contains by other than an intended recipient is unauthorized.

If you received this e-mail in error, please advise me (by return e-mail or otherwise) immediately.

Ce courriel électronique est confidentiel et privilégié. L'expéditeur ne renonce pas aux droits et obligations qui s'y rapportent.

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

Are you 18 or over? No
2014 8:25:0 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?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

Advised caller:
The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn t penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to
2014 4:16:1 resolve this.
The patdown:
• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.

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Remote Client IP (b)(6)
Date Time: 6/11/2014 7:02:18 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Departure from Monterey Peninsula Airport, June 10, 2014, United Airlines, Gate 5.
Comments:I travel from the Monterey Peninsula airport with some frequency, 10-12 times per year. On more than one occasion the TSA officers have been disrespectful and unprofessional. My experience yesterday has moved me to write this email. During the security screening process I witnessed one officer in particular being abrupt and rude to a caregiver who was assisting a handicapped/wheel-chair using passenger. The caregiver tried to assist her friend through security instead she was
2014 8:12:3 scolded and directed to the end of the security line while her wheel-chair using companion had to sit a few feet away from the metal detector. She waited for 10-12 minutes for her companion to clear the security line. This caused both the caregiver and handicapped passenger to be delayed in boarding their flight, which was also the flight I was traveling. In every other security line I have stood in when a wheel-chair using passenger is waiting for security clearance, they are taken to the front of the line. Once they have cleared security they are pre-boarded by the airline – this is done for the comfort of the wheel-chair using passenger, for the convenience of other passengers and for what will hopefully be an on-time departure for the airline. Unfortunately the same TSA officer was unprofessional in regard to my security screening process. The TSA officer's name was (b)(6) and only judging from his harried demeanor I would guess he has been recently hired. Officer (b)(6) removed many carefully packed items from my carryon bags and tossed those items carelessly into gray bins for re-screening. Without my asking for a reason, Officer (b)(6) accused me of carrying an IED, which necessitated the additional screening. I was shocked, as I requested no explanation for the secondary screening. I know TSA officers don't need to explain their reasons to passengers. I also already know the reason: it is for the safety and security of all passengers. My unpacked items were placed in 3 bins and then they were placed behind other passengers' carryon luggage for a second x-ray screening. Usually for a second screening the bins or carryon bags are placed ahead of waiting passengers – I believe this is done to prevent theft of the open bins so far from watchful eyes of the passenger waiting completion of the secondary screening process. After my items cleared the secondary screening, Officer (b)(6) left the bins with my items on two different tables for me to retrieve. Because of the lack of concern by Officer (b)(6) I experienced a further delay in my ability to efficiently repack my carryon items and board my flight in a timely manner. I glanced at Officer (b)(6) badge and he challenged the inquisitiveness of my glance. I would have spoken at length with his supervisor but was intimidated into silence by (b)(6) actions and concerned I could be further delayed and potentially miss my flight. I always give TSA officers respect and believe I have a reasonable expectation for a modicum of respect from TSA officers. I do not believe I received that respect yesterday from Officer (b)(6) . I would like to tell you I have successfully passed the US Customs and Border's Protection program, Global Entry. Also I have been a TSA Pre traveler for over 4 years. I realize working a security line is a stressful job for your officers and I hope the TSA realizes flying is stressful for passengers. By passengers and officers working together the security screening process should be safe, respectful and efficient. I regret to say that of all the airports I depart from Monterey's screening is the most unprofessional and inconsistent. My suggestion is that the TSA officers at the Monterey airport be given sensitivity training as it seems with further training the experiences I have described would be eliminated. I look forward to continuing to be a part of an effective and respectful security screening process in all my interactions with TSA officers. I am requesting a response regarding this matter. Thank you for considering my suggestions. Sincerely, (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/11/2014 10:44:26 PM Airport : SAT - San Antonio International Date/Time of Travel : 06/10/2014 6:15 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : Raising my son with my husband currently deployed is hard enough but traveling with him alone is a whole different level of difficulty. I am used to life being difficult being an active duty military member myself but your employees proved me wrong. I was traveling to and back from San Antonio, TX, my hometown. After a nice week long of leave I was ready to return to duty with my 9 month old son with me. Unfortunately my trip was overshadowed by the unprofessionalism and rudeness I received from the TSA employees at San Antonio International airport.

My son and I were rushed through the TSA check line even though I was quite early for my 745 flight to Atlanta. I was pushing my son in his car seat which was attached to his stroller. TSA did not allow me to process through a separate line like I was previously allowed to do at other airports. Instead I was rushed through the one line that was opened with three different TSA members barking at me to unbuckle my son, take him out of the car seat/stroller, unhinge the car seat from the stroller, and place all items including my diaper bag onto the conveyor belt all while I hold my son who cannot walk or stand on his own. I hope you can see I struggle abundantly with these tasks. All while attempting to accomplish said tasks I have customers glaring at me while I hold up the one line that was open and a female TSA employee signaling with her hand quite violently to hurry along. Finally after 3-5 minutes of struggle a male TSA employee decides to help me with my dilemma and place my
2014 8:21:0 things on the conveyor belt. I eventually get to proceed through the metal detector and it goes off due to my bracelet I forgot to take off in the midst of my rush. I go back to take off my bracelet and again go through the detector clear. At the other end of the conveyor belt are all my items except the stroller. I was informed the stroller had to be manually inspected. I was left alone to again grab my items alone and place my child back into his car seat. I watch and wait for my stroller to be released back to me. My stroller is a good 10-12 feet away from where I stand. After the inspection is done the TSA employee yells it's cleared. But does the TSA employee bring my stroller back to where I am standing? No, he does not. Instated he pushes the stroller away from him in my direction but fails and instead my stroller veers away from me. Therefore I again am left alone to pick up my son who is strapped in his car seat and grab the rest of my belongings, so nothing is stolen from me, and move to where my stroller is left behind.

I traveled from Charleston, Houston, and Atlanta airports with the kindness and most patient TSA employees. I was greeted everywhere and help was offered on several occasions. I truly appreciated their understanding and thoughtfulness. I was quite surprised to receive such horrible service in San Antonio.
Would you like a response? : True
Passenger's Name (b)(6)
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: Response:
Apologized to caller for her screening experience and advised she should always communicate with the TSOs prior to screening and inform of any medical condition, device, etc. that could affect the security screening and inform the TSO what their ability is.
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.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.
Explained if she has questions or concern regarding her screening she can always request to speak with a Supv. or PSS upon arrival at the checkpoint.

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.

Incident Details: Caller flew from SEA on 6-10, Flight 200 via Alaska and going through checkpoint she recently had heel surgery and was wearing an air cast walking boot and had crutches. States she voluntarily took off her boot. Stated the TSO who was a bald guy in a pair of shorts, overweight and disgusting was screaming very unprofessionally at people to remove items from their pockets and told her the crutches had to go through the x-ray machine and she said okay and handled over.
:014 10:57: What kind of medical training do they have that lets them take a medical device from a passenger? States they made her walk up to a TSO so the TSO could swab an ace bandage and she isn t suppose to be putting weight on her foot. She had to hobble to where the lady was and had the swab. Her daughter (b)(6) was traveling with her and holding her 5 month old baby and they had to swab her hands while she was holding the baby. She said the TSO asked who she was traveling with and she told them her daughter and granddaughter.
They were the only ones pulled out of line and they had a lot of items going through security and what gives them the right to snatch peoples medical devices? States they should be trained correctly how to deal with people with medical devices.
Stated the TSO didn t even offer to retrieve her crutches for her. He was so rude and stupid and the way he was acting was very unprofessional.
Stated at San Jose they didn t ask her to remove her boot and she walked through the WTMD and they handed the crutches back to her.

States she works with inmates and they aren t allowed to take a medical device from them. Stated she is a Peace officer in Criminal Justice and they don t treat their people that way. States the TSOs have attitude and they are no better than anyone else. She stated that law enforcement doesn t act like that to the public.
She had to take 2 pain pills and Xanax because she was so mad when she boarded the plane.
Stated the signs are stupid and she doesn t know how people are trained that work for TSA and she thinks they need better training before TSA ends up in a lawsuit.

She thinks the TSO missed the ethics class because they are all arrogant and never polite, but, she did state the TSO who swabbed her hands was very nice.
Caller thinks the TSOs should ask the passenger if they need assistance and why don t they communicate with the passenger?
Don t grab some ones stuff and put on the conveyor belt without asking if they can do without it, TSA needs to ask what passengers need.

Response Details: Response:I advised her that a low risk passenger may be directed to the precheck line.

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

I advised her that global entry is through CBP and she declined their website.

Greenville, MS UES Enrollment Center
819 Main Street
Greenville, MS

Note: The side door entrance (next to the parking lot) should be used by applicants for the enrollment center.

2014 1:02:2

Incident Details: Caller said she left Chicago Midway and that she has a hip pacemaker and has a card and she told the officer she had a device and he told her they would have to do a patdown. She told him it was in her hip and he had her go through the wtmd anyway and she asked did they turn it off. She said the wtmd did not go off and she said it is a titanium device in her hip. She said she wants to report this in case there is a problem and she said she should have refused to go through the wtmd. She said she does not think it will be a problem but she is gong to go see her Dr. when she gets back. She said she does not think he asked the right questions and it could happen to someone else. She said she was in the precheck line and she asked how to get into the precheck line and that she loved it. She asked how to enroll in precheck and for an enrollment center. She said it was a white TSA male officer but she did not get his name and that he had a moustache and she said she did not want to get him into trouble. She declined the global entry website info.

Complaint:CSM
Claims Complaint

Airport:Chicago Midway
Airline: Delta
Flight Number:2120
Departure Time: 06-12-14 at 8:15 am
Arrival Airport and Time:MLU at 5:01 pm

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/12/2014 3:42:12 PM Airport : MRY - Monterey Peninsula Date/Time of Travel : 06/10/2014 10:00 AM Airline & Flight Number : United Checkpoint/Area of Airport : Gate 5 TSA Employee: (If Known) : Aguilar Comment : I travel from the Monterey Peninsula airport with some frequency, 10-12 times per year. On more than one occasion the TSA officers in Monterey have been disrespectful and unprofessional. My experience yesterday has moved me to write this email. There are two issues that I am writing about, please address each on separately: (1) During the security screening process I witnessed one officer in particular being abrupt and rude to a caregiver who was assisting a handicapped/wheel-chair using passenger. The caregiver tried to assist her friend through security instead she was scolded and directed to the end of the security line while her wheel-chair using companion had to sit a few feet away from the metal detector. She waited for 10-12 minutes for her companion to clear the security line. This caused both the caregiver and handicapped passenger to be delayed in boarding their flight, which was also the flight I was traveling. In every other security line I have stood in when a wheel-chair using passenger is waiting for security clearance, they are taken to the front of the line. Once they have cleared security they are pre-boarded by the airline – this is done for the comfort of the wheel-chair using passenger, for the convenience of other passengers and for what will hopefully be an on-time departure for the airline. (2) Unfortunately the same TSA officer was unprofessional in regard to my security screening process. The TSA officer's name was (b)(6) and only judging from his harried demeanor I would guess he has been recently hired. Officer (b)(6) removed many carefully packed items from my carryon bags and tossed those items carelessly into gray bins for re-
2014 4:13:3 screening. Without my asking for a reason, Officer (b)(6) accused me of carrying an IED, which necessitated the additional screening. I was shocked, as I requested no explanation for the secondary screening. I know TSA officers don't need to explain their reasons to passengers. I also already know the reason: it is for the safety and security of all passengers. My unpacked items were placed in 3 bins and then they were placed behind other passengers' carryon luggage for a second x-ray screening. Usually for a second screening the bins or carryon bags are placed ahead of waiting passengers – I believe this is done to prevent theft of the open bins so far from watchful eyes of the passenger waiting completion of the secondary screening process. After my items cleared the secondary screening, Office (b)(6) left the bins with my items on two different tables for me to retrieve. Because of the lack of concern by Officer (b)(6) I experienced a further delay in my ability to efficiently repack my carryon items and board my flight in a timely manner. I glanced at Officer (b)(6) badge and he challenged the inquisitiveness of my glance. I would have spoken at length with his supervisor but was intimidated into silence by (b)(6) actions and concerned I could be further delayed and potentially miss my flight. I always give TSA officers respect and believe I have a reasonable expectation for a modicum of respect from TSA officers. I do not believe I received that respect yesterday from Officer (b)(6) I would like to tell you I have successfully passed the US Customs and Border's Protection program, Global Entry. Also I have been a TSA Pre traveler for over 4 years. I realize working a security line is a stressful job for your officers and I hope the TSA realizes flying is stressful for passengers. By passengers and officers working together the security screening process should be safe, respectful and efficient. I regret to say that of all the airports I depart from Monterey's screening is the most unprofessional and inconsistent. My suggestion is that the TSA officers at the Monterey airport be given sensitivity training as it seems with further training the experiences I have described would be eliminated. I look forward to continuing to be a part of an effective and respectful security screening process in all my interactions with TSA officers. I am requesting a response regarding this matter. Thank you for considering my suggestions. 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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/12/2014 2:50:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 4:13:5 Comment : I was recently traveling and went through screening in Phoenix. I have two metal hips. I presented my passport and boarding pass to the first TSA person. She examined it and declared it to be "expedited". I had no idea what that meant. I was sent through the metal detector, set that off and told the TSA person I had metal hips. He snottily told me I should have told the first TSA person and ordered a grope search. He treated me like I was trying to put something over on TSA because I had an expedited boarding pass and set the detector off. I shouldn't have to announce to the world that I have metal hips. I had the same thing happen in Wichita, Kansas with a TSA-pre. I'VE NEVER APPLIED FOR THIS and it's causing me a lot of grief. Who gave me this pre designation? And, I think I want it off of my boarding passes - how do I do that?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Sent from my iPad

Begin forwarded message:

From: (b)(6) HYPERLINK (b)(6)
Date: June 12, 2014 at 4:32:55 PM PDT
To: HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com
Subject: Re: In Response to your inquiry.

2014 7:59:4 Not going to waste any more of my time dealing with people who couldn t care less. I tried talking to someone already and basically was told I should have done this or I should have done that, not once did she say TSA security guards should of asked about my medical condition and if I was able to walk without my air cast or my crutches. I wasn t allowed to touch my crutches or put my cast back on and was made to walk about 30 feet. By the time I finally got on the pain I needed two pain killers and a Xanax. All I can say is that TSA is extremely lucky I m on the recovery end of my heel surgery or you would have been hearing from an attorney not me. Until TSA has medical personnel to make medical decisions, I would suggest TSA security guards keep within their pay grade and watch their x-ray machines and listen for their metal detector to sound off. I think you should hire chimpanzees to do your security guard work because with their intelligence they would definitely do a better job and be way more pleasant.

Thank you for wasting another five minutes of my life I ll never get back.
(b)(6)

Sent from my iPad

On Jun 12, 2014, at 10:45 AM, HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/13/2014 11:09:59 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 06/13/2014 10:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Security Check Point TSA Employee: (If Known) : Older African American woman with grey hair and braids pulled up into a bun Comment : I'm a flight attendant and I travel across this country on a daily basis. That being said, I go through KCM and TSA Pre-Check in cities without KCM. That being said, going through airports with Pre-Check, and not having to take off my shoes has been a welcome change we've seen in the past year.

In Buffalo however, this isn't the case. No matter what I do in BUF, I beep going through security. For some reason your metal detectors aren't set for the same level across the board, and the sensitivity in BUF is off the chart.

Despite this, I feel as if your employees in BUF should be aware that their metal detectors are more sensitive. HOWEVER, one of your TSA agents, the one manning the metal detector this morning screamed at me when I beeped saying, "YOU
!014 12:24: HAVE TO BUY AIRPORT FRIENDLY SHOES!" I came out, took off my shoes and placed them on the nearest belt and said nothing. But then she felt the need to repeat herself, just as loudly in a very derogatory manner.

I can understand what she said, and why she said it. However, that being said, I as a member of the flying public, and also as someone who is clearly in uniform do not need nor do I want to be treated in such a manner. The manner in which she handled herself was annoying and incredibly rude. Our entire flight crew asked me why she was so rude as we walked towards our gate.

This woman is acting in the best interest of our nation, I have no doubt. But to single out a flight attendant and be rude to that person for no good reason doesn't seem right or fair. There should be greater sensitivity in this manner. If this is how she feels, then she should offer to pay for my shoes out of her pocket. If this is not how she feels, then she should not have said anything about them. I complied and didn't beep afterward.
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

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

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

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.

Incident Details: Caller states he flew from LAS to DEN on United. He states when it was his turn he showed his pacemaker and card to the TSO and asked if this was the machine he should go through with his pacemaker. He states she yelled - no, now hurry up there are alot of people behind you. - He states he went through it (I asked him if he held his hands above his head for 5-7 seconds) and he said no, it was the WTMD. He states on the flight after that his heart stopped for about 15 seconds. He got no name but he described her as a white female in her 50 or 60s, short stature, short salt and pepper colored haircut. He asked me to please have the CSM to call him back.

2014 2:57:1 The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

Airport: LAS

Airline: United

Flight#: UA 1683

Date: 6 13 2014

Response Details: 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.
We regret that you were unsatisfied with your screening experience.

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.

2014 4:28:4 TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

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

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

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.

Incident Details: The callers phone number is (b)(6), extension (b) Caller flew out of Harrisburg, PA this morning. Caller has TSA Precheck through Global Entry. He has a pacemaker and explained that before his screening. He stated they treated him like a dog. Caller states that they forced him to go through a type of screening that was detrimental to his pacemaker. He told them he needed to go through AIT, but they said it was broken, and made him use the other metal detector. He asked them why they did that to him and he was told he was out of line. Caller spoke to Manager (b)(6), who was wearing a red coat, who proceeded to fuss at him about the situation after having been apprised of the situation. Caller states that the manager did not want to hear his concerns. Caller states that he kept walking away from him and treated him like a criminal. Caller states that the manager told him to go away. Caller states that this was the first time he ever encountered such treatment and such rudeness. Caller states that he travels very frequently and knows how screening should go. Caller feels that the staff at MDT needs more training.

MDT to ATL Delta 2480 06 13 2014 6AM

However there appears to be an issue with the information below regarding the KTN supposedly located on the back of the card.

Is the information below correct?

From: (b)(6)
Sent: Friday, June 13, 2014 11:22 AM
To: (b)(6)
Subject: RE: TSA Pre-check FW: NASA PIV (Personal Identity Verification) Smartcard

2014 6:13:0

I don't know the original source, and based on the responses I've gotten back I'm very skeptical of it. The information is true if you have a DoD badge, and it is usually clearly labeled. I'm not sure how the number was correlated to the NASA badges, but the original email went out to a very large MOD distro.

From: (b)(6)
Sent: Friday, June 13, 2014 11:19 AM
To: (b)(6)
Subject: FW: TSA Pre-check FW: NASA PIV (Personal Identity Verification) Smartcard

(b)(6)

2014 6:14:1 I know this won't do any good but I still feel the need to let someone know that the TSA officers at Indianapolis International need to get on the same page. I had 3 tell me to not take anything off our out of my pockets to go through security except for my phone and car keys.....that's what I did. Then I set the metal detector off and got chewed out because I didn't take my belt off our my change out of my pockets. I kept my mouth shut because I want to go home but that was unacceptable!

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

I'm writing you this email before I board my plane to Paris. I recently ruptured my achilis tendon which forced me to request wheelchair service at the airport. I checked into LaX airport with ease and then requested to be taken to my gate with assistance. I got to the X-ray scanners and was asked to wait so someone can check me via trace scanner to make sure there was no explosives. I waited for a person to check me out successfully by asking to be wiped to make sure there was no explosives. I opened up my hands (while sitting in a wheelchair) and waited for him to test the results and successfully passed. What I was shocked about is that security did not check my pockets or pat me down. I asked myself this question, what if I was a terrorist and had a knife or something in my pockets other than explosives??? How would security catch me if I wasn't patted down. Even-though I was in a wheelchair and couldn't get up, they should still pay me down or atleast scan me with a
2014 6:14:4 metal detector followed by a trace detector. I'm a constant traveler and that was shocked at this event. Maybe it was the security officers fault or maybe it was a fault in the system. My goal is to make you aware of this and hopefully help you protect us Americans. God bless you all.

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

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

Caller mother was flying from FLL today and she is disabled, nonverbal, and in a wheelchair. Caller stated that when she went through the checkpoint they forced a patdown on her. Caller stated that his sister was with her and they did not inform the TSO s that she can stand and walk before the screening begins. Caller stated that they made his mother cry and he is upset. Caller is wanting to be contacted by someone at FLL regarding this incident.

Advised caller:

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. If they did not inform them that she could walk then they probably thought that she could not get out of the wheelchair. For future references
'014 12:33: someone needs to make sure that the TSO s know that she can stand and walk before screening begins so they can make sure she is given the option of the AIT or WTMD.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. I will document that you would like to be contacted regarding this incident.

Airport: FLL
Airline: Allegiant
Departing time: Around 10:00 am
Date and time of incident: 06 14 2014 around 09:00 am
Gate or terminal of incident: Allegiant terminal

This afternoon, 06/14/2014 at approximately 1030 hrs in the Miami Airport I was selected for a random search. I was at the security checkpoint where American Airlines flights from South America were arriving and travelers were continuing through to connecting flights in the "D" terminal. I was told to stand aside and that I had been randomly selected for a screening. The gentleman who was operating the metal detector was polite and working efficiently. He called multiple times using an acronym (I don't remember it) presumable to alert the person responsible for the screening to do this procedure. Finally a young female pointed at me and beckoned me with one finger. Essentially treating me like a punished child. For future reference, the way to treat the people is to address them politely and ask for their cooperation. When I arrived at the station where she sat, I told her "you can talk to me, right?" She ignored me. She told me to hold out my hands. I complied. She wiped my hands (with some chemical I know nothing about and she certainly wasn't going to explain), ran her test, then told me "OK you're done." She then turned to her fellow employees and made a comment about being off soon. Let me apologize if I disrupted her morning. It seemed that is how she regarded the situation.

All of this I could have dismissed as one employee out of a large number having a bad moment until I received my luggage (12 hours late) this evening.

I opened my bags to find your note indicating that my bags had been chosen for screening. All of my belongings in both bags had obviously been removed and thrown back in without care to how they were returned. When I packed my bags, I had several items that were very breakable. I packed these in the center of the suitcase surrounded by rolled articles of clothing to provide cushioning to protect them. I had flown twice within the country of Peru with these items packed this way without
2014 9:29:1 incident. These delicate items were laying on top of my clothes now. One items broken into pieces another snapped in half (a Father's Day gift, by the way, thank you for that). A small bag that I keep personal items, such as condoms and personal lubricants, was opened and dumped out into the suitcase. I suppose someone was having a bit of fun at my expense with that one? Books that I had carefully packed were shoved back in with the edges and covers bent.

I cannot believe the way these employees seemingly regard the people they serve. It should be understood that citizens traveling though their domain are citizens first. Not criminals waiting to be 'found out.' That the employees of TSA are serving the citizens; not the other way around.

Please answer if you will accept any liability for the items you are responsible for destroying and damaging.

The rest of the issues I have pointed out are yours to handle as you like, if at all.

Thank you,

(b)(6)

My husband and I visited the Denver, CO airport today to fly to Sacramento. We were with our two small children. At security my family of four was pulled to the side for what I thought was expedited screening since we had little kids. They tested my hands. Then they said I failed the test (sunscreen?). They took me to the side where I had to wait for two females to be available to pat me down. I was taken to a small room and was told I had to put my daughter down on the floor. She was screaming while I was patted down including touching my breasts and in between my legs. I asked if I could pick her up and also if I could put my shoes on and I was told no. The whole time I was treated like a criminal and I most certainly am not. Also, the two female employees were complaining about the screening machine malfunctioning which irritated me even more, if a machine is malfunctioning it should not be used. Then they took my kids bottles out and were testing them. I asked what was being done to them and a male employee was very rude and said I m not even opening them can I you see that? Milk was leaking onto a filthy counter, so they must have been opened. The major issue in all of this: my husband and two kids were not checked at all! No metal detector, no pat down, no hand test. This had to have been an oversight in the commotion of me not passing the hand test? All in all, this was a degrading and emotional experience for me and my family. I would like to know if
2014 9:31:4 policies were followed? If you are able to review video, here is the information: about 1:30 pm on 6 14 14. Family of four, all white. Husband is average build with light blue shirt, khaki shorts and Chicago bears hat. I am heavy set with red hair wearing jean shorts and a gold shirt. Two blonde kids, one in a umbrella stroller.

Thank you for your time,
(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/15/2014 11:04:26 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/10/2014 7:00 AM Airline & Flight Number : Delta Airlines Checkpoint/Area of Airport : Terminal 4 Delta Pre-check TSA Employee: (If Known) :
!014 11:14: Comment : You had 2 lines for pre-check open, 2 luggage x-ray lines open but only 1 metal detector line! This cause much confusion and line backups! If your going to have 2 lines, please have 2 x-rays working AND 2 metal detectors working to move passengers more quickly. 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

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)

Are you 18 or over? Yes
2014 6:09:1 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? yes
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?
06-15-2014 14:53

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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)

Are you 18 or over? Yes
2014 6:09:2 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? yes
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

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

What was the date and approximate time of the incident?
06-15-2014 14:53
Hi. My name is (b)(6). I was looking on the TSA website for information about pat-downs but
what I read did not answer my question. This is regarding an incident some years ago...approximately, nine.
I was at Heathrow Airport and my luggage had gone through the screening they do...no problem. Then I walked
through the metal detector and no alarm went off. What surprised me was after this the female attendant patted
me down. From what I have read on your website, there was no reason for her to do that.
I realize this was some time ago...but I was just wondering if you knew anything that could help or some explanation.
I feel now that I should have questioned her as to why she was patting me down. I do have the right to ask?
2014 8:21:2 It was by no means a thorough search but all the same...I guess, my biggest question is was that unusual or not?
Thanks for your time,
(b)(6)

Sent using Hushmail

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/16/2014 12:02:12 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C
TSA Employee: (If Known) :
Comment : TSA treatment for travelling with children was confusing and unprofessional. When I went with my kid though the metal detector, I was told to go back because I did not take my shoes off. The kid went through, and after I took off my shoes,
2014 8:24:1 the same agent told me to get in line for the general screening. He said I did not have any option (presumably the option to go through the metal detector instead of the body scanner) and must do what he said.
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 : 6/15/2014 8:11:14 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/15/2014 6:00 PM Airline & Flight Number : Ha 9 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :
Comment : I am TSA pre check and when entering the line that leads up to the escalator and to the screening points, I was given a green leaflet by the person checking the tickets with a list explains what was allowed in the TSA pre-check line. The TSA agent checking IDs and tickets reiterated to me that I was pre-check and told me to keep shoes on and lap top inside my bag and directed me to the line on huge far left. I put my carry on and lap top bag on the conveyor belt and went through the metal detector, I went to collect my belongings to be yelled at by two TSA agent servicing the monitor and inspecting bags. I showed them my green leaflet and ticket and they told me that whoever gave me the Leaflet and directing traffic was wrong. The two female agent were both every rude and inarticulate and only after questioning them I managed to understand that despite the conspicuous sign pointing to a TSA precheck at the top of the escalator, leaflet and directions, the TSAprecheck is still being implemented in terminal 2. None of these two people was able to express a comprehensive and fully executed thought, their only point is that the person who gives away the leaflets is not TSA. I was wrong, end of story.
Let me point out that
1) the argent that checks IDs is indeed a TSA a agent
2014 8:24:3 2) the person giving the leaflets works 20ft away from these two agents and if the lack of communication between agencies and personnel working within the same terminal at the same screening point is rather appalling.
3) a proactive and competent employee or TSA agent should be able to deal with the public, communicate clearly and articulate simple thoughts.
4) I would also expect a TSA agent to point out to their supervisor if there is a problem within different agencies working at the terminal, rather than yelling at the passenger. Their behavior was rude, out of line and demonstrated a lack of education.
Unfortunately none of these two people are qualified in my opinion to deal with the public in a formal capacity.
In general terminal 2 lacks organization and leadership and too often TSA personnel forgets who pays their salaries and what they are there in the first place.

All passenger flying pay a tax for TSA services and reprimanding the passenger for following the rules that they were given or being condescending or rude is not part of the job description.
Individuals who are unable to communicate a thought clearly or resent their jobs should not work in a public capacity. In the private sector they would be terminated.
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 travel a lot and have the TSA pre-check clearance. I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a
2014 2:20:3 terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.

(b)(6)

On Tuesday, 6/10/14, I contacted TSA to schedule special needs assistance at the airport for my family. We were traveling from Washington Dulles to O'Hare Chicago on Friday, 6/13/14 via United Flight UA1576 and returning on Sunday, 6/15/14 on United UA1218. On 6/10/14 I contacted TSA and received fantastic assistance from the main office in setting things up. After I got off the phone with 855-787-2227, I received an email almost immediately from both TSA and (b)(6) Customer Service Manager for TSA at IAD (Dulles). His email contained an introduction and details on contacting their office in Virginia. That same day I received two separate follow-up phone calls from that office for further verification on details regarding my trip and travel needs. This was fantastic service and attention to detail. I can not praise the Dulles office and staff enough. On Friday, 6/13/14 we were met by (b)(6) near the ticket counter for United and she escorted all of us through the security screening process. We were traveling with a special needs family member who has severe non-verbal autism and is easily stressed by travel and thus rarely travels. We were also traveling with an elderly family member who needed wheelchair assistance. (b)(6) was fantastic in making our processing through security fast and stress free. Please give both her and the management team our sincere thanks once again.

Our return trip was from O'Hare back to Dulles (IAD) and I experience the complete opposite from the departure. During my initial planning on 6/10/14, I was told by TSA that the O'Hare Airport office that coordinated special needs assistance would be notified regarding our trip. I assumed someone from that office would contact me also. I never received an email from them nor a phone call. On Sunday morning (6/15/14 the day of our return trip), I called the TSA main line (855-787-2227) and asked that the agent verify that O'Hare had our travel assistance request as we would be heading to the airport for our 4:15 p.m. departure on United UA1218. I informed the agent I had not been contacted nor received an email so I did not know how to contact the office at the airport. The TSA person on the phone said he could only confirm that O'Hare had been notified. He then told me that if no one was there to meet us, I should request a Passenger Support Specialist when I got to security in the airport. I got to the airport and approached the ticket counter with my family and asked the United agent to check if she had anything in the system for us regarding special assistance. She said she saw a request for a wheelchair but nothing else. I asked if she could check about contacting someone. She said the wheelchair assistant would escort us to the expedited screening check line. We got there and approached TSA agent (b)(6) who was checking Boarding Passes and IDs. She was immediately and unnecessarily rude and disinterested in listening to us. (b)(6) attitude was combative and aggressive as she insisted that each passenger must hold their own ID and boarding pass. We decided to comply as best we could, while we attempted to inform her that we needed special assistance. My sister (the autistic traveler) was not going to be able to go through the x-ray screen and would need the metal detector instead. (b)(6) failed to listen to this and insisted on checking passes first. My grandmother (an elderly passenger with wheelchair assistance) handed (b)(6) her United States Passport and upon viewing it, (b)(6) commented to my boyfriend, (b)(6), that it didn't have a signature. He explained that the 'X' mark on it was her signature was accepted on her US passport and approved by the US government as her signature since my grandma neither reads nor writes. She made a scuffing sound, rolled her eyes, and said that she doubted it was acceptable without a signature. At that point her rudeness was no longer acceptable to me as it was offensive to my grandmother. She has never had a problem traveling with that nor been so rudely treated. I was raised to treat my elders with respect as they have lived and experience more than any other generation after them. I requested someone else process us. LTSO (b)(6) approached and was extremely helpful in quickly processing us. He was professional and courteous in what had become a stressful security screening that caused my sister to become agitated and upset everyone unnecessarily. I'm grateful that he stepped in to assist us. I felt that the lack of assistance from TSA O'Hare created a very stressful situation for us in a process that should have been as easy and smooth as what we experienced at Dulles. Agents such as (b)(6) should be re-train or removed from processing passengers. If she treats all passenger as badly as she treated us, she shouldn't be working for TSA. I find it disappointing that someone so ill trained was put to process passengers in the expedited line where people with special needs come through. I'm appalled by her sheer lack of professionalism and respect for others. She should not be allowed to be the face of TSA to the public. I had the pleasure of experiencing the great service at Dulles, but I'm sure that others in O'Hare Airport only got to experience (b)(6) and thus have a terrible view of all of TSA.

2014 2:21:0

I strongly urge TSA to work with United to better assist passengers with special needs. All travelers should be treated with good customer service as it is part of what they are paying high prices for. Passengers should have adequate assistance when the need arises. We weren't asking for much more than a little help and understanding in getting through the security screening process.

Sincerley,

(b)(6)

Dear TSA, I am part of the Trusted Traveler program via NEXUS (b)(6) and have registered for the TSA Pre Program, but am now being denied access to TSA Pre every time I come through security. I have gone online to see if I need to update my profile and everything looks to be in order. The only potential issue I can determine is that I have both my hips replaced, which sets off the metal detector in the TSE Pre line every time I go through, which then requires me to be pat down.

I'd like to enjoy the benefits of TSE Pre and also understand the challenges associated with the metal detectors being set off by my hip replacements. How can I regain access to TSE Pre as the line is much shorter at Sea Tac Airport where I travel?

2014 2:21:1

All the best,

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/16/2014 2:49:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This applies to all states and all airports. Apparently there are two ways to go through the expedited TSA Pre: apply for program and be accepted (requires fee, background check, etc), OR be randomly selected at time of flight. I am
2014 4:06:5 referring to the tablet computers with the big roulette-style left or right arrows. Random, is that correct? Did the TSA officer just say Random?! Number one: this makes travelers feel very uncomfortable with the security implications of the entire screening process. Would this RANDOM screening be used at the White House, or a local courthouse, or even at a high school metal detector?! Number two: incredibly unfair to travelers as, all else being equal, some win the lottery and get immediately expedited, while others must remain in long (1-2 hour plus) lines. I spoke with TSA representatives and on-site 3-stripe "managers" about this program and they all agreed it was odd, unfair, and disconcerting. It breeds a severe lack of trust in everything the TSA is doing (and, by admittedly unfair association, the entire government).
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

Call:
The caller was in a wheelchair with a knee injury. The caller stated that she could get up and go through the AIT or Metal Detector if needed. The female TSO stated that was not necessary and to stay seated they could take care of it there. Then the TSO started a seated patdown without informing the caller of what she was doing. The caller was alarmed and asked the TSO to stop. The TSO said no, she must continue. The caller stated that she was alarmed and crying. The TSO touched sensitive areas on the caller s body. The TSO did not explain what she was doing. This was a confusing and bad experience for the caller.

Airport: Salt Lake City
Airline: Delta
Flight Number: 147
2014 4:41:5 Date and Time of Incident: 6 4 14, 12:30 p.m
Specific Location of Incident: TSA Checkpoint leading to B3
Contact Information (Phone #, EMAIL): (b)(6)

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

I asked the caller if she would like information sent to her about screening, but the caller refused.
Caller wants to file a complaint. He was in Chicago Midway and came through the TSA checkpoint. The TSO told him to put all his personal items in the tray and he would go through the metal detector. He didn t put his paper money in the bin and held onto it. The TSO told him to give him his money. He asked to speak with a supervisor. The supervisor said you have to give him your money or go back to the end of the line. The money is not a security risk. The supervisor looked at the TSO and and said what do you think? He kept his money in his hand it was like they were toying with him. He asked to speak with his supervisor and he said he didn t have a boss. They finally let him go with his money and this happened last year as well.

Advised:

I will forward this information to the CSM at Midway for review and investigation.
2014 7:21:4
Airport where the incident occurred: Midway
Airline: Southwest
Flight numbers: Unknown
Date and time of incident: May 18, 2014, 12 pm
Individual s contact information email
(b)(6)

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places were the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

2014 7:59:0 Advised caller Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD). If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening. Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Advised caller because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller to make suggestions she can to to our website at tsa.gov and select the stakeholders tab then click business opportunities.

The caller wants to know if she will be contacted back by the CSM. The caller states she would like to be contacted back. The callers email is (b)(6)

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places were the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

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2014 9:04:3 The rapiscan full body detectors have been proven to be ineffective. There is also evidence that they are dangerous. Why are you still using them? Why can't you go back to the metal detectors instead? I noticed on my recent flight out of BWI that "tsa precheck" customers got to go through the metal detector.

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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: 81435

014 10:19:

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

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

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

What was the date and approximate time of the incident?

from a government agency can not be thorough and resolve all items on the first pass.

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

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

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

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

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

2014 4:09:5

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

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

Military personnel, their families, and their carry-on items are still subject to the same initial screening procedures as all other individuals entering a secured area. Excluding any group or individual from the screening process, such as senior citizens, the clergy, or the military, would provide opportunities for terrorists to exploit and thus undermine security. In addition, military personnel remain subject to additional screening if they sound an alarm when passing through the walk-through metal

Categories : Professionalism/Customer Service Current Date/Time : 6/17/2014 5:49:44 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C
TSA Employee: (If Known) :
Comment : I made an earlier complain TSA-EID (b)(6) about the bad experience with TSA, but the complain was apparently not classified properly. I did not ask for a clarification of TSA's policy for adult traveling with children as replied by (b)(6) (b)(6) To be absolutely clear, the complain was about:

1. The arbitrary decision by TSA officer with regarding to directing traveler with kids through various gates. I did not expect TSA officer to direct me to one gate, and within seconds, asking me to go to another gate without explanation and for no apparent reason.

2. The intentional humiliation by TSA officer when I opted out of going through the body scanner.

3. The unsafe environment TSA officer created at the security gate for traveling with kids.

Here were the facts:

2014 6:15:0 1. I was travelling with kids. Kids were old enough to run quickly, but not too old that I still had to carry a stroller for them.

2. TSA officer directed family to go through the metal detector. Kids quickly got through. When I was about to go through, TSA officer noticed my shoes and asked me to remove them. After I removed the shoes and tried to walk through the metal detector, the TSA officer stopped and asked me to get in line for the body scanner. It was unexpected to me, and when I hesitated, he loudly proclaimed that it was not my right to pick gates (even the gate he asked me to go through seconds ago), and I had to do what he asked.

3. I opted out of the body scanner. It was (a) a protest to his arbitrary decision, (b) the body scanner was 5-6 people long and I'd be out of sight of the kids. There was no people to do the pat down search, and I had to wait (I could see the kids from the gate, but was only within a shouting distance to them). TSA officer made no attempt to keep the family together -- kids ran around as they always did, and the TSA officer did nothing to keep the kids within my proximity.

4. Amid the confusion caused by TSA officer's change of mind and my waiting for the pat down search, TSA officer explained to other traveler it was my choice to choose the "turtle lane". It was none of other people's business what my choice was, and my choice should not be derided by TSA either.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 6/17/2014 11:08:55 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 06/17/2014 9:00 AM Airline & Flight Number : Allegiant Air Flight 5624
Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : (b)(6) Comment : June 17, 2014 To Whom it may concern, I was traveling from Orlando, Sanford, back home with my husband and my four children who are under the ages of 5 and under and which one of them is 6 months old. At the screening (b)(6) saw that I had two baby bottles with baby water and a pink container that also contained baby water and stated that I would not be allowed to take the water with me because I was exceeding the amounts permitted, and I answered that the water was baby water and that how else was I supposed to carry my baby's water? She answered "That is not baby water". I responded that it was and that how was I supposed to feed my baby if she was to get hungry and I didn't have baby water. She told me that I would not take the water if she decided that I couldn't take it, that it didn't matter what I had to say, that it was what she said. At this point I got upset because our flight was supposed to departure yesterday, and I have traveled with my children before and all the other employees would tell me all they needed to do was test the water. I have never had any problems when traveling with my children before. I asked the employee for her name and for a supervisor and a phone number for me to call, because I was going to complain. I was pulled to the side because coincidentally the metal detector beeped when I walked through with my baby and I had to wait aside while this employee continued to tell me that I was not going to be able to take the water with me. She also told me that she was a "supervisor". Now, I do not understand that if she is a "supervisor" she does not know that baby water and baby
2014 8:32:1 items are permitted for passengers traveling with children. I have been humiliated and feel discriminated at the way this employee treated myself and my family during our screening at the airport. My 5 year old noticed what was happening and began to question me as to what was happening, and that if I was ok. I do not think that anyone deserves this type of treatment especially if the passenger is not violating any of the U.S. Security Transportation Administration policies. I would really appreciate if this matter was taken care of, as I do not appreciate the way I was treated.
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

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 6/19/2014 6:12:22 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/19/2014 6:15 AM Airline & Flight Number : Southwest 397
Checkpoint/Area of Airport : Security B TSA Employee: (If Known) :
Comment : The TSA personnel caused me to nearly miss my flight. The security personnel had only one line to screen people. The personnel were only using the one body scanner and were not utilizing the metal detector at all. Two additional body scanners in other line areas were not being utilized. During my hour and a fifteen minutes in the security line I observed six additional TSA personnel chatting with each other. While these individuals were chatting rather than doing their jobs, the security line continued to grow. When I managed to finally make it to the actual screening area the line had extended nearly all of the way to the next security check area. Assuming that the personnel did not open another line, those who were at the
2014 8:29:3 back of the security line would almost certainly have a two plus hour wait. During my previous travels I have made it through the same security check point with the same length of line in thirty minutes. The delay today was inexcusable and disappointing. The lack of professionalism displayed by the TSA personnel was extremely disappointing. I have a great deal of respect for TSA personnel and the service they provide in keeping travelers safe, but today I lost some of that respect and do not see it returning anytime soon. I hope that this complaint/feedback will be taken seriously.
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 subject email is forwarded to TCC-referrals for appropriate handling. Thank you.

Evelyn Webb

Program Assistant

:014 12:05: Civil Rights Division, TSA-6

From (b)(6)
Sent: Tuesday, June 17, 2014 9:56 AM
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: 6/17/2014 9:55:56 AM
Caller states that his wife and him went in and got KTN and they called Delta Airlines because his wife has the TSA precheck logo on the boarding pass and he doesn't, and he states that he was explained that if he paid for the program he would always be selected? Caller states that its disrespectful for us to split up a traveling couple, after they paid for the program. Caller asked if people who don't have a KTN do they get through.

Advised caller:

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
2014 4:01:3 Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre\u2713™. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u2713™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre\u2713™ lanes at more than 100 airports when traveling on any participating U.S. airline. TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. It is important to remember that TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Advised caller that he did not pay for the program he paid for the background check and fingerprints.

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 6/20/2014 4:47:42 AM Airport : BOS - Logan International Date/Time of Travel : 06/20/2014 5:00 AM Airline & Flight Number : US 1904 Checkpoint/Area of Airport : 1st checkpoint to left of US Airways entrance of Terminal B TSA Employee: (If Known) : 5'10" Caucasian male in 40s to 50s, black receding hair, standing in front of metal detector Comment : Refusal to grant opt-out of millimeter wave detection scanner. Unlawfully stated that ALL passengers MUST go through scanner unless pre-checked.
2014 8:38:2
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

NOTICE:

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

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

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

2014 2:23:1
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? No
Gender? No
Disability? Yes

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

What was the date and approximate time of the incident?

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

2014 9:37:3 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

My name is (b)(6) and I am a US Airways Flight Attendant. My ID # for Global Entry/Precheck is (b)(6) I travel out of the AUS airport and have for a year and a half. I have always had PreCheck on my boarding pass leaving and returning to AUS up until a few weeks ago. I now only get TSA PreCheck on my return to AUS. I travel in civilian clothes most days, so I do not go through KCM. One day, I did not have PreCheck on my boarding pass, but I did have my US Airways ID. I had one other time not had PreCheck on my boarding pass and the Security personnel were very nice to me and sent me through the PreCheck line. I thought this was standard procedure. Not knowing this was not, about 3 weeks ago, I did not have PreCheck on my Boarding Pass again, so I went into the line that employees use. I asked to go through the regular metal detector and the Security agent refused me. I was shocked, as this had not happened to me before. She sent me toward the other detector. I asked the gentleman who was running that one if I could use the metal detector instead, he said of course. The first Agent came running up yelling at me and embarrassed me telling me to go into the other detector (which I had never used and did not know what to do) She stood by glaring at me until I left. I was so humiliated that when I got my bags, I went straight to my gate and was so upset the US Airways Gate Agents came over to help me. They called the Supervisor from TSA to come and talk to me. She explained that the first agents that let me go in the metal detector line were wrong and the second one was right. I said I understood, but there was no need to humiliate me.

Since that incident, I have travelled 2 more times and now for the 3rd time in 3 weeks I do not have TSA PreCheck on my boarding pass leaving out of AUS. I had it on my return both those times. I believe that someone in AUS has revoked it as retaliation against me. This to me is an abuse of Power. I have gone through the back ground check 3 times now. Once as a Police Officer in California, once as a Flight Attendant and when I applied and received Global Entry. I am not a threat, as my job takes me on an airplane as a Crew Member, I am not on any watch list. I am just on a "we have power, you don't list".
!014 11:05:

Please look into this for me, I am a quiet, unassuming, soon to be 60 year old woman and this is just not right. I understand that TSA PreCheck can randomly not be on boarding passes, but this is not random. I believe this is intentional and a payback!

Thank you for looking into this matter for me.

(b)(6)
San Marco, TX 78666
(b)(6)
US Airways Badge (b)(6)

Disability Description: Caller s 24 year old daughter flew to DEN this morning. She has a pacemaker. They had her go through the WTMD. The pacemaker did stop for a few seconds. She got dizzy and was seeing spots. She showed them her doctor s note that said she should not use it.

Response Details: I told him I would email him the requirements to file the disability related complaint. I will also send it to the CSM and office of disabilities.

2014 2:54:

Incident Details: Airport: DEN
Airline: Southwest
Date and time: 06 22 14 at 1:30 p.m.
Flight #: 4860
Email: (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/22/2014 11:47:15 PM Airport : MDT - Harrisburg International Date/Time of Travel : 06/22/2014 2:45 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On June 22, 2014, around 2:45 P.M. my wife and I were flying out with our baby. First I would like to say the airport was dead. Second I would like to compliment the TSA personnel that tried to help my family, I am sorry but I did not catch their names. The woman ticket checker had salt and pepper hair and the girl at the metal detector had a dirty blonde color. Now the complaint that I have is against what I presume to be the supervisor. I heard him reprimand both women for allowing my wife to go through the metal detector and hand me my child. Her hands were even tested for carrying the baby; I still do not understand that one. I guess he did not like that she left the stroller on the other side. However, the plan was for her to
2014 8:56:1 hand me our child then return back to the stroller and put it through the XRAY machine. Unfortunately I had already gone through to start getting our luggage on the other side. If there was such a problem with what happened why did the Hispanic looking TSA person not offer to help my wife, she was out in the area of situation? I am sorry but I just do not understand why you can yell at one person for trying to help and not one for ignoring the situation? I just had to let you know that I thought that was very unprofessional.
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

Hello,

I traveled through Terminal D of PHL on June 19. I had an unsatisfactory experience with the TSA security checkpoint. I reported the incident with one of the agents on duty, but I have not received a response, which I am requesting.

This was my first time using the PreCheck line, so I am not practiced with the requirements. The agents manning the metal detector seemed very rushed and were moving things along very quickly. I emptied my pockets after placing my bag on the conveyor. Since my bag had already entered the scanning machinery, I looked for a place to put my cell phone. There were no bowls, no bins, and no signage indicating that bowls or bins were available. No staff observing the entrance to the scanner. So, I placed my phone directly on the rubber conveyor.

2014 6:14:0

When I retrieved my items, I saw my phone had fallen through the rollers at the end of the rubber conveyor and the glass panels on both sides had been smashed. I did not expect this to happen.

I asked two TSA agents at the end of the checkpoint about filing a report. Both told me "no," shrugged their shoulders, told me it was my fault for not using a bowl, and said I should move along. I escalated the situation to (b)(6) (I am not 100% sure that I recorded his name correctly). He did a great job of hearing my story, taking my info, and taking photographs of the phone. He told me to expect a response by today at the latest.

I have not heard anything – this is why I'm writing.

I would like to register the following customer service deficiencies I have observed:

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

014 10:17: 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?

What was the date and approximate time of the incident?

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

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

2014 2:54:4 To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

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

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

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

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

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Departure City: MCO
Destination City: ORH
Flight Date: 6/12/2014
Flight Number: 1888
Urgent: N
Crewmember:
LevelOne: Airports
LevelTwo: Crewmember Specific
LevelThree:
Comments: So my girlfriend calls me right before boarding her plane telling me
one of the security
guards at the metal detectors, A male security guard that is, Pat her down while
there was a girl
security guard right there... This is my pregnant Girlfriend we are talking
about with anxiety
2014 4:08:5 issues already as it is, so can you tell me why some scumbag security guard is
putting his hands on
her?! I know for a fact that's sexual harassment, and that not even male cops
can pat down a female.
She was not able to catch his name but i'm sure its not hard for you guys to
figure out. Then theres
no number at the airport itself for me to call? that is absolutely ridiculous..
I would really like
something done about this, without me having to personally fly down there myself
an beat this dudes
ass in front of the whole airport. I will wait for reply back before placing any
negative statements
about you guys all over the internet, thank you!

An they absolutely agree that it was wrong, just that you were in charge of the guards and needed to contact you, So one of your scumbag guards got off to petting down my pregnant girlfriend.

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

2014 7:29:3 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Name (b)(6)
Phone

Date and Time: 06-10th @ 7:30 am
Airline: Delta
The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

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Name: (b)(6)
Phone

Date and Time: 06-10th @ 7:30 am
Airline: Delta
He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He aid that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his $10,000.00 piece of equipment if it is scanned.

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

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 8:39:4 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.
I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.
Name (b)(6)

Disability Description: Caller has an insulin pump and continuous glucose monitor.

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

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

!014 11:32: Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

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

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

AIRPORT: DCA
DATE OF TRAVEL: 06-24-14
DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
!014 12:08: AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

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

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

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.

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He is able to walk and usually gets out of the wheelchair for the screening at other locations.
The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown.
Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

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

CSM Referral Information:

Airport: GEG

Airline: Southwest

2014 2:14:0 Flight #: 4008

Date: 6-20-14

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

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

Email: (b)(6)

Dear TSA:

On June 20, 2014, I flew out of Colorado Springs Airport with my son who has a broken foot and was wearing a half leg cast. We flew on the 6:30 AM Delta flight bound for Atlanta. A swab was done by a TSA agent on my son's cast which came back "positive" for I'm not sure what. He was then detained, subjected to a full body pat down, asked all kinds of questions, had a metal detector wand run over his cast and we then had to wait for quite a while (at least 20-25 minutes) while the TSA agents called for guidance on what to do. A Delta employee came to retrieve us as we were holding up the flight. We were finally cleared to go. The TSA agents told me this happens all the time with casts and not to be concerned. Flying back yesterday
2014 2:14:0 from Chicago Ohare Airport, my son did not encounter these issues at TSA. His cast was swabbed and came back "negative". I told the agent there about our experience at Colorado Springs (COS) and he advised me to tell the COS TSA that their problem with casts may be occurring because agents at COS may not be putting on clean gloves prior to swabbing casts therefore contaminating the swab with their gloves. I talked to the COS TSA about this and they advised me to send you an email on this matter which I am hereby doing. Please do follow up on this as unnecessarily detaining people with casts for 20-60 minutes is a huge inconvenience and can result in them missing their flight. I'm all for assuring safety on flights and thank-you for your job in doing this but if a protocol is not being followed by agents because perhaps they have not been informed of it, it should be corrected so as not to unnecessarily detain innocent passengers. Thank-you for your consideration of this matter.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/25/2014 3:01:35 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/25/2014 12:45 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : #3 TSA Pre-check TSA Employee: (If Known) :
Comment : My parents (b)(6), aged 77 and 74 respectively, were traveling last night through TSA Pre-check at just before midnight. The agent made my father remove his shoes with the orthotics, his belt, and empty his pockets after they switched his cane for one to allow him to go through the metal detector. My mother informed the agent that there was a medical device (orthotic)and that he should not have to remove his shoes since he is over 75. Yet this agent was
2014 4:17:0 unwilling to listen. My father was patted down, his shoes were chemical tested and patted down again. My mother who was also in TSA Pre-check was subjected to the same treatment. This is absolutely and wholly unacceptable! They were there for 10 solid minutes! Thankfully, there was a golf cart that they were able to get on to get all the way to gate A4 which they made during boarding. My father has health concerns both mental and physical and he should not have been subjected to such treatment at this advanced age. ABSOLUTELY 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

Caller does not have long distance service so she was given our number from Phoenix. A whole group of them went from Phoenix to Vegas, and came back from Vegas today. While there, the flight was delayed. When going through the checkpoint. She had to go 3 or 4 times through the checkpoint. He told her take off her glasses and put her glasses in the container. She had everything else in the container. Another female officer told her not to put the glasses in there and then the male officer came back and told her that --I told you to put them in there--. He then told her that this is not funny, because she smiled. She stated that she is 74 years old and never had this problem in the airport before. The female officer then took her purse out and looked through her luggage. She asked her what she had. She had spray for allergies. She had bags of jewelry in her luggage. The lady told her to stay with her luggage, and she had half of it one area and other items in another area. She stated she told them that the airport on Phoenix, they let her take her allergy medicine spray. She took the spray and put it in a bucket. She had jewelry in a small purse, and the jewelry is now missing. The purse is like a large change purse, wristlet, one side is a leather rose, circular, black in color. She had a white gold ring, initial J with small diamonds, white gold star blue sapphire with 2 diamonds in it, sterling silver ring with a black onyx, wedding band carved sterling silver with an onyx on it, earrings
2014 9:42:0 (silver pairs of costume earrings) 3 or 4 pairs of silver earrings with onyx, and 2 or 3 pairs of costume earrings. She stated that the entire bag of jewelry is gone. The wristlet was inside of her luggage, and the container of jewelry was inside of the wristlet. She had a cloth eye glass cover, inside of the wristlet. The wristlet was left opened inside of her luggage. She stayed with the luggage the entire time, except when she was going back and forth between her things. She did not get any names of the screeners. The female officer was tall 5 7-5 8, maybe in her 30 s. A male who was in metal detector line, after she beeped, told her to take off her glasses, later came over. She was wearing a sage green shirt and matching turtle pushers. The blouse was embroidered on the side, as well as the pants. She had white exercise sandals that she wore through. This happened today, 06 25 14. She went through screening between 10 and 11 a.m. She was on a Southwest flight, and it kept getting changed. She was with her son and 2 of his lady friends. She sat with the luggage, by terminal C9. Her flight number was 4332. She wonders if it may have been left out or lost during screening. Caller does not have email or a computer.

Response:
I apologized to the caller, and informed her that I have taken down all of her information, and will be sending it to the CSM at LAS for review. I am sending a claims form to the caller to complete, by mail. I also transferred the caller to lost and found at LAS so that she inquire about her jewelry, since she thinks it may have been lost or left out during screening. She could not dial long distance so I transferred her to the Lost and Found at LAS.

Sent: Thursday, June 26, 2014 1:25 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 6 26 2014 1:25:15 AM

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

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:
Rio Linda
State:
Ca
Zip:
95673
Email:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/26/2014 5:26:31 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/26/2014 2:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have Global Entry. When I went through the Precheck line in terminal 3 they treated me very rudely. One eve asked if I had committed crimes in the last 24 hours. Then the said they were going g to have to detain me for questioning since my watch set off the metal detector. Then they took my fingerprints and made me wait, then said I was free to go. No apologies or explanation. This is unacceptable for customer service, let alone to someone vetted by Homeland Security.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom this may concern.

Today I traveled from Springfield, Missouri to Mesa, Arizona on Allegiant. As I was going through security, I was required to take my MacBook Pro and my iPad out of my backpack and to put them into a grey bin to go through the x-ray machine. I was getting ready to walk through the metal detector when the security team told me I needed to talk my flip-flops off. I threw my flip flops up on the belt like I was asked, then sent my two grey bins (one with my backpack, one with my electronics). I went through the metal detector with no issues. Security was rushing mine, and the 7 other people (5 kids, 2 adults) belongings through security. An older gentleman slid/shoved the grey bin of mine with my electronics down the metal belt. My iPad flipped up and was slammed between another passengers carry-on suitcase. Due to this, the corner of my iPad got cracked, and fell apart. I contacted a woman and a gentleman in the security department. The gentleman assured me that all I needed to do was file a claim, and that TSA would pay for my iPad to be fixed or replace my iPad because to was their fault. I was told the sooner I report, the faster things will be handled, and my iPad will be fixed. Thank You.

2014 8:40:(

(b)(6)

Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags was searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

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.

2014 9:27:1

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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While boarding a Delta flight at the south terminal, in Atlanta yesterday, I was quite frustrated with my experience with the TSA Pre- check. There was an abnormal amount of confusion in passing through the two types of detectors. People from one line were being told to move to the other entry point for the detector in the alternate line, and those in the other line, told to move to the other line. I am not sure just why all of the confusion, but, my main issue is with the attitude of one of the TSA personnel. He was located on the exit side of the metal detector unit, and exhibited a very poor attitude towards those of us attempting to understand just which detector we were to walk through. I had not removed my belt or boots, as the instructions were that we did not have to do so, however, when passing through the metal detector, the alarm sounded. The TSA person then, very curtly, told me that I had to remove them, as if I had been in error. My main complaint is that a person should not be treated rudely, and the procedure should be much better organized that this operation was. In an effort to point out the particular TSA individual, he was a younger, black person. This TSA person needs some direction in how to deal with the public in a much more tactful, and respectful manner.

:014 12:13: (b)(6)

HYPERLINK "(b)(6)

Website: (b)(6)

"Engineered Fluid Solutions Customized to Maximize Wellbore Value"

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

Evelyn Webb

Program Assistant

2014 4:04:3 Civil Rights Division, TSA-6

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

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

At approximately 7am on June 26, 2014 I was proceeding through the security checkpoint at the Fort Lauderdale International Airport. I, and some fellow passengers I was traveling with, was directed to a relatively short line that was using random

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

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

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

Best,

2014 6:03: (b)(6)

--

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

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

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:

2014 1:09:4 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? 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 will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldnt. She was left to stand for 45 minutes. She wants to avoid that.

Response:
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.
2014 1:18:0
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
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.

Today I flew on united flight 3465 rsw to ewr. I fly more than the average person but not enough to be an expert but I do know that the security at RSW was at the very least odd. Maybe not wrong or lax but definetly odd.

I approached the first TSA person and she said to keep my wallet, rings and important things with me but take my shoes off and laptops out of the case. Odd. I've always thought those round saucer looking dishes were for keys, change and the like so as not to set off the metal detector. Maybe not.

I placed my mobile phone and sunglasses in the round saucer bin... when the bin came thru, it appeared something was missing but i couldnt exactly remember what and i was running late to get back to new york. I grabbed my mobile phone and made a dash for the plane with the wife and kids. When I got on the plane I realized I did not have my sunglasses and the last place I saw them was in that circular bin in the security line and I immediately thought back to the odd set of instructions I received about keeping small precious things with me even if they are made of metal.

So question time. Perhaps someone took the sunglasses out to "check" them... what's to check? Perhaps someone took out the sunglasses to check the mobile phone... doesn't the x-ray work on everything except laptops buried in cases? Couldn't the sunglasses remain in the bin and be moved aside for x-ray? My big question is why weren't the sunglasses put back in the bin?!?. Also, what is different about rsw that I should keep my precious belongings with me (it was a bit funny because I've only gotten instructions like that when I play basketball in a gym in the Bronx)?

2014 9:43:0

Truth be told this email will probably fall on def ears or just get lost but all I'm trying to say is I want my O'Mally sunglasses back if that's possible.

Thank,

(b)(6)

Roselle, NJ 07203

Picture of sunglasses attached. Please mail.
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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

2014 8:51:3

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

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

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

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Address:
Zipcode:

2014 8:51:3

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Are you represented by a third party or an attorney in this matter? No
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INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Cleveland-Hopkins International Airport

From (b)(6)
Sent: Sunday, June 29, 2014 9:20 PM
To: TSAExternalCompliance
Subject: Wallet missing after TSA screening; Atlanta Hartsfield-Jackson Airport - International Terminal; June 20, 2014; 2:30-3:00 pm

Submitted by (b)(6) 06 29 2014

(b)(6)

(b)(6) Hiawassee, GA 30546
HYPERLINK (b)(6)

2014 8:51:3

While in line to go through screening at Atl Hartsfield-Jackson International Terminal on Friday, June 20, 2014, at approx 2:30-3:00 pm, I placed my belt and jacket in the plastic box. An officer then instructed me to empty my pockets. I placed my comb and my wallet, which contained $1800 cash, three credit cards, and other licenses and ID cards, on top of my jacket. While I went through the xray screening, my wife went through the metal detector. Upon completion of this screening, my wife and I emptied the boxes of all contents. I didn t need anything from my wallet, so it did not occur to me that it was missing until my arrival in Nurnberg, Germany.
My wallet fits only in my front pocket. It was not picked or stolen from me in any other way.
Witness statement: I witnessed my husband being told to remove his wallet and his placing it on top of his jacket in the plastic box. While he was in the xray screening booth, I was told to go through the metal detector, thereby separating us. After he exited the xray screening booth, he was subjected to an additional wand screening. I witnessed that we removed all of our possessions that were in the boxes following our screening. I witnessed that he had no need of any contents of his wallet until we arrived in Germany and, therefore, he was not aware of its missing until that time. In other words, we last saw it before it went through the TSA screening process.
Signed (b)(6)

When did this happen?
Friday, June 20, 2014 at approximately 2:30-3:00 pm. I only returned home last night so did not report the theft until now.

Where did this happen?
Atlanta Hartsfield-Jackson Airport - International Terminal

Hello- I had received the tsa precheck on my boarding pass to travel to NY for a June 11th trip. I had no problem at Tampa airport where we flew out of also my husband (b) who traveled with me. We both went thru the metal detector. Coming back home to Florida was different story.

We were at LaGuardia airport and was on a line starting at the security point. My husband (b) who is a Vietnam Veteran and is 70, got praises from the guy handing out larger 8x10 pieces of paper stating he was a tsa precheck. My boarding pass which had tsa precheck on it too, was not given a larger piece of paper, and I had to not only remove my open sandals and walk on the dirty floor, but go thru the tube with my hands up! I was so upset. The woman told me I didn't have the larger piece of paper and wasn't allowed thru the metal detector. She never even looked at my boarding pass. I am 65 ½ years old.

Can you please tell me why this happened?
014 10:08:

Thank you,

(b)(6)

HYPERLINK (b)(6)

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

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

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

2014 2:14:3

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

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

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

Advised the caller email sent.

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

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Advised the caller email sent.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 07302

2014 4:16:0

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

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

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

Since this airport is laid out horribly, we had to go to another terminal by bus and go through security again. We had just landed on a flight from PSP and only here to connect.

Traveling with a child, we went into the family lane where bags go through x-ray and everyone goes through metal detector. All was fine up until that point.

My son, who is 3 years of age, walked through metal detector with his favorite DVD movie. They told us it needed to go through x-ray machine. He broke down crying as we tried to take it from him. Eventually it went through the machine.

Since there no trays to put belongings in, such as phone, wallet, keys, etc., I walked through the metal detector with phone in my pocket. The alarm went off and TSA agent told me to go back. I told her phone was in pocket and she told me it had to go through x-ray machine.

While walking back, another agent, the one I am filing a complaint against (black, middle aged), ?said "phones always go into da x-ray, nothing has changed!"

I explained there are no trays and the other agent said "she is handing them out." I said, "no, she was on the other side of the metal detector, she never offered a tray."

I off-handedly told my wife "this is fucking ridiculous" and the TSA agent grew more frustrated and got in my face. I told her "no need to act all ghetto" and she immediately called for supervisor and two police officers.? I heard her telling them that I said "fuck you" to her and called her "ghetto" as well as acting "irate." All false as I already explained.

!014 4:14:2

I explained to the officers the situation and said I was free to go and make a complaint against the TSA agent. As I walked through the metal detector I requested her name and she quickly turned and said "just get him out of here." She has to give me her name and she did not. I should have took a picture.

The supervisor walked with me to the TSA booth and she took down my information as well as gave me contact information on whom to contact.

I believe as a public employee she should have more restraint and not act so aggressively toward passengers who are only trying to get through security quickly and without problems.? Never before have I had a TSA agent be rude.

Thank you,
(b)(6)

--
Sent from my Verizon Wireless BlackBerry

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 30083

!014 6:19:5 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? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Lambert-St. Louis International Airport

What was the date and approximate time of the incident?

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, July 01, 2014 5:07 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 1 2014 5:06:32 PM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
!014 6:19:5 Remote Client IP (b)(6)
Date Time: 7 1 2014 5:06:32 PM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

Feedback Type : Civil Rights/Liberties
Categories : Sex; Disability
Current Date/Time : 7/1/2014 6:22:40 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
!014 8:06:4 Comment : TSA- I was flying from OKC- St. Louis. I had a connecting flight in Texas. I am a veteran, and a girl. I went thru your machine with bracelets but the agent said something was wrong with right shoulder. They put their hands on me. I don't want people touching me. EVER! I don't give a damn what the machine states. They did not even offer privacy. Furthermore, I had to fly with a Muslim in her full muslim hijab. I know from being in Iraq that you are not allowed to touch her based on her "religion beliefs". I also know from being in Iraq that metal detectors will not pick up some of the bombs they strap to their chest. I have seen it with my own two eyes. Can your machine pick this up? I am DEEPLY concerned for the safety of not only the airports but the airplanes with these females wear these outfits. I have seen Muslim females wear the head thing but wear our clothes; is that too much to ask? For security reasons I mean? Also, I don't know if you did it or the baggage people did; but I think you took my seizure med out of its blue case. I understand that you have to search but really? You normally put the sign saying you searched my stuff. I had to have that pill. If you thought I was smuggling drugs you could have pulled me and asked me. I would have not minded. I would have showed you the medicine bottle that was in the green bag and the instructions that said take 1/2 pill. Did you have to take it? What kind of idiots do you have working for you? I do not want to have to go thru this again. If you have a question, just ask. Yes, I want a freakin answer, this is totally unacceptable.
Would you like a response? : True
Passenger's Name (b)(6) 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 : 7/1/2014 11:22:08 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/01/2014 7:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Checkpoint A TSA Employee: (If Known) :
Comment : Arriving to the checkpoint at 7:45pm, purposely coming early for my flight in order to use precheck (which closes at entirely random times from what I can see, sometimes as late as 10pm, others nowhere near it), I was greeted by a closed precheck line. After asking the document checker about it and being given a gruff response of "it's open when it's open", I proceed to the x-ray where I am made to remove shoes and belt and go through the full body scanner instead of the metal detector.

The agent standing at the metal detector responded like I was crazy for thinking precheck would allow me to go through that way. Another agent standing in earshot asked why she wasn't letting me through that way (which is standard practice in every airport I've been through, usually including Phoenix, when a dedicated precheck lane isn't available).

:014 8:19:5 The inconsistency is stunning at this airport as it's not the first time I've been given this treatment, though things usually go back to normal for 4-5 visits between experiences like tonight's. When agents are asking each other why they're acting in a way that seems inconsistent with policies, something is wrong.

I understand staffing doesn't always allow dedicated precheck to be open but is more consistent treatment of precheck travelers going through the normal checkpoint too much to ask? How has every other airport I travel through figured out the system of using a colored card marked precheck to allow travelers through the metal detector with shoes on but not Phoenix? It's a major annoyance in an otherwise awesome airport.

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

Today, On a trip to New York, I had to decide to opt out of the image scanner located at the airport. Only about 1/2 of the travelers today were asked to voluntarily use these scanners, and the other 1/2th were able to go through the metal detectors. Your actions make it clear that these scanners are unnecessary to the safety of air travel. But more importantly, these scanners are an unconstitutional invasion of privacy. I have opted out of these scanners for over almost 6 years now, and will continue to opt out of their use. Every time a fellow citizen decides to walk through one of these scanners America becomes less free. Please remove these scanners from all U.S. airports.

014 10:06:2 Thank you.

(b)(6)

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

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

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

!014 4:14:2 Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

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

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My MIL recently went through the Portland Oregon airport and this is what she said happened:

WOW! Worst TSA agent ever! Asked if I could stand so she could remove my wheelchair cushion and send it through xray. When I said no I was not able to, she rolled her eyes and said "you cannot even stand for a moment? Then how did you get into the wheelchair?"

Then my friends dad went through the airport and this is what happened:

!014 4:20:3 So my brother flew my daddy to Illinois, at the Portland airport they "HARASSD" him once again! He has to carry on his CPap machine and he has an emtional support animal, at security they took everything out of his CPap bag which i totally get but then they dont put it back like they found it and they took his phone away from him for some reason and then just shoved it in the bottom of his CPap bag, he kept setting off the metal detector so they put stuff on his hands that burned his blisters that he is covered with due to chemotherapy, duh did they think to empty his pockets,,,HELL NO,,, lets just harass the feble old man who is 74 and is flustered,,,,THANK GOD for the Marine that was on the other side of security, he saw my dad and could tell he was flustered, he approached him and asked if he was ok, my dad says "NO" i can't find my phone that they took and i need to call my daughter, the Marine called my dads phone and heard it ringing in his bag so he got it out, reorganized all my dads stuff for him and got him on the plane...

Are you seriously kidding me! No one should have to go through this. "HOw did you get in a wheelchair then" Did that idiot lady maybe think that my mother in law is paralyzed and was put into the wheelchair? I cant believe how stupid your TSA agents are. Go ahead and ask if you can look through items and scan stuff but these people took it to a whole new level of humiliating people.. And this happened to to 2 people I KNOW. I cant imagine all the other people that are harassed. Idiots

Caller advised that she would like to file a complaint. Caller advised that on 7/1/14 she was traveling from Trenton Mercer New Jersey with Frontier Airlines and while in the screening line another passenger who was bringing a cat in carryon was being screened. Caller advised the cat went bonkers while being screened and bit her. Caller advised that she had to cancel her trip due to this. Caller asked the screening procedures for travelers bringing an animal as a carryon. Caller asked if vaccine documentation was required. Caller asked could a private screening have been done.

Advised Caller:

!014 1:32:4 The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.
Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

If additional screening requires removal of the animal from its carrier, passengers may request a private screening.

TSA doesn t require vaccine documentation for animals
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Caller felt like the TSO s were rude during her secondary screening and she wants to know if she has been placed on a list.
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From (b)(6)
Sent: Friday, July 04, 2014 5:58 PM
To: TSAExternalCompliance@dhs.gov; TSA-ContactCenter@dhs.gov; TSAExternalCompliance
Subject: TSA Complaint

Please see attached documents.

Thanks in advance!

(b)(6)

Attachment:
Name (b)(6)
Cell: (b)(6)
Home (b)(6)
Address:
(b)(6)
Olympic Court Las Piedras, PR 00771

Being filed by someone else:
Name (b)(6)
Cell: (b)(6)
Home: (b)(6)

Location: LAS

Who treated you unfairly?
(b)(6)

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

014 7:05:3

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

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

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) : "Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6) (9) & (b)(6) (12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6) 15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is
014 11:05:3 unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK – merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/6/2014 2:50:01 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/04/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My husband and I (along with many other travelers) has a terrible experience with (b)(6) while going through security checkpoint. He not only made faces and physically made fun of my husband who has a disability, he made a 13 yr old girl near us go back through the metal detector because according to him "she wasn't walking like a 13 yr old should." I am pregnant and did not wish to go through the scanner and told him I would like a pat down instead and he told me to go stand to the side. For TEN MINUTES I stood there before he looked over at me, chuckled, and then yelled to a female tsa employee to come pat me down. I have never had any issues with tsa agents, but this man needs to absolutely be fired. He is unprofessional, and if we only witnessed his behavior for 10-15 minutes, I can't even imagine what he is like the rest of the time. This man was the most unprofessional person I've EVER met and I will do ANYTHING to NEVER travel through Atlanta again.
Would you like a response? : True
Passenger's Name :
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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) Vienna VA
Zipcode:

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

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

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

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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) Vienna VA
Zipcode:

!014 7:19:5

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?
Washington Dulles International Airport

I would really like to understand how I clear US Customs in under 2 minutes and can't clear PRE-TSA or TSA in 10 minutes or more.

I had both knees replaced, plus screws and pins in my left ankle. If you have Pre-TSA I can't go all the way thur the line, because they only have metal detectors. Then I have to to in the line with the scanners and take my shoes off, belt off, and so on.

Why if US customs does a complete background check, plus must have my finger prints scanned each time and then I have to deal with TSA. Stand in long lines and dealing with the hassle, if you are all under the department of homeland security why not the same rules apply.

The last time I came back from India via Newark NJ airport, I only had carry on bags. Walked to custom cleared that in two minutes. Then got to TSA, no pre-TSA so I had to stand in line for the next 30 minutes. Why? This does not make sense for TSA to check people that more finger printed, background checked, and interviewed then issue an ID card from the US government.

!014 8:27:2

(b)(6)

Project Coordinator
Echostar
Sent from my iPad

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/6/2014 10:05:34 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The TSA precheck line has been closed the last 2 out of 3 times I have flown out of MSP. I have to go through the only open security line, which requires me to take off shoes and take liquids out of my bag. This is a big hassle and I'm not
!014 8:30:1 sure why MSP can't have something else available for precheck travelers when the set precheck line is closed. I have seen at other airports where everyone goes through the same line but the precheck passengers go through metal detector and don't take off their shoes or remove liquids. I would like to see something similar at MSP. Why pay the ~$100 for the same amount of hassle? Today I was at the airport at 840pm and the precheck line had just closed. Maybe if they can't combine the two lines they could keep the line open a bit longer.
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

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

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

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

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

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be
!014 8:30:5 groped by a stranger and that my family would remain separated.

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

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

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

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the beginning of a trip,I I would have obtained a refund of the flights and cancelled the trip. However, this event occurred mid-trip at a location far from home and neither our intended destination not home. I highly doubt policy of TSA dictates pat-downs of
Dear tsa,
My name is (b)(US ARMY SGT (b)(6) I am a disabled combat veteran with my service dog beau. I did a 15 month tour to Iraq in which I was injured I suffer major back and limb injuries aswell as ptsd. I felt violated as I went through the tsa screening in OMAHA NE . Me and my service dog were searched and patted down with 5 tsa employees standing by . I do not see my self as a threat or my service dog. I have a spinal
Cord stimulator implanted and notified the tsa personel that I could not go through the metal detectors . I even showed my medical card from the maker of my device. I was then asked to have my service dog to be separated from me. After he was
!014 4:16:2 asked to go through the metal detector. I had to go through the body scanner and had my cane taken away and my dog. I was singled out in front of every one for what cause and had my service dog taken away from me and searched. I then started to have a panic attack due to this incident. . I'm tired of people not following protocol and demand action to be taken to fix this issue. My contact # is (b)(6) and my e -mail is (b)(6) My address is (b)(6)
mooresville nc 28115..

Sent from my Verizon Wireless 4G LTE smartphone

Sent: Tuesday, July 08, 2014 12:28 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen; cc: Legal; Rajdeep Singh; (b)(6) Kiranjot Gill
Subject: Civil Rights Complaint o b o Sikh Air Passenge (b)(6)

The Sikh Coalition writes to file a formal complaint on behalf of (b)(6) a Sikh air passenger and Beaverton, Oregon resident, whose civil rights were violated by the Transportation Security Administration on June 29, 2014 at Newark International Airport. Please see attached complaint and accompanying exhibits.

The Sikh Coalition and (b)(6) look forward to your immediate response. Thank you.

Respectfully,
(b)(6)

(b)(6)

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

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

Attachment 1:
Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration

She has constant issues when flying. She is a breast cancer survivor. She wears a compression sleeve, head covering.

Information Request: She flew from Austin International to ABQ. She flew from Austin to Denver. She had to remove her hat and claims that her breasts were somewhat examined. What can she do to not get embarrassed or go through such difficulties at the checkpoint?

Response Details:
If a passenger s hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger s head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

Passengers are permitted to wear compression sleeves through TSA screening checkpoints and may be screened without removing the compression garment. However, a TSO must be able to determine that the compression garment does not conceal any prohibited items. TSOs are trained to exercise caution if a passenger s screening requires that the area covered by the compression sleeve or sock must undergo a patdown.

If a prosthesis or mastectomy bra is in a passenger s carry-on baggage, it is allowed through the checkpoint after it is screened.

!014 3:27:4

The passenger should tell the TSO if assistance is needed before the patdown screening process begins. Family members, guardians, or companions may speak on behalf of the passenger to inform the TSO conducting the screening of the passenger s needs before screening begins.
The TSO conducting the patdown will be the same gender as the passenger. A passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant, or family member who will be rescreened once the patdown procedure is completed.
The passenger may ask for a chair to sit in if needed.
The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

TSA encourages all passengers to arrive at the airport early and to visit www.tsa.gov for more information before traveling.

RESPONSE Hairpieces

not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agent (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

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

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

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

!014 8:52:1 The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

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

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

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/10/2014 6:40:42 AM Airport : PHL - Philadelphia International Date/Time of Travel : 07/10/2014 6:30 AM Airline & Flight Number : US Airways 1739 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
2014 8:28:4 Comment : Relocated TSA PreCheck line caused confusion and significantly increased the time to process due to sharing of the metal detector with another line. The efficiency decreased significantly. I would return to the separate line as before.
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

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

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

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

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.

2014 2:17:5 Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

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

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to:

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

I asked if she needs an email response.

Caller wants to complain about a rude TSO. This happened at Charles Schulz Airport in Santa Rosa California. Caller said when she went through screening, the metal detector went off. Caller said she had hip replacements. Caller complained and said she had several items confiscated. Caller said she had her expensive sun screen and other items taken. Caller said the TSO was very rude to her, insulting and aggressive. Caller said the TSO was the supervisor, (b)(6) Caller was not sure of the spelling and said she was so shaken that she did not write down her name. Caller said she felt the TSO should not be doing this job because she felt this person was abusing her authority. Caller said there were 2 male TSOs there and they were pleasant, but not the supervisor. Caller was flying on Alaska Airlines flight 2468Q today.

2014 4:03:4 The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

The caller stated that he was calling about his return flight from LAS to ANC. He stated that he is in a wheelchair and he had to undergo the same screening process that he had to go through prior to getting precheck. The caller was upset about this because he paid 85 dollars for precheck and the screening process took just as long as it did before. The caller wanted to know what information I could send to him about this matter. The caller wanted to know if there was someway that he could speak to someone about getting the procedures changed for precheck eligible passengers in wheelchairs.

Advised the caller: All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™. TSA recognizes that certain travelers with disabilities or
2014 7:22:4 medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening. Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Advised the caller that I could send him the information on wheelchair screening as well as the information that I just reviewed with him. Advised the caller that he would have to submit his suggestions via the website.

The caller was upset and he disconnected the call.

did not tell me to remove my belt which had a metal buckle. I also was Prechecked on United in Sacramento and Philadelphia, and they said to remove your belt. I did, as I would have if he had told me, but he was negligent. He was a tall white male, over 6-feet with dark hair and black-framed glasses. The two other officers seemed to be in training and were pleasant, but ignorant about my request to see a Supervisor. The person swabbing my hands, after I handed over a yellow card that I was not given time to read that may have been tainted to set off the machine reading the swab, was a large black male, who shouted to everyone in hearing distance that I had explosives on me. Would you feel safe if you were getting on the same plane with me? The timid third officer, who did look like she was new, was about 5'6" with dark hair and complexion and her name tag said "Chew". In retirement, my wife and travel off-island several times a year, and only in Kona have I been frisked and searched literally dozens of times, but NEVER in any other airport in the world. In Italy, everyone was frisked, so no problem. Kona officers seem to not like me or my race or my age or whatever they want to lie to the public about. We have also flown out of Hilo several times and they are a lot more professional than Kona, and never been searched. I made this formal complaint HS/TSA because your officers have violated my Civil Rights enough to warrant some terminations, and not just a chat and an excuse. I hope you can assure me that I will also not be harassed by your officers for retribution for this complaint. I don't trust any of them to protect my rights. I have always been cooperative, calm, and quiet during these many incidents, and give them respect, and no threats! Please respond as to your resolution in this important case. I will be back on-island July 12, and will be available by phone or in person if you need any more information. Thank you for your assistance in this serious matter.
(b)(6)

Sent from my iPhone

> On Jul 10, 2014, at 7:46 PM, (b)(6)
>
2014 8:24:0 (b)(6)
>
> Can you please provide us with the date and time you flew out of Kona, as well as the Airline and flight number?
>
> Aloha,
>
(b)(6)
> William Quinlan
> Transportation Security Manager
> Transportation Security Administration Kona International Airport
> (KOA)
> (808)895(b)(6)
>
> THIS EMAIL MESSAGE, INCLUDING ANY ATTACHMENT(S) IS FOR THE SOLE USE OF THE INTENDED RECIPIENT(S) AND MAY CONTAIN CONFIDENTIAL INFORMATION. ANY UNAUTHORIZED REVIEW, USE, DISCLOSURE OR DISTRIBUTION IS STRICTLY PROHIBITED. IF YOU ARE NOT THE INTENDED RECIPIENT, PLEASE IMMEDIATELY CONTACT THE SENDER BY EMAIL.
>
> -----Original Message-----

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/10/2014 10:40:57 PM Airport : BNA - Nashville International Date/Time of Travel : 07/06/2014 10:00 AM Airline & Flight Number : AA 3506 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :
Comment : You have recently changed your system, as I have found both by going through the TSA precheck at JFK and again at Nashville (BNA). In the past, you always provided bins. I used those for my sport jacket, which always contains my cell
2014 8:26:2 phone, Kindle and other small electronic gadgets. I know I am allowed to wear my sport jacket, but it will set off the metal detector if I do. So, I used to put it in the bin and all was well. Now you do not have bins so I have to empty all of my pockets into my carry-on and then put everything back. This undermines a key element of the TSA Precheck advantage. Please put the bins back!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

Told caller
I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today.
I can help him for the returned flight, I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.
The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
2014 9:35:3 He should ask the supervisor to help him with this today.
I told PreCheck had nothing to do with Wounded Warrior.

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

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

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

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

Told caller
I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today.
I can help him for the returned flight, I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.
The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
2014 9:35:3 He should ask the supervisor to help him with this today.
I told PreCheck had nothing to do with Wounded Warrior.

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

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

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

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

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

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

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

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
2014 4:06:2 an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

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

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

A fellow crew member and I placed our bags on the rollers to have our bags checked through the x-Ray and then approached the crew member metal detector. A stantion with a ribbon was in front of the lane and no one was monitoring this portal. I motioned to TSA officer across the room that we were waiting to have someone monitor our passing through the metal detector. I observed a plain clothed individual go around the checkpoint and asked if he could send an officer over to us. I pulled the ribbon to one side of the stantion while we were waiting to proceed. He approached us instead of assisting us he pulled the ribbon back in front of me and said, you have to wait and you can t touch the ribbon. Odd seeing as how just about every other time passing through security with the TSA screeners on the other side of the metal detector I have been asked to move the ribbon partition if it is deployed. Instead of locating a TSA officer this plain clothed person left us waiting there and went to find a supervisor. As the survivor approached instead of letting us proceed through the portal and complete the screening he scolded me for touching the ribbon and accused me of violating security procedures and began to make a phone call stating he was escalating the matter. Another TSA officer motioned us to continue through the metal detector. After completing the screening I located the supervisor (b)(6) who was standing with the plain clothed man, while still talking on his phone. I asked this person who he was and what was his affiliation. He answered he was a TSA scheduler. He continued to make a fuss about the ribbon being pulled aside while we were waiting for a monitor to proceed through the metal
2014 6:05:5 detector. There is some construction in the area around this concourse and the screening area in FLL. Employee access to screening, especially with bags, has been difficult. I would hope the folks working at this location would assist instead of making more problems.

(b)(6)

(b)(6)

Caller wears hair extensions and went through screening this morning. She got a hair patdown. The male officer didn't tell her that she triggered an anomoly, he just asked her to proceed to the end of the ramp, where a female TSO then informed her she would need to patdown her hair. Caller wants to know if this is SOP. She also wants the name and address of the TSA Administrator.

Advised,

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

2014 9:20:3

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Sent: Friday, July 11, 2014 11:13 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 7 11 2014 11:12:45 PM

Attachment:
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
2014 9:28:0 Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Rutland
State:
VT
Zip:
05701
Email:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/13/2014 1:27:15 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 07/06/2014 11:50 AM Airline & Flight Number : American Airlines 4297 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : Security insisted upon removing my daughter's 15 month old son from his stroller and folding it up and placing it on the x-ray conveyor belt instead of allowing her to push him and the stroller through the metal detector as she was permitted to do on her other flights associated with this travel schedule. The stroller became lodged inside the machine and by the time security had dislodged the stroller and rescanned my daughter, grandson and their belongings, she had missed her return flight home. After much difficulty in trying to find another flight, American Airlines booked her a flight the following morning but needed $75.00 to hold the seat. My daughter did not have the extra cash available to do this so I paid the fee for her as she needed to get home. If it weren't for the holdup at security she would not have missed her flight home and I would not have incurred the unnecessary expense of 75.00. In addition to that she had already had her luggage and the baby's car seat on the flight she had missed, so we had to borrow a car seat from the airport to get the baby back home safely.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2014 3:28:5

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/14/2014 6:05:54 AM Airport : SJU - Luis Munoz Marin International Date/Time of Travel : 07/12/2014 4:00 PM Airline & Flight Number : USAirways 2086 Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : All of them Comment : I was traveling with a group of 34 people of which 24 were teenagers. A number of us had TSA Pre-Check and I would have expected to have them all go through security at the same time, but the agents were going from line to line and taking the next person in line. There were at least 4 people between each of my youth. At most checkpoints, they would allow us to stay together. They even took 1 person from a family instead of all of them. The manager just shrugged his shoulders. Other passengers I talked to said this was the same every time she flew out of San Juan. To have only 2 x-ray machines and 1 metal detector at a busy checkpoint is absurd. It took us about 1 hour to get us all through security. People were late for flights and breaking in line once they got past the id check. Something needs to be done. I don't mind not having TSA Precheck at a smaller airport, but at an airport as large as San Juan, it is a problem.

2014 8:34:1

I talked to 2 different supervisors and the manager and all of them were rude and just ignored the issues. None of them would give their name, but my guess is that they really didn't care at all.
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 : 7/14/2014 12:23:23 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/13/2014 5:30 PM Airline & Flight Number : JetBlue 711 Checkpoint/Area of Airport : JetBlue TSA Employee: (If Known) (b)(6) (b)(6) Comment : I travel a lot through JFK. Most of my flights are on JetBlue Terminal 5.
I signed up for TSA Pre in order to make my security screening as easy as possible. On numerous occasions I have joined the TSA Pre check line as I am instructed to do. I show my ID and Boarding Pass and then I continue on the the Screening Line. On many occasions I notice Passengers from other lines who were not on the TSA Pre check line are allowed to go before me. I encountered this on 7/13/2014.
I asked A TSA Officer what was the reason for this and explained to him that I thought if was unfair to me and it defeats the purpose of the TSA Pre.
Officer suggested that I speak to the Supervisor in charge. Officer (b)(6) came over to me and asked me what was my problem? I stated to him that I am a TSA Pre passenger and I would like to know if there was a special line for TSA Pre to go through the metal detector. He told me no and continued to tell me that I was not going to be given any special treatment. I explained to Officer (b)(6) that I was not looking for anything sort of special treatment and I was only asking a question. Officer (b)(6) told me that I needed to step out of the line and that he is not allowing me to continue on with my travel plans. I told him I did nothing wrong and that I would like to speak to his Supervisor.
Supervisor (b)(6) approached Officer (b)(6) and I and started to inquire as to what was going on. Officer (b)(6) stated I was belligerent and rude to him and that he was not going to let me go through my screening. He stated that I needed to RESPECT HIS UNIFORM, and I was a risk to the flight. And, how passengers like me are ungrateful for the work that the TSA is doing by saving lives. Supervisor (b)(6) was a bit threatening to me. He threatened to pull me off the line and started to intimidate me by telling me I was not going to fly today. I told them both they needed to stop inconveniencing me and let me know what they would like me to do. In the end I was allowed to go through my screening process.
My travels take me through the country and my experience has always been that there is a designated line for TSA Pre. On many occasions when there is no designated line I would be advised by a TSA Officer to show my Boarding Pass to another Officer and I would be escorted to the head of the line. I have had this happened to me at the JFK JetBlue terminal.
I was not being rude to Officer (b)(6) or (b)(6) Officer (b)(6) stated to me that I was not there to question him about how he conducts the screening process and I need to follow the rules.
I did not break any rules. I was just looking for clarity. I paid for a service. I was investigated and granted the opportunity to use TSA Pre and I think it's only fair that I am allowed to enjoy a service I paid for.
I look forward to hearing from someone in your office and I would like to thank you for your time and the opportunity to utilize TSA Pre Check.

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

2014 8:34:2

random? Stated she had to go through swiping of shoes, hands, checking her purse, etc.
She states there were SSSS on her ticket and she didn t think anything about it. She flew from BWI to MIA to Barbados without any issues.
Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur.
She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws.
Her father is ill and resides in Barbadoes and that is why she is traveling so often to and from Barbados.
Flies via American and will contact them for additional information.

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

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

014 11:07: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

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

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

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

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

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

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

2014 1:29:2 Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

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

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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 11:49:11 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 07/13/2014 Airline & Flight Number : Delta 0723 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : I am 6 months pregnant. traveling with my husband. We arrived very early for our flight, had plenty of time and the security area was not busy at all. We went thru the security check point around 9:30 - 10:00 am.

When I requested a pat-down as opposed to going thru the metal detector, the employee (white male, brown hair, mid 30s)was rude, condescending and questioned me about 5 times regarding why I wanted the pat-down. He then told the other TSA employee (white male, white hair, maybe early 60s) to which he responded by shaking his head as if I were crazy.
2014 2:09:4 I am a frequent traveler, I've always complied with everything the TSA asks and have only asked for pat downs during my pregnancy. It is my understanding we are to be treated with respect, however the employees were very disrespectful and rude. I was just following my doctor's orders who advised better safe than sorry with the scanner and metal detector.
The lady who performed the pat down(African American, petite, maybe 30s or 40s) was very nice and said she would talk to the 2 men about their behavior. This event brought me to tears. I'm sure they'll remember the lady they made cry during the security screening. This was a very negative experience and feel that these employees would benefit from training. They are not medical professionals and they do not know each person's story. There is no need to treat us in this manner.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It May Concern,
I am 46 and have been missing my leg at the hip since 1980. I ambulate very well and have no complaints about your service until now. On 7/15/14 passing through security in FLL and was told I could not hop through the metal detector, sending my crutches through the X-ray machine, as I have for many years. While I hop very well,standing still without a firm handhold is difficult. Hence using the metal detector and not the bodyscanner. This inconsistency is where I believe many people, myself included, get frustrated with TSA procedures. I welcome your efforts and am glad security is being addressed. I have flown at least five times in the last several years and been allowed to opt out of the bodyscanner since there introduction. I don't mind pat downs or scanners, it is about consistency.
2014 6:23:
(b)(6)

Sent from my iPhone

to whom it may concern,

as a stage 4 cancer survivor who has undergone several abdominal surgeries in the past and for which I am supposed to wear an abdominal binder (to support my abdomen) I have to express my surprise after it so happened that when passing an Advanced Imaging Technology (AIT) screening device, the agent saw a shadow , felt the binder when doing the pad down procedure and I was immediately requested to remove it without being offered any private area where to do so.
I do have no problem to take off the binder and have it run through the metal detector, however I have a problem when I have to do it right in the secluded (and open) zone behind the AIT scanner.
Being not allowed to lift anything heavier than 5 lbs without wearing the supporting binder, I was stuck at the end of the scanning line where to collect your luggage, Do I collect mu stuff and risk that my surgery wounds might rip open or do I expose my upper body o put on the binder ?
2014 8:14:4

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

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

Respectfully
(b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 8:53:21 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/15/2014 1:00 PM Airline & Flight Number : Alaska 2 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Blonde female, name unknown Comment : I currently need wheel chair help after having major reconstructive knee surgery. Because I have difficulty placing weight on my knee I require a pat down rather than the metal detector. Having traveled with this injury through a number of other airports, this was the first experience in which the tsa team failed to perform a full screen. The only step that was taken to ensure I was not hiding something on my body was the test in which a small cloth was wiped on my hands and brace to search for chemical substances I was then released with no full body pat down. I could have had something under my dress, jacket, scarf, in my shoes.
2014 9:10:5 Furthermore, this is not my first failed experience with the Seattle tsa team. Over the past 2 years, I and two other friends have discovered that we were allowed to take through water bottles with significant amounts of fluid inside. This is unacceptable. Developing countries have better security. I travel a fair amount and Seattle easily has performed by far the worst of any of the airports I've been in.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Going home from Disney World to NY on Fri July 11 apprx 16:00. After putting my luggage on the belt to be scanned I walked thru the metal detector or body scan machine without a problem. Soon after when going to buy something in airport , I reached into my pocket for money and realized I had my daily medicine holder which is a metal screw on cap pill holder. I wondered how it wasn't noticed. Then checked for anything else I might have had and realized I had my dog tag around my neck (metal). I do have metal in my head and a metal plate on my spine but didn't expect it to be noticed. I thought it wouldn't be a problem but thought to myself that how do I know if someone else wasn't a good person as myself. I was surprised and at
2014 8:21:5 the same time asking my self how this had happened. Wow. Sad. Couldn't believe they wanted to take my sunblock away from me on the flight from LGA in NY but nothing noticed or taken away with what could have been much worse in Fla.
P.S. That includes not noticing the sun block on the way home also.
Thanks,
(b)(6)

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

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

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
!014 12:07: citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

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

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

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

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

I am qualified for TSA pre status. However I have a knee replacement which sets off the metal detectors at the checkpoint. This means I must either get patted down which I find humiliating. Or I can go through the millimeter wave scanner but then I must take off my shoes & jacket and remove my liquids. So I can't win. How does this save me any time???!!!

2014 8:25:3 Why can't you have the scanners at the Pre lines? I am sure that I am not the only one in this situation.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/18/2014 12:33:08 AM Airport : FAI - Fairbanks International Date/Time of Travel : 07/17/2014 8:00 PM Airline & Flight Number : DL 1993 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Lead Comment : My wife, daughter, mother, and I were coming through the security checkpoint. A man in front of me and I were just about to pass through the metal detector after a woman was waved through when the TSA attendant simply walked away without a word. The man and I exchanged puzzled looks and even asked other what to do. We just decided to go to the full body scanner when an older TSA man with Lead on his tag came over. He ignored the man and I and turned to my wife. The man turned to go back through the detector, but Lead angrily told him "You have to go through the scanner if you don't have a green card!" The man replied "I only went there because the other lady just walked away; I was already here." Lead repeated himself and ordered the man through the scanner. Next, Lead asked if my wife, daughter, and I were together. I said yes, then he waved THEM through while ordering me through the
2014 8:26:2 scanner. I asked Lead how that made any sense; he actually yelled back "IT MAKES PERFECT SENSE!", as if that was an explanation. I said "One adult is not a security risk but two are? That makes sense?" He repeated himself again. I then told him that TSA is full of morons, because that was the least offensive thing I could think to say to this rude, officious twit. This treatment of male passengers is not just unprofessional, it's blatant sexism. TSA is legendary for rudeness, arrogance, and mistreatment of passengers, and is THE reason I avoid flying if at all possible, but this is unbelievable.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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

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

!014 10:42: In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

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

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

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

Caller wants to know if she can carry on a dress and if she is allowed to ask for a private screening of her cat.She always has trouble at MDW.
Explained that TSA does recommend a garment bag for expensive clothing.Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

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

!014 11:13: its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

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

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

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

2014 2:17:0 If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.
A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

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

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/18/2014 7:12:09 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/18/2014 11:15 AM Airline & Flight Number : AC925
Checkpoint/Area of Airport : Delta Checkpoint, Lane 3 TSA Employee: (If Known) (b)(6)
Comment : The TSA agent was rude and arrogant. I waited five minutes until they finally called for a mail assist as I do not go through the X-Ray screener. Five minutes later still no male assist. When I asked for a supervisor, my request was ignored.
2014 7:55:3 When I persisted for a Supervisor, I was told to wait. After persisting some more (b)(6) finally called for a male assist.
While I was waiting, an airport employee pushing a passenger in a wheelchair needed to go through. If you review the tapes, you will seed how when he finally passed through the metal detector she was repeatedly rude and dismissive to him.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/18/2014 8:15:46 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/12/2014 12:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6) Comment (b)(6) was tasked with reviewing my fiancee's and my documents prior to entering the screening area for an international flight and was extremely rude during the encounter. We approached the podium he was seated at with passport's and boarding passes when (b)(6) told me to step back into line. I, of course, followed directions after explaining that we were traveling together. (b)(6) responded with "I dont care." I stepped back in line while my fiancee went through the process. (b)(6) then screened a family from another line before calling me to the podium. I handed over my documents without saying a word and the encounter ended as I
2014 9:03:2 was waved through the screening area. The TSA agent should at the very least address the person whom he is dealing with a good morning or some sort of greeting.
After, I caught up with my girlfriend in the line for the metal detector she stated that (b)(6) made a comment "that she was prettier in person than her picture." I thought that to be totally inappropriate as did my fiancee. While waiting in line to make our way through the podium (b)(6) was manning we also observed (b)(6) be rude and short with several passengers that were in front of us line. It is clear that (b)(6) is not a employee who can deal well with the public and should receive additional customer service training if he is allowed to continue in his current position dealing with the public. I too work in Public Safety and know better than anyone that I only have one chance to make a first impression and could end up on camera anytime during my shift (b)(6) represents the TSA and is giving all passengers traveling through Atlanta a bad image of the TSA office in Atlanta 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

Please review information on your website re imaging screening with insulin pumps. From your site:

Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

Pump manufacturers and other web resources all indicate that insulin pumps and continuous glucose monitoring sensors must be removed before going through imaging security. HYPERLINK "(b)(6)
(a leading manufacturer of pumps gives very detailed information about airport security.

I am well educated about my diabetes and my insulin pump. TSA agents at FWA tried to convince me that I could take my pump through the body scanner but not the metal detector, when I knew the opposite was true. I finally received a pat down, which was fine with me. I have experienced this same scenario every time I fly out of FWA.
014 10:05:

I would hate to think that TSA agents would convince a less educated pumper to go through the scanner and risk damaging their pump. Pumps cost thousands of dollars. Please revise your website to provide more accurate information and reeducate your screeners.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

Sent from my iPhone. Please excuse typos.
I am rather disturbed by an incident that occurred during the TSA screening at the Missoula Montana Airport this morning. I recently had a brain tumor removed and have a plate in my head and have had my doctors recommend that I do not go through metal detectors or radiation x-ray type equipment. Therefore when I travel I ask for a pat down rather than going through the machine. Appropriately a female officer (who was probably close to my age) came to give me the pat-down. However this woman took at least 5 times longer than any other pat down I have ever had. She was very invasive and multiple times went back in to my groin area (pushing/probing hard enough to hurt) as well as my bra area. I was wearing the same casual travel clothes that I usually wear when I travel to my Dr appointments in Las Vegas. I was disturbed but I did not feel that I couldn't say anything to this woman because she was exercising her dominion and power. Perhaps the problem was exacerbated by the fact that my speech is now slow after the surgery. I felt like this woman was very disrespectful. Her hands went into the top of my pants below the waiatband. She commented on my underwear. I felt like this was so inappropriate. Certainly if
014 10:05: someone has slow speech that is no reason to treat them without respect. I am a former college professor with a PhD. I have dealt with people all over the world in many difficult situations in the past. This is probably the first time I have ever felt intimidated and compromised in a public setting. I did not ask for a private screening as I have never had an experience with a pat down that made me feel extremely uncomfortable. However my experience this morning is still bothering me and I would hate to have anyone else experience something similar. I am NOT seeking to get anyone in trouble. Most of the TSA workers I have encountered have been very good to work with, and respectful. I don't really know how to handle a similar problem should it arise in the future. I travel through the Missoula Airport very frequently. I am concerned that I may encounter the same worker again. I am unsure how to deal with this woman. As it is, I said absolutely nothing although she was extremely aggressive in her pay down and inappropriate. Please advise!

I am writing to report an unfortunate incident at a DFW security checkpoint. I typically don't submit a formal complaint about unprofessional service incidents, but I believe TSA deserves to know about this.

On June 9th, I was going through the security checkpoint at DFW Gate C21 around 9:55a. As usual for Monday morning, it was a crowded travel day with long lines. As I approached the X-ray conveyor belt, an older gentleman was in front of me who did not appear to be an experienced traveler. He forgot to empty his pockets/belt and was not permitted to enter the metal detector booth. A TSA representative who was supervising the booth berated this man about "holding up" the line. As he was impatiently asking the man to empty his pockets, etc., he yelled out to the crowd about emptying pockets, thereby embarrassing the man, who clearly had not emptied his. Once the man made it through the booth, it was my turn. Just as I approached and the other man had just walked away, he yelled to the crowd, "We don't have time for stupid people!"

Needless to say, I was appalled. I looked in shock at the young woman who was manning the "clear" station just outside the booth, and she was clearly embarrassed, though she didn't say anything. I did not seek a supervisor to report this, as I needed to get to my gate and feared any hostile reactions to my complaint.

014 10:06:

I am certain the TSA does not intend for any of its representatives to resort to name calling and insults in order to ensure security standards are met.

I wish to remain anonymous beyond the supervisor in charge of handling such complaints.

Regards,

(b)(6)

From: (b)(6)
Sent: Sunday, July 20, 2014 10:09 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: 7/20/2014 10:09:18 AM

!014 11:16:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Injury from Poor Policy and Execution at Security Check Point

Comments:

I am looking for some assistance in receiving reparations or a change of policy in regards to a situation that occurred last week at the security check point at San Francisco Airport around 11:30 am, Tuesday, July 15th.
My sister was transporting my cat as carry-on baggage in my stead. At the check-point she was told to remove the cat from it's crate. She asked if there was another option as the animal was very upset by the travel and noise. They told her to carry it

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

After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal
2014 8:27:0 who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

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

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

Gave the caller the following info:
!014 12:32: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

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

I recently spoke with a TSA supervisor at Nantucket Airport (b)(6) who suggested I escalate my complaint. I flew from Nantucket airport to JFK on Thursday July 10th and had a quite unpleasant experience with one of the female TSA officers at the security area. I am expecting and expressed that I did not feel comfortable going through the metal detector. Rather than just saying ok, let me get someone she told me that the metal detector wouldn't cause any harm to my baby. I told her that that was her opinion, but that I was allowed mine and did not want to go through. She stood there looking at me and said well I'll have to go get someone to pat you down, and someone will have to pat down your child (I was also traveling with my 18 month old son). I said ok. Instead of just going to get someone she said again, it's not going to do any harm and just stood there looking at me. I had a flight to catch and was worried I was going to miss it as it did not seem like she would do anything to really go get someone. I wound up going through the metal detector but not because I wanted to – she made me feel extremely uncomfortable and like my request was absurd. I flew during my last pregnancy and of course up to Nantucket this time and each time I told a TSA agent I preferred not to go through the metal detector they immediately went to get someone to help. I decided to complain about it because I don't think expecting women should be made to feel like as uncomfortable as I did, and like their request not to go through a metal detector is outrageous.

I know this is not the norm, but something that I felt should be brought to the attention of the TSA.

2014 4:17:4

Thank you,

(b)(6)

(b)(6)

New York, NY 10010

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/21/2014 6:20:17 PM Airport : ONT – LA/Ontario International Date/Time of Travel : 07/21/2014 2:30 PM Airline & Flight Number : Southwest Airlines #653 Checkpoint/Area of Airport : Terminal 4 Checkpoint TSA Employee: (If Known) : Document Checker for TSA Pre Check Comment : I have a TSA Pre Check Boarding Pass which I presented as required at the checkpoint. The female Officer at the Document Checking Position did not hand me the laminated card that was somehow(?) required for TSA Pre Check passengers to be properly screened at the Metal Detector Walk Through area. When I approached the "Walk Thru" I was rudely told by the Supervisor at the carry-on bag loading belt that I needed that particular laminated card to proceed as a Pre Check passenger. I showed the Supervisor my Pre Check Boarding Pass and explained that his employee failed to give me this "Special Card". He just kept barking orders at me to remove my shoes and go through the millimeter wave machine and would not let me go through the metal detector machine. I am a cancer patient and I have a port that is very painful, and I had to be patted down and remove my fitted hat (covering my hair loss), and my shoes. It is highly unlikely that any of this would have happened with the metal detector under Pre Check protocol. The supervisor never offered any kindness or understanding. I believe he could have walked to the Document Checker and gotten the proper Card for me. Please follow up with this Supervisor so that this does not have to happen to anyone else in the future.
2014 8:10:0
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

NOTICE:

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

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

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

!014 10:16: Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

Feedback Type : Civil Rights/Liberties
Categories : Sex
Current Date/Time : 7/22/2014 9:58:32 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/27/2014 4:05 PM Airline & Flight Number : Delta 2065 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was mocked for my gender identity after I had gone through the full body security scanner (Advanced Imaging Technology). Frankly, this is not the only time I have faced this issue with TSA, but this encounter was definitely the worst. Every time I go through security, the officers read me as one gender (male), but because I have not had surgery yet (I am female bodied), my chest comes up as an anomaly on the screen. At best, it's an awkward misunderstanding, at worst, it's full blown humiliation (like at JFK).

I understand that the AIT is meant to help increase security measures, but it is starting to give me great anxiety even though I am a law abiding citizen that has never had any issue with TSA in the past. I know other transgender people have had the same issue, to the point where Al Jazeera published an article about this problem.

!014 12:05:

All I am asking is to get permission to use the metal detectors (that are still set up in just about every airport) in lieu of of the AIT. I see some people are still able to go through the metal detectors, but I always seem to unluckily get selected to go through the AIT. As I said, I have never had a significant issue with the TSA before. I am willing to be fingerprinted and provide a letter from my physician as a form of proof of my gender transition. Anything to be able to avoid going through the AIT system because I am not sure how much longer I can tolerate the harassment I face from TSA employees.

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

Calling in because she wants to file a complaint. The caller flew out of Ontario, CA. The caller states the TSAs name badge read (b)(6) The caller states she has an implant in her knee and the first lady told her to go through the WTMD. The caller states the alarm went off and the first young lady was very nice but told her to wait there and she went and got someone else. The caller states when (b)(6) came, she was very rude and telling her that she was supposed to tell people before going through that she has an implant. The caller states every time she would say something, the TSO would cut her off. The caller states that she was waiting on other people instead of her, even though her flight was about to start boarding. The caller states while she was waiting there, she was even rude to a 77 year old man behind her. The caller states that the TSO yelled at her granddaughter as well because her granddaughter was getting her shoes out of the bin. The caller states that she yelled at her daughter demanding to know where her items where. The caller states the TSO told her daughter to go on and board the flight and not to wait on her because she may not even get cleared. The caller states she should not be a representative of TSA. The caller states there is a way to go through the process without being rude and that she could still talk to people like they are human instead of rude and demanding. The incident occurred on Sunday morning. The flight was scheduled to leave at 9:20 am.

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

2014 1:48:(Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

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

Airport - Ontario
Airline - American
Flight Number - 1458 - caller is unsure though
Date and Time - 7 20 14 went through screening around 8:45-9:05
Location (Gate or Terminal) - Gate 410
Contact Information - (b)(6)

I am inquiring about the policy for military members who are traveling in uniform, going through the precheck with their KTN. My daughter was returning to her assignment, in full Navy Officer whites and of course set off the metal detectors because the medallions on her uniform and her shirt stays under her uniform have metal. I read on your website that they are required to remove belt and class a jacket. She removed the belt, which can get her into trouble for not being in full uniform, but she does not have a "jacket". She had to go through a full pat down, so I am wondering why? What is the purpose of precheck and why would she not be better off going through the xray machine? This is the first time she has ever been asked to do this - why the inconsistency?
Thank you,
2014 2:28:((b)(6)

(b)(6)
GO NAVY! BEAT ARMY!

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

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;
2014 4:53:5 Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

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

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

Incident Details: The caller is traveling from BOS to DEN. She just went through security on her way to a SWA flight and the officers at the check point had incredibly bad behavior. The caller states that she had a previous boarding pass from 10 days

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/22/2014 4:41:01 PM Airport : EWR - Newark International Date/Time of Travel : 07/22/2014 3:20 PM Airline & Flight Number : Delta 1187 Checkpoint/Area of Airport : TSA Pre Selet TSA Employee: (If Known) : Office (b)(6) (with the handle bar mustache)
Comment : I went through TSA preselect. I asked for a bin to place my jacket in since I knew it had many items in it. Officer (b)(6) (the guy with the handle bar mustache) refused a bin and told me to put my suit jacket on the dirty conveyer belt to go through x-ray. I did not agree with this and asked a bin a second time. I was refused. I then removed all items from my jacket (holding up the line) and was asked to put my suit back on. I did. The metal detector then was set off. I was told to remove my jacket and put it on the dirty conveyer belt, but I refused saying I did not want my suit jacket to be soiled since luggage being rolled around on the floor is put on the same surface. I refused and asked for a TSA supervisor. The TSA supervisor then asked Officer (b)(6) for a bin, and he reluctantly gave one to the other agent. The TSA Supervisor seem to defend Officer (b)(6) saying he was doing his job, but I also stated if he understood why I did not want my jacket to get
2014 6:17:0 soiled, he said next time I should go through the regular line rather than TSA Preselect. I told him that no other airport in the USA refuses to give me a bin especially after I set off the metal detector. This is ridiculous and the attitude of Office (b)(6) was rude, abrupt and arrogant. I will complain to my State Senator of Minnesota of this type of TSA Treatment if I encounter another time I am refused a bin to put my items in to send through a metal detector. This is a hygiene issue and we should not have to pay dry cleaning bills because TSA does not want to hand out a bin.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Sincerely,

DHS TRIP

From (b)(6)
Sent: Monday, July 21, 2014 11:16 PM
To: trip@dhs.gov
Subject: Privacy Infringement

2014 8:27:0

Dear Homeland Security,

While clearing security in Tampa this morning, my wife, myself and children were embarrassed and humiliated by the loud comments of a TSA officer. Before traveling I contacted TSA about my wife's dental implants because we thought they may set off the metal detector. We were advised to use the attached document to confidentially advise TSA officers about the potential of metal detection. According to the TSA document, the situation would be handled in strict confidentiality. My wife, who lost her teeth due to a bone disease in her thirties is very sensitive to her situation.

The TSA officer announced rather loudly that she had implants and that dentures do not need to be disclosed. He made jokes about false teeth and laughed. Everyone in line could hear his comments. My wife was embarrassed and badly humiliated that now everyone around knew her teeth were not real. She was in tears. Since we were in TSA territory, I felt useless to defend my wife by telling the TSA officer that he was wrong in announcing this to the public. I was also embarrassed in front of our children because I did not defend their mother. My wife cried most of the flight from Tampa to Detroit.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case.

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:
I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

2014 1:38:3

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO
DATE OF TRAVEL: 07-22-14
AIRLINE: United Airlines
FLIGHT NUMBER: 1471
NOI PRESENT: NO
TERMINAL OR GATE: Gate 81 at 1500
CONTACT: (b)(6)

Caller flew from Albany last Saturday at noon. He recently broken his arm and is wearing a sling. He went through the WTMD and then his sling was patted down. He wanted to know why after going through a WTMD his sling was patted down. He said that the WTMD would have picked up anything metal. He wanted to confirm that we thought he was a threat because he was wearing a sling. He informed me that he had to take pain medicine after this screening procedure because moving his arm to allow the officer to pat it down caused him pain.

2014 9:28:5

Advised caller:

Anytime someone is traveling with a sling, cast, or brace the item is subject to additional screening. Even after going through the machines it still has to be screened by hand. Advised caller that not all objects that are harmful are metal. A passenger could have something that is not metal. I m not saying he is a threat. This is policy that we screen all passengers. That means that even if a congressman came through screening with the same set up they would have additional screening as well.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/24/2014 3:01:15 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 07/24/2014 7:45 AM Airline & Flight Number : Allegiant Air Flight number 738 to Elmira Checkpoint/Area of Airport : Security checkpoint to enter departure gates TSA Employee: (If Known) : African American woman, short-straight hair, about 5'7" Comment : This TSA agent was incredibly rude to myself and another couple that was flying with their daughter (a toddler). While we were waiting in the security line, the TSA agents (the one woman whom I am speaking of and another white older woman) were taking down parts of the line barrier and allowing people from the END of the line to cut in front of other people who had been waiting for a longer time. When asked why they were doing this, we were told 'overflow'. Then it happened a second time and the husband of the couple asked why was this happening again? At this same time, their toddler was very distressed and pitching a fit. The mother of the couple is visibly far along in a pregnancy. Common decency would have the TSA agents allow this young couple to go to the 'alternative' line that was moving VERY fast to help them get through security. This time the TSA agents completely IGNORED the request of the couple. Then the line was opened a THIRD time. The barrier was opened one slot BEHIND this couple. I stepped back and said to them...why don't you go instead of me? They had a lot of extra luggage...stroller, car seat, bags for the child etc. So the father didn't have to pull all of this back and force the line back, he opened the slot next to him...one slot ahead of the slot the TSA agent opened. They went through and the TSA agent RUDELY yelled at the wife who was struggling with a crying child to 'put the rope back' 'you opened it, you close it'. I then said that I would close it for them. TSA agent...'She opened it she can close it'. I said...I'll do it, cut them a break they obviously need an extra hand. TSA agent approaches me, gets in my personal space, raising her voice says, "What did you say?" in a very intimidating way. The couple scurried away and I ignored her. She then goes up to the scanning devices, points me out to the TSA agent at the machines and says something I didn't hear. I go through the metal detector and then a woman comes up to me and says that I need to have a personal body search. Fine, whatever. Then The rude TSA agents looks over and says, "That's what you get for talking back in line." Three people heard her say this as did the couple with the child. He says that he is also going to file a complaint. This is blatant abuse of 'power'. Disgusting 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

2014 4:20:3

Caller flew from Alexandria Louisiana to Atlanta Georgia on Delta Airlines. Caller stated he has a defibrillulator and he isnt suppose to go through the WTMD and the passenger stated the screener asked if he wanted to go through the WTMD and the caller stated there was a sign stating information about the defribulator. Caller stated his complaint is about being asked to go through WTMD. Caller wants to make a formal complaint about the way the screeners. Caller stated he is trying to DHS. Caller stated he sent an email to the contact center. Caller stated the screeners didnt care about the internal medical device

2014 4:21:4 Advised caller the following information:

Advised caller if he wants to make a formal complaint he will need to send it in writing.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 7/25/2014 2:09:33 PM

2014 4:29:2 Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Atlanta International Airport
Comments:General confussion about process. My wife & I were seperated and to go to different security check points by first agent; then when I was in line, the line was shut down and moved to another because of shift rotation. At the screening line, the gentlemen in front was tested for explosives by hand swab & I was told to move on by the same agent doing swab, "that I was holding up line" I began to remove shoes & was told not to, but to remove belt & put everything into carry on which I had in my hand, looking for dish to put items in. "Stick in bag and collect at the other end". Moved me out of line I was in to another line with metal detector only. "You don't need full scan" At this point and throughout, there were only 12-14 people gathering their things as I approached the end of line to gather my stuff. As I preceeded to area of benches, I was told I couldn't wait for my wife and told to go to my gate and meet her there. I know that this is a very busy airport, but I have been through Chicago, Baltimore, Dallas, & others without this much drama and strangeness from agents that were acting like prison guards moving inmates that were being transported. Thanks, I feel better now.

arrived at the handicap access point, my son and I were separated from my mother as she was being checked. We had four bins, plus a carry-on bag, which held my laptop on the conveyor. As this was my son's first flight and experience in the airport, I kept an eye on him and monitored his behavior (I had given him his medication prior to coming to the checkpoint, witnessed by the BAGS employee).

My son and I cleared the metal detector, I told my son to sit and put his shoes on while I gathered our items out of the bins. At this time my son attempted to go under the clothe barricade to be with his grandmother. A light-skinned African-American TSA agent, approx. mid-40's, coarsely stated he needed to get back, which caused my son to flare up, she then stated, again rudely, that he needed to calm down. It was at this point, I informed her of his autism, and apologized for my son's behavior. Another female TSA agent, approx. mid-20's, also light-skinned African-American, who was assisting my mother on the other side, heard the exchange and stated that I did not have to apologize and that my son was fine.

The agent that was rude grabbed my carry-on stating that it had a laptop in it. At this point, I was still at the end of the conveyor attempting to gather my family's items, while the agent began rifling through my bag. I informed her that the she was in the wrong part of the carry-on, which was a dual backpack, when she forcibly opened the top zipper, slid out the laptop and walked away without another word. I waited for my laptop at the end of the conveyor, when I saw the TSA agent that had walked away with it, I asked where my laptop was, to which she replied nonchalantly, "Oh, you don't have it?" and then walked away. The TSA agent that assisted my mother called TSA manager, Jeffery Maynard, to assist with the situation. After a few minutes of apologizing, he took my information, gave me his card and pretty much told there was nothing that would be done at the time.

My family and I was schedule to fly at 9pm to San Diego, California on Southwest flight #4609, I had arrived at the airport in plenty of time to get through security, get food for my family and preboard the flight, due to my mother's disabilities, which I had paid extra for. We were supposed to board at 8:30pm, we were the last to board, and I had to sit separate from my mother.

2014 4:29:2 Because of the TSA agent's negligence and failure to administer her duties, my laptop disappeared from the conveyor belt during the security check. It was a brand new Dell Inspiron 15 3537 with Service Tag: (b)(6) Express Service Code: (b)(6) I had just purchased the laptop as a replacement after my home was broken into and robbed on 5/7/14 (Gwinnett police report case# (b)(6) To replace the laptop with a comparable would cost 1159.97 not including taxes or discounts which are time sensitive, with taxes $1229.57 (GA state tax is 6%).

I was traveling with my laptop, to do some work but to also to keep it safe from theft, which is ironic that it disappeared while at a government security checkpoint.

(b)(6)

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 3:19 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 7 25 2014 3:19:04 PM
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1)Information about the person who experienced the civil rights civil liberties violation
2014 4:30:0 (fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
City:
River Vale
State:

You mean to tell me TSA files no charges for disability issues! I was afforded the opportunity to pass through a metal detector having an implanted defibrillator in my chest by TSA employees in Alexandria, LA yesterday (7/24/2014). At a minimum I would like these employees to be made aware that individuals such as myself must not pass through a metal detector (no ambivalent answers by TSA as to whether one should or shouldn't). Passing through a metal detector is forbidden by health officials (well documented). EMF may disrupt the defibrillator causing medical complications. At the time, TSA employees in Alexandra, LA airport could care less whether I pass through the metal detector.

2014 6:02:1
A SOP must be written to TSA employees mandating to explicitly specify someone with a defibrillator MUST not pass through a metal detector. You've imposed this security measure and as a consequence you're also liable for it and any issuing consequence if not comply with. The onus is on you by me not knowing the EMF being emitted and the calibration thereof for safety purposes. It is the equivalent of TSA handing me a rope, me tying the noose and me hanging myself all under your auspices and approval. I want the SOP at least to the TSA employees in Alexandria, LA airport and a letter to me confirming there mistake.

(b)(6)

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 7/25/2014 11:54:49 PM Airport : EWR - Newark International Date/Time of Travel : 07/25/2014 7:50 PM-8:30pm Airline & Flight Number : United Airlines direct to San Antonio Gate C70 Checkpoint/Area of Airport : Next to Gate C70 TSA Employee: (If Known) : A supervisor by the name of (b)(6) or (b)(6) (something along those lines) Comment : This evening my family (my husband and two young sons) and I were running late for our flight. After checking in our bags, we were relieved to find that the checkpoint lines were not extremely long and we were moving through rather easily until we came to the point of having our carryon items placed on the conveyor belt and screened.

My husband and I began to take our shoes off and the agent who was expediting told us to keep our shoes on. Then as we stood to go through the metal detector, another agent standing in front of the metal detector told my husband to take his shoes off. My husband then informed him that he was told not to take his shoes off. At this point, the two agents engaged in a lot of back and forth with one stating that he was doing pre-check and the other informing him that he was not supposed to be doing pre-check. Im not sure what pre-check means.

I then stated that we would take our shoes off if it would help move things along because we really needed to get going so that we could make our flight. We were then told to wait and we were held up for an additional 20 minutes, subsequently missing our flight. There were at least 10 agents standing at this check point and it took nearly a half hour to figure out what was going on.

My husband and I were terribly upset about missing our flight, we were just a little concerned by the lack of organization and sloppy presentation by the TSA agents.

2014 9:25:4 After getting to the gate and realizing that we missed our flight, my family and I went to United Airlines customer service to rebook on another flight only to realize that we left one of our bags.

I went back to the security checkpoint to claim my bag and I was told that my bag would have to be run through the security screening again. Once that process was completed an agent brought my bag and pulled out the lotion that we use for my son's eczema, as prescribed by his dermatologist; my son is 12 months old. The agent took the lotion out of the bag and disappeared for a moment and a supervisor came back with the lotion and asked me questions about the lotion and I informed him that it was for my son's eczema and we have traveled dozens of times since he was three months old with that same jar of lotion without any issues. The supervisor then goes on to inform me that when "I am present, you will need a doctor's note to be allowed to carry this on the plane." I then told him I did not understand why his presence or lack there of would make a difference, as there should be consistency across the board in these matters. I have travelled internationally and at all airports in the NYC area without a single problem as it pertains to this jar. I can't remember the exact spelling of the supervisor's name, but it was something along the lines of (b)(6) or (b)(6)

I just request a response to help me understand how these matters should be addressed as it pertains to over-the-counter items for baby, etc. In addition, my husband is a board certified physician and he could provide any necessary documentation to support the necessity in addition to my son's dermatologist.

The inconsistencies with TSA are frequent and I am particularly interested in receiving clarity in the matters above.

Thank you for your time and I look forward to receiving a response.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn t even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn t think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn t want any information on filing a written complaint. She doesn t want to provide the information to file a complaint.

Advised:

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

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

2014 1:59:3
- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

Sir Madam,

I am writing to complain about my treatment by TSA supervisor (b)(6) on July 25 at approximately 2 p.m.

I was TSA precheck for my Southwest flight and discovered the precheck line was not open probably because the lines were so short at that time. I went through the regular ID check line along with several others (the man in front of me, my 2 colleagues behind me--all TSA precheck). We were told to go through the metal detector and leave our shoes on. We all , being familiar with precheck, left our toiletries and laptops in our bags but then had our bags pulled aside and told that while we were personally TSA precheck, our bags were not precheck.

For some reason, there were several minutes of delay from TSAs side in retrieving the bags that had been pulled out by the screener, and set in a separate queue so the laptops could be pulled out and everything rescanned. The gentleman before me waited with me. It was at least 5 minutes. When my bag was finally retrieved, and rescanned, I told the nearest TSA officer, that it would be nice if the ID check TSA lady would tell precheck that they have to remove their laptops, that would avoid the mistake made by myself and 3 others that I personally witnessed.

(b)(6) entered into my conversation and said I should tell him, instead of "everyone else". So I repeated my suggested that the person checking ID's should tell precheck that they need to remove their laptops to which he said, "I'm sure that is what she said." I said, really?, you're doubting me and the other 3 people here.?" And added that I didn't like being called a liar. He told me "end of conversation." "this conversation is over." I asked him for his name and he refused to acknowledge me or turn so I could see the badge.

2014 3:29:5

Another TSA agent walked up and I asked her who the supervisor was. She pointed to (b)(6). I said, "oh, the man who won't show me his name badge?" At that point he pulled off his name badge tossed it in front of me on the counter and said, "do you have something to write it down with." When I said "yes,, in fact I do" and pulled out my pencil to begin writing, he quickly grabbed his badge and put it back where I couldn't see it. Fortunately, I had captured most of his name and I believe I have his first name and last name in the correct order.

I was treated disrespectfully, my suggestion was ignored, and it was insinuated that I was a liar. TSA can and should do better. Rather surprised that someone with this level of interpersonal incompetence has risen to the level of supervisor.

The good news, it my many miles of travel, I can see (b)(6) is the exception. Perhaps some training could help him with his interactions.

Thank you for listening.

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, July 27, 2014 7:39 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 7 27 2014 7:38:50 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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2014 9:24:2
Remote Client IP (b)(6)
Date Time: 7 27 2014 7:38:50 AM
---
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 5:38:40 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/26/2014 4:30 AM Airline & Flight Number : United 1540 Checkpoint/Area of Airport : Main Checkpoint / TSA Precheck / Premier Access TSA Employee: (If Known) : Metal Detector/Body Scanner "Traffic" Director Comment : This complaint is regarding the African-American woman serving to direct passengers either through the metal detector or the body scanner. She was incredibly unprofessional and rude to me and my family as well as to other passengers ahead of us. Instead of politely directing us through the screening process, we had to ask her when she'd like us to proceed through the checkpoint and when we did she responded as though we were inconveniencing her. I don't remember her exact words, but she was very short in her responses and her tone of voice was unwelcoming. I fly frequently and her behavior was uncalled for and not typical of TSA security officers in my experience. I would appreciate it if this complaint were addressed to the appropriate individual involved and added to her file for review at her next performance
2014 6:17:2
appraisal.
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?™ ; Professionalism/Customer Service Current Date/Time : 7/27/2014 4:25:25 PM Airport : BTR - Baton Rouge Metropolitan Date/Time of Travel : 7/27/14 6:50 AM Airline & Flight Number : 5518 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : First time flying TSA Pre and your guards laughed at me when I was confused as to which machine to approach, the body scanner or the metal detector, which had a barrier placed in front of it. Almost makes me think they set it up on purpose that way to embarrass and intimidate folks. My tax dollars at work....I really felt disrespected and think disciplinary action is required.
2014 6:17:3
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

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: 7/28/2014 6:53:03 AM

2014 8:33:5

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 line in Charlottesville VA has been and continues to be ridiculously long each morning. There are 6 flights that leave at the same time in the morning and therefore all passengers for those flights are going through the same checkpoint at once. The checkpoint has one line with one metal detector and on top of that the agents are the slowest I've ever dealt with. Something needs to be done.
In would like to present a formal complain to employee Lashiva Wright, who was at the concourse D point of revision on friday july 25, 2014, at 5:25 AM aproximaytelly. Her attitude was rude as she made explicit refferences as to quote "if i had not been thru elementary school, to understand what stuff meant" and "if i was not show in elementary school that things like little balls and squares inside a bag were stuff" unquote.
In order to avoid any confrontation my response was "do no go there, this is not correct".
Her remarks came after i placed my belongings and she requested to me to put all "stuff" in the bins. I made the reference that one item was papper, and that was enough for her to initiate the above describe offensive remarks.
As i went to the metal detector after the official in charge there requested me to go thru and cleared me,(b)(6) stopped me and forced me to go without explantation thru the x rays machine. The officer that cleared me before was surprised by(b)(6) reaction against me.
2014 8:38:0
As frequent traveller, compliance with all requested regulations are understood as part of the protection we all need to have safe travelling. However expressions and rude attitudes from TSA personnel are not acceptable.
I hope no other passenger has to go thru this type of experience and that the TSA takes apropriate meassures with (b)(6) to prevent this event and attitude in the future.
I appreciate your time and attentions to this message.
Thank you
(b)(6)

As an airline employee who travels often in the performance of my duties, I had a couple of questions and comments regarding the various screening processes used across the country, and also to provide feedback for a couple specific airports that I frequently have travelled to.

I have noticed some potential confusion regarding acceptable IDs accepted at several locations specifically regarding airport issued SIDA badges and airline IDs, and hope that my comments may be helpful. I have, or currently hold, SIDA badges at ATL, JFK and DTW. All of these have at some point not been accepted by the screener, and I have been requested to display another ID, (driver's license). According to the list on the TSA website, these appear to be acceptable to access the screening checkpoint as a passenger. Below is a copy of the list of acceptable documentation:

"Acceptable IDs for screening purposes include:

2014 2:17:0

- U.S. passport
- U.S. passport card
- DHS trusted traveler cards (Global Entry, NEXUS, SENTRI, FAST)
- U.S. military ID (active duty or retired military and their dependents, and DoD civilians)
- Permanent resident card
- Border crossing card
- DHS-designated enhanced driver's license
- Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent) for the sole purpose of identification

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 11:46:49 AM Airport : EWR - Newark International Date/Time of Travel : 07/27/2014 1:00 PM Airline & Flight Number : United Checkpoint/Area of Airport : Term C Pre-Check, just after united global services TSA Employee: (If Known) :
Comment : I am very disappointed in the attitude and professionalism of the pre-check staff in the lane closest to the United global services door at Newark, terminal C; guy checking IDs was fine. Went to put my bags on the metal table and take off my phone and watch. Asked for a bin to place them in. The VERY rude lady behind the table said that I was not allowed a bin and had to put the items in my bag. I asked why and she more loudly said put them in your bag sir. I asked for an explanation and then only did she offer that bins are for additional screening. If she would have said that at first, i would not have had any issue. Then, when i went through the metal detector, the guy made me go through twice - no beep that I heard. I asked why he said i decided to choose you for additional screening. He said to wait until a screener came over. i stepped to the side and waited. No one moved to come over. Finally, a woman signaled me to come to her. So i did and began to push my bags to the end of the lane. She stepped in front of me and pushed me out of the way and rudely said don't touch anything. I said to her that i did not need to be pushed and that if she was having a bad day, she did not need to take it out one me. She then turned to me and glared, saying loudly, excuse me? at this point, i realized that the individuals working this lane are not exactly the best and brightest of your staff and any further interaction would probably be counterproductive. She swabbed my hands, did the test and walked away. I then asked her if I was done and she just turned to me and grunted yes.

2014 2:18:4

As a frequent traveler, I experience the TSA all over the place. Sometimes it is great. Sometimes not so much. But this is the first time that there was a group of people that acted the same way - RUDE, UNPROFESSIONAL and frankly, in a way such that I question if they are even capable of being effective at their job. This is also the first time I decided to write and complain because I could not believe how bad it was.

I hope that you are able to use this to provide feedback to the TSA management at EWR and possibly retrain your staff on professionalism and customer service. By behaving this way, they do a disservice to themselves, your department and the United States of America.
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?™
Current Date/Time : 7/28/2014 3:55:23 PM Airport : DEN - Denver International Date/Time of Travel : 07/28/2014 1:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Pre-check is practically worthless for me, I have hip replacement and will always set off a metal detector, the times you grant me pre-check access, the pre-check station with a body scanner is almost always closed, both at DEN and other airports, and the times you don't give pre check access it seems to be open.

2014 4:34:1

Why don't you use the pre-check location with both body scanner and metal detector ALL the time and use the location with only a metal detector for overflow and busy times? Your current setup seems backwards and makes little sense for passengers who want and need 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 flew yesterday from Fort Lauderdale (FLL) with southwest from terminal B gate B4. At the security checkpoint, I took off my jewelry and placed them in my bag (carry-on). I went through the metal detector, presented my boarding pass and ID, and proceeded to collect my belongings. When I opened my bag, I was surprised I couldn't find my wedding ring, but assumed it may have moved inside my bag. When I arrived home, I emptied the entire bag and couldn't find my ring. I have to stress that the bag was zipped up and was not left open. This is very alarming, since the only access to the bag at this point (on conveyor belt into x-ray machine) was to TSA personnel only. My ring could not have fallen out of a zipped bag.

Name (b)(6)
Airport: Fort Lauderdale (FLL)
Date and time: 07-27-10 approximately noon
Airline: Southwest (WN)
Gate Number: B4
2014 6:28:1 Contact number (b)(6)

Please let me know if there are any other details you need. This email is also being sent to my lawyer.

I appreciate your help with this matter,

(b)(6)

I seen on the news you wanted suggestions on ways to make the check points faster . Not having them would make it real quick . But we all know that won't happen .so here is my input . Have it so one can go to a airport and interview with a agent to see if one is any type of risk .if one is determined not to be any risk You then get a metal pass for six months . Meaning you can just go threw the metal detector .

Feed back:

2014 8:11:2 I flew threw sky harbor last week .I told the agent that I didn't want to cause any trouble but I did not want to go threw the body scanner . I seen on your web site that I could op out of it in the pass .I personally don't feel all the data is in on how they can effect a person long term .The agent said that was not a problem and because I was traveling with my wife and small children we would not have to go threw it . Then that agent disappears and one in a white shirt shows up and makes me go threw it . What the heck is that . Either they lied to me or there was a communication breakdown in 5 seconds and within 4 ft of each other.
Another thing I feel is kinda silly is that you throw liquids that I guess you feel May be explosive into a garbage can next to agents and everyone else in the airport . Hope my input is helpful .

Sent from my iPhone

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/29/2014 1:06:49 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/29/2014 12:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 8 pre-check security TSA Employee: (If Known) :
Comment : When going through security, one of the guards saw my insulin pump and then pointed me vaguely to one of the guards to get some other check. After the guards had to be told three times, one if them swabbed my hands. The paper was put on the machine and the guard walked away, leaving me standing on the mat. One of the other guards finally looked at me and said I could go. My pump didn't set off the metal detector, so I wasn't sure why I had to go through this extra screening after enrolling in tsa precheck. What's the point of paying for the background check for precheck if I'm still going to have to go through extra screening vid my medical device. Furthermore the guards could've cared less, which made it even more
2014 2:15:5 frustrating.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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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) Las Vegas NV 89119
Zipcode:

2014 6:24:5 Are you 18 or over? no
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

Dear TSA and Denver International Airport,

I am writing as a concerned passenger. When I went through security at DIA this past June, I placed my laptop in a separate bin, saw it move through the scanner, and then watched the bin and my laptop fall from the conveyor belt to the floor. I could do nothing to try and catch it due to being in line to pass through a metal detector.

In the grand scheme of things, I understand that accidents happen. Airports are busy places and sometimes the conveyor belt gets backed up and a bin may fall. What irritated me, though, was the demeanor of the TSA agent. After I came through the metal detector, the agent asked if the laptop was mine. I affirmed it was and he then told me that some contents had been "shifted around" and that I should check to "make sure everything is there." He did not tell me what had actually happened: my laptop had fallen. A laptop which is a critical repository for my research and an item that, as a graduate student, was a rather expensive purchase to make.

014 10:10:

I had actually watched the TSA agent pick up my laptop, but I did not argue with him because I did not want to cause a scene. Instead I moved to the side, turned on the computer, and checked to make sure it was working properly. In the end, everything was fine. It was not damaged. Yet I would have appreciated being told the truth. "Your laptop fell off the conveyor belt. Would you please check to make sure it is not damaged? If it is, please let me know and we will try our best to rectify the situation."

When I place my items in the hands of the TSA, I trust that they will be safe. If something happens to them, I expect to be told the truth. As a passenger, I am sure that the TSA expects nothing less than the truth from me.

Sincerely,
(b)(6)

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

Are you 18 or over? No
2014 9:00:2 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?

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

!014 12:20:

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

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps.Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.
2014 1:15:3 A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

• The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
• The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
• The passenger may ask for a chair to sit in if needed.
• The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

On addition, please forward this and understand the implications- what I was wearing last night is acceptable for the metal detector but when forced to go through the scanner it was not acceptable because I had to have a pat down. What is going to happen when we all have our light jackets on in the fall/winter and the scanner makes us all have pat downs? How much is that going to slow down the process for those of us who have background checks- not just getting a free pass through?

Sent from my iPhone

Begin forwarded message:

From: (b)(6)
Date: July 29, 2014 at 2:57:40 PM PDT
To: "HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov>
2014 2:19:4 Subject: TSA Precheck random new pilot program

I am beyond angry. I have been a member of Precheck since the beginning, having gone through Homeland Security to get a Global ID, as well as being invited by United Airlines. Today at IAH I was the second out of random 5 passengers who had to go through the scanner due to a new random screening for Precheck passengers. I was told it was a new program out of DC. WHY would you force random screening on passengers who have been cleared for almost 3 years? This is ridiculous and makes us think you are all incompetent again, when we just became satisfied that you had finally figured out how to take care of frequent fliers who had submitted to background checks. Is it because you have let too many people be involved Precheck who really don't understand it and you are giving them random opportunities? If so, you are punishing the very people who helped make it a success. It is lot fair to make me randomly be "jumped" by TSA and forced to go through a different screening protocol. I want an answer.

(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/30/2014 11:47:03 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 3:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Terminal 4 C gates TSA Employee: (If Known) :

Comment : I had a Southwest Preferred boarding pass but the first TSA agent directed me into the family screening line even after I asked for clarification. ID checking agent informed me which line I was in.
Most passengers were moved into the pre-check line so it was longer than the regular line. Once past ID checking, both pre-check and regular screening lines all went through the simplified screening - nothing out of bags, through the metal detector while the small minority of us that went through other lines were subjected to the full screening.
2014 2:20:3 I stopped to ask one of the agents beyond the screening area about my experience and he proceeded to tell me about how to get pre-check and what it means. I told him that I understood the idea but when 95% of the people are going through the same simpler check and making the lines longer for those that have gone through the process and cost to get pre-check, he just kept telling me that there was a certain percentage of travelers that get moved from regular to pre-check (but for security purposes he couldn't say what that number was).
This is unfair to both those that pay for pre-check, and those that pay for priority screening lines. It also makes for a less secure travel experience for everyone since you are allowing many "unknowns" to skip the more thorough screening. It seems as if the TSA wants to kill the pre-check process by making the line as long as the regular line and slowing it down. I also don't understand the process of "randomly" reducing screening fro a huge percentage of those traveling.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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

2014 8:25:5

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

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

Which U.S. airport were you traveling through?

Your response is downright RUDE and DISCOURTEOUS!

I take the time to bring a specific situation to your attention with the hope someone at TSA may be concerned sufficiently to research the situation and initiate corrective measures.

AND YOU SEND ME A FORM LETTER RESPONSE?
I don't need a class on how to use the PreCheck service, I know how the program works.

Your TSA staff did not respond to my questions correctly and they directed me to the wrong check-in line. How does this change if YOU DON'T LISTEN?

There is not one reference in your correspondence to the situation I relayed in my correspondence.
Your response is a clear indication that YOU DON'T CARE and NOTHING WILL IMPROVE!

You can't hide lousy service and operations behind the veil of protecting us!

!014 10:16: LISTEN to what people are telling you!

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

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Wednesday, July 30, 2014 3:09 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

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

Sent from my iPhone

Begin forwarded message:

From: "HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com" <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>
Date: July 31, 2014 at 9:43:45 AM PDT
To: (b)(6)
Subject: In Response to your inquiry

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

2014 2:13:1

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

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

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

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports when traveling on any participating U.S. airline.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/31/2014 5:29:13 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/31/2014 5:15 PM Airline & Flight Number : LAN 533 Checkpoint/Area of Airport : Tsa precheck TSA Employee: (If Known) :
Comment : Security lines were extremely long so I was sent through TSA Precheck. Bins were not available in the lane I was in so some people infront of me grabbed bins from the next lane over to put personal belongings. The TSA officer responded extremely in appropriately. Insulting the understanding of the travelers. I realize she works here everyday and has a better understanding of the standards and procedures of TSA. However, as a frequent traveler I expect to out my belongings in a bin. I would rather take te few things from my pockets and place them in a bin not have to dig them into my carry on bag. There was also no instruction to grab a small bin from anywhere else. A gentleman behind me was not sure what to do so he tried crossing the metal detector with his phone and belt in his hand. The employees at the detector ridiculed him and then hypocritically sent him to grab a bin from another line.
2014 6:02:5
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I sent an email last week but since it appears it's hit or miss as to answering my questions So I thought I'd send a more complete email.

On Tuesday, July 28th, about 4:30 pm my husband and I both went throughout the same TSA Precheck at IAH C Terminal for Elite Access that we have gone through for years. This is the same Precheck security line we've used since Precheck began. When Precheck began we both went to Homeland Security and obtained Global ID's. I also was asked into the Precheck program by United Airlines since I am a Platinum member/frequent flyer.

When going through the security line at the conveyor belt the TSA agent moved my purse on the belt and stood it up. I now think that was his code to have me get "dinged" by the metal detector because I was "dinged" and made to go through a scanner. I was wearing my normal attire for Precheck and then had to be patted down because of my clothes. While I only had on a light sweater what would happen if I had on my normal lightweight jacket? Have to strip down to clothes that the scanner can handle? What is going to happen this winter when we are wearing our jackets? Are all of us fully qualified Precheck fliers going to be held up even. More because none of us are prepared for the clothing we should be wearing? Why are we, your highest trusted travelers made to endure this? Is it because TSA has allowed so many into the program to try it that the program is once again going to the lowest common denominator and those of us who took it seriously are being disadvantaged?

After this humiliating experience I then asked the desk (where 4 TSA staff were standing around talking about their personal lives) why was I made to go through the scanner? There were 2 of us - a man and myself (obviously TSA always pulls a woman since our proportions are less in the Precheck line) within 5 people so that means 20% of us had to go through this.

014 8:25:4 This is not right and is something TSA needs to think through, before implementing. A very serious question - exactly how many people have you "caught" through the Precheck line with issues? How many with a Global ID have proved to be an issue?

I would like my/this situation looked at thoroughly by the people in charge at TSA. Surely this was not thought through and there is a better way if you are truly worried about those in Precheck. People who have gone through the trouble of being interviewed and background checked by Homeland Security do not deserve the humiliation that your staff out them through. We should not be subject to pat downs.

Is there really a "pilot" project going in regarding this or is this just one more reason that we cannot trust/like TSA?

I would like a response, not just a computer-generated answer which does not even apply tony questions. I am sending this because I don't feel my email was read correctly. This is a very serious concern of mine. My only other option is not to fly and I fly because my work demands it.

Sent from my iPad

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about *what are you doing on the list?* So he flet that it was important to call us. This was the first and only occurance.

Advised:

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

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

014 10:29:1 Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about "what are you doing on the list?" So he flet that it was important to call us. This was the first and only occurance.

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We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

To whom it may concern,

I am writing you to inform you of a very unpleasant and aggravating experience I had while traveling. I was traveling from Trenton mercer airport to Minneapolis st. Paul. I was traveling with 2 children and my self one under 2 years of age so I was traveling with juice which I thought was allowed. I did not feel it was an excessive amount being as I know how much my children drink on a regular basis. As I was going through security I was told that I had to much which I didn't agree with but I took that answer and said ok but then asked how many I was allowed as they were single juice boxes. I was then told I was not allowed to have any as my child was big enough to walk thru the metal detector on her own so she didn't count as a baby ? My daughter was walking on her own by 10 months old? So I didn't think this was an appropriate answer. I was finally told I could bring 1 juice box with me because that was all they felt she would need during the flight which she drank before we even left and we also sat on the run way before take off for 45 minutes which made our trip that much longer. I am very disappointed in the fact that I was told I could not bring her juice. She is a small child and I read the rules before I packed and didn't think I was doing anything wrong and it was not a good reason. To tell me she doesn't qualify to bring it because she can walk on her own especially because when you read the rules it says infants and toddlers which she is clearly a toddler. I also felt the

014 12:19:4 TSA agent was slightly rude to me, not all of them but the supervisor who told me it was ridiculous that I thought I needed that much, and as I said he doesn't know my child. I am not sure what or if anything can be done but there needs to be a more uniform set of rules as nothing said my child had to be under a certain age to qualify.

Sincerely,

(b)(6)

Sent from my iPhone

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) Streamwood, IL

Are you 18 or over? Yes
014 12:20:2 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?
Chicago O Hare International Airport

What was the date and approximate time of the incident?
07-08-2014 5:30
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: 8/1/2014 2:05:32 PM

Name: (b)(6)
'014 2:20:2 Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Logan airport, terminal A, approximately 1:30pm
Comments:I went through security with my three children and my wife. We were directed to the precheck line. The staff were aggressive, rude and completely impolite. The male agent at the xray machine clearly hated his job and berated my son for forgetting to remove his headphones. When I took my phone out of my pocket, he became agitated, raised his voice and said, "Phones go IN your bag!"

We then lined up to go through the metal detector. As we walked through, we apparently weren't going quickly enough for the female agent waiting on the other side. She shouted at my children, "Come on people, it's a doorway!" This upset my children as well as my wife.

Please speak to your employees about their shameful treatment of my children.

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

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

!014 2:21:5 NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/1/2014 12:12:42 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : Aug 1 9:00 AM Airline & Flight Number : delta Checkpoint/Area of Airport : terminal 3 TSA Employee: (If Known) :
Comment : The folks were professional, and relatively polite. However, there was only one metal detector and the people manning it were so slow it was silly. I am glad we have safety, but the deliberate delay of citizens with overly cumbersome tactics and procedures is not necessary. The delay was absurd.
!014 2:22:1 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

To whom it may concern.

I am a frequent flyer-- generally LGA, DTW and LAX-- and go through security lines on bi-weekly basis. Usually I am TSA-pre but Wed morning that lane wasn't open. I have never had an issue of any sort until my flight from LGA to DTW on Wednesday morning. But the rudeness I experienced on Wed was stunning. Here is the situation:

I put my luggage on the belt with a tote/ shoes in the first bin, my laptop in the second bin and my carry-on after the two bins. I go through the metal detector and am waiting for some passengers to claim their belongings when a TSA agent--6'4' male-- pushes through, grabs my laptop and walks away with it to the concourse where an older couple are standing. I follow him, tap him on the shoulder and ask him why he took my computer. What happened next was just stunning-- he screamed at me at the very top of his voice with his face two inches from mine like a movie drill sergeant, tells me to back off with a string of 'harsh' language that I couldn't beleive and tells me it isn't my computer-- that it was left on the belt. I am not exaggerating-- it was truly an inappropriate outburst, vicious and completely uncalled for. And then he yelled at me again that I shouldn't have left it on the belt.

Of course it was my computer as he discovered when he opened it and my name was on the log in. I didn't leave it on the belt-- it was right there between my tote and carry on. He shoved it at me and walked back and took another computer off the belt and headed back to the older couple. It is obvious that the older couple left their computer on the belt and he was looking for it-- theirs was a 13 inch Mac, mine was 15 inch MacBook Air.

!014 4:08:2 There are so many ways that this situation could have been handled that didn't involve a 6'4' TSA agent screaming and threatening me. You PR is abysmal, your rules feel capricious and the traveling public feels that we are no safer now-- but we have to worry about TSA agents stealing from us, molesting us and being abusive. You still have so much work to do.

Thanks for listening.

(b)(6)

After a 10-hour flight from Incheon International Airport in Seoul to SEA-TAC to visit my parents for the 3rd time in 4 years, I arrived at SEA-TAC and proceeded with the usual customs process.

After the confusion trying to figure-out whether or not to check in for a connecting flight, I proceeded through to an additional screening (even though none of the passengers ever left the secure area at any time).

After going through the metal detector, a TSA guard asked to open my bag. Her name was (b)(6). She immediately asked, "You you have any needles or sharp objects in your bag that will poke me?" I have heard this line before, but it is usually said by the Police when they are patting someone down suspected of being a drug dealer. That was surprising yet also quite ridiculous to me (I suspect that drug needles would not be allowed in passenger bags and would be confiscated before getting on the airplane in the first place).

Next (b)(6) took my purchased duty free alcohol bottles out of my bag and she was going to seize them had I not alerted her to the fact that both of the alcohol bottles were in a sealed duty-free bags. After that, she started to question the integrity of the bottles (one was a green Korean ceramic bottle with traditional Korean rice wine inside). I would like to know what the problem is with these bottles. I was shocked to ever find out about these bottles not being allowed through security checkpoints even though they have been packaged correctly by the duty-free store in Seoul. Several times, (b)(6) moved my bag in an aggressive manner, spoke aggressively to me about the items in my bag, and "escorted" me (as a criminal) to check my bag with Alaskan Airlines (a line I waited in for nearly an hour before I entered the additional pointless security check-point).

Although (b)(6) was just "doing her job," she made me feel like some criminal. Every time I come back to my home (Colorado, USA), I am reminded how little respect TSA gives to people visiting America. Last time, there was an issue with my husband being stopped at security and made to wait in a little room for an hour which made us miss our connecting flight (by the way, you never addressed this email either, which makes me wonder why I bother writing you in the first place).
!014 8:03:4

Because of this incident, I had to check my bag with the precious bottle inside to be put under the plane. After I received my bag, the bottle had broken into small pieces thanks to this ridiculous policy.

Although I understand random bottles of alcohol being confiscated without a duty-free label, I absolutely expect that a bottle purchased at an international airport should be able to pass through security especially with an approved label.

Please contact me with a response as soon as possible. I am patiently waiting.

Sincerely,

(b)(6)
August 1, 2014

P.S. TSA has made flying "safer" but has also made traveling a needlessly stressful endeavor.

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

!014 8:04:2

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

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

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Remote Client IP: (b)(6)
Date Time: 8/2/2014 5:29:02 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):8/2/14
Dulles International Airport
!014 6:01:1 Southwest Airline
Flight 2771
Comments:I was at the airport early, turned in my rental car and shuttled to the airport with plenty of time left (90 minutes). I got through ticketing, checking 7 bags between me and the 3 children traveling with me.

We entered the TSA security line, where only 2 agents were checking IDs against the tickets, and only 2 were running the conveyor belts and body scanners/metal detectors. We WAITED in a SLOW line. Right as we got to the checkpoint and the TSA employee had checked off my ticket with my license & initialed it, what I suppose was a person higher up than the one holding my ticket approached and told her to send everyone to the other end of the room where more lines were opening. However, instead of opening MORE, these 2 workers and lines now took over and the lines we had waited in closed. She asked the man if she could send us through, but he said no. So, all of the people in the line behind me and all of the people still coming down the escalators and getting in line were now IN FRONT of us as we made our way across the room. I again had to wait in a LONG and SLOW line. I even told her I was going to miss my flight, but he had told her to send everyone over, so she did. When I got thru the 2nd line, the TSA employee checking IDs even commented that I had already been checked off. I stated again that I had been sent over and was going to miss my flight. When I finally arrived at the gate, the plane was still there, but it had been "closed" so we couldn't board. My 3 kids and I were 4 of 8 travelers that missed that flight. There were no less than 6 TSA employees "milling" around, seemingly doing nothing. More lines should have been open to handle the volume of travelers. And I should NEVER have been rerouted through a second line--I would have made my flight had I been allowed to go through when the first employee checked my ID.

I had to travel to Chicago and then to Seattle, when my original destination was Spokane. Luckily I was planning to drive to Seattle tomorrow anyway, so I was able to change my plans. But my luggage went to Spokane and we went to Seattle!

I understand the reasons for the screening process, but I think that a modecum of common sense could be used. Open enough lines to handle the volume, be kind to each other-we are all human beings, and work more efficiently when tasked to do so. There is no excuse for there to be machines sitting unused and employees standing around not working.

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

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Remote Client IP: (b)(6)
Date Time: 8/3/2014 3:59:41 PM

Name: (b)(6)
Email: (b)(6)
014 5:31:3 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):On July 1, 2014, I was flying out of Chicago Midway. I had a 6:45 AM flight to Pittsburgh on Southwest Airlines. I had missed my connection out of Chicago the night before due to strong storms. When I flew into Chicago, they had me collect my bags, so the next day, I had to go through security again.
Comments:I was traveling with a cat. When I approached security, I went through the normal procedure of taking off shoes, taking out my liquids bag, putting my bags through X-ray. When I put the leash on my cat and brought her out of her carrier, I was met with some very unprofessional language and behavior from the agent on the other side of the metal detector. From the looks of some of the other agents, I have a feeling some of them were concerned, and maybe one of them said something. When I got through the detector with my cat, she had me stand there and wait for someone to wipe my hands. At one point, I simply turned my head and she exclaimed, "I told you to stand here. Your bags came through . Gees lady!" Again, I simply turned my head. My feet did not move from the spot. I was not going to report this, but after witnessing the professionalism of some of our other agents both at Chicago Midway and other airports, I felt it was important. I appreciate so much what TSA agent do to keep us safe, but this was very poor customer service and uncalled for. This incident happened at Chicago Midway on July 1, 2014, between 5:30 and 6:00 AM. The agent was working right behind the metal detector. At the time I went through, there was only one line open.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/3/2014 5:56:15 PM
Airport : ORF - Norfolk International Date/Time of Travel : 08/03/2014 5:45 PM Airline & Flight Number : UA4842 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : I greatly appreciate TSA Pre and have no problem paying for expedited security screening, however I've notice quite a bit of variance in the treatment of pre-approved travelers, especially when the dedicated precheck lane is closed. Sometimes the precheck travelers are told that they enjoy no privileges when dedicated lanes are closed sometimes belts, coats and shoes as well as 3-1-1 compliant bags do not need to be removed, sometimes they do. It is this inconsistency which
014 7:05:1 makes security lanes slow as it leads to uncertainty, questions and therefore delays. At ORF I was asked to remove belt and 3-1-1 bag but shoes were ok, scanning was performed using the full body scanner only even though a traditional metal detector was available...
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Numb (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/4/2014 7:28:45 AM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I fly twice a week for work and have found multiple inconsistencies in how educated TSA agents are with regards to security protocols, especially in pre-check.

In particular, I have a surgical shoe due to a broken foot. It does not alarm when I go through the metal detector. I do not mind having my shoe swabbed every time I go through security. However, I do mind having my time wasted as three TSA agents
014 8:56:1 ask each other "what do we do about her shoe? It didn't alarm" and then discuss in circles in front of me for three minutes.

Additionally, I fly with two laptops because of work. I understand the policy with precheck where you can fly with your laptop in your bag. I love thay policy. However, I also know if you have more than one laptop you have to take it out because it becomes an issue in the xray machine. I have had multiple people tell me while I'm in line "keep your laptop in your bag" and give me attitude when I tell them it becomes an issue with two laptops. I also had someone assure me it wouldn't be an issue, only to be detained for 10 minutes afterwards because they needed to take out a laptop and rerun my bag. I fully understand that they are used to uneducated people in line at precheck who do not know the policies and protocols. Please educate your staff on the right policies and instruct them to listen to customers who have an explanation for why they do what they're doing. Makes for a much more pleasant Monday morning.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 8/3/2014 7:26:58 PM
Airport : EWR - Newark International
Date/Time of Travel : 07/24/2014 12:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : A gate 33
TSA Employee: (If Known) :
:014 8:57:1 Comment : The lines at EWR are long and slow in Terminal A. Since I am both PreCheck and GOES, I thought the 20-30 min delays at security might because there's no dedicated PreCheck line. After a few weeks of going through the same screening checkpoint, I realized that it is because the agents are not following consistent procedures. For example, Precheck passengers going through a metal detector should not be required to empty their pockets. For example- I had to go through the magnetometer THREE times because I had my boarding pass in my pocket. Isn't the point of going through the magnetometer to ensure that there's no METAL concealed? What purpose does it serve to empty paper from the pocket. And it's the point of the trusted passenger programs to ensure quicker screening so that we don't have to empty pockets, take off shoes and other time delays? It's these kind of inconsistencies that waste time and delay other 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

From (b)(6)
Sent: Monday, August 04, 2014 11:58 AM
To: Bandy, Kimberly J
Cc: TSAExternalCompliance; Nandra, Kiritpaul; SALDEF Legal Affairs
Subject: Screening of Sikh American Passenger at ROC

Dear Ms. Bandy:

Please find that attached letter regarding the screening of a Sikh American passenger at Rochester International Airport.

Sincerely,

(b)(6)

014 12:46: (b)(6), Washington, DC 20005
Phone (b)(6) Fax: 202-318-4433
HYPERLINK (b)(6)

(b)(6)

~~This e-mail presents general views on public policy and law. It should not be considered legal advice and should not be taken to form an attorney-client relationship. You should consult with an attorney before taking any action or refraining from any action based on the content of this message. This message may be privileged or confidential. If you are not the intended recipient please notify the sender immediately.~~

Kimberly Bandy, Manager
Multicultural Branch, Disability and Multicultural Division
Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
601 South 12th Street

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/4/2014 1:47:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/25/2014 1:20 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) : female pat down Comment : (1) Why was my husband okayed for pre-screening and I was not? I depend on him at times, like at airports.

(2) Because of medical reasons, I did not want to go through anything but a metal detector so I opted for my first pat down. I was told to wait in an area where passengers were walking past on both sides. The female agent acted as if the process was an imposition. After the pat down, she never changed her gloves. The latter was very disturbing and disgusting.

!014 4:13:5

Going through the screening in SLC was so opposite the LAX experience. It was a delightful surprise.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller s son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

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

!014 5:00:1

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

The caller s son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

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

!014 5:00:1

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

Today aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to be taken away.

Here are the events:
We are traveling as a family with four kids: 10, 9, 4, and 22 months. As we were a family, they opened up the gate leading to the metal detector and asked he whole family to go through. I went first and the 3 older kids followed me. Then they asked my wife to put the baby down and let the baby walk through on her own. We attempted for about 3 seconds to coax the baby through to me on the other side of the gate, however the baby was very scared.

014 12:13:2 The agent (b)(6) became impatient with this process and indicated that it was okay for my wife to just carry the baby. Right as my wife was walking through the metal detector the agent (b)(6) said: "I will have to test your hands then".

My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which lead to the detainment followed by the pat down.

My wife is 5'7 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.

Sent from my iPhone

Adding the missing information:

SNA airport. My name is (b)(6) and my wife's name is (b)(6) Our flight left at 8:10 am this morning and the security incident happened at roughly 7:00.

Needless to say this was a terrible way to begin our trip and could have easily been avoided.

(b)(6)

Sent from my iPhone

> On Aug 5, 2014, at 10:41 AM, (b)(6)
>
> Today aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to
014 6:08:5 be taken away.
>
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>
> Sent from my iPhone

I wanted to write and share an experience I had going through security on a recent flight. I want to preface this letter by informing you that I consider myself a regular air traveler, flying anywhere from six to ten times a year for both business and pleasure. Because of my many travels, I have passed through airport security many times, experiencing a variety of different responses to being a diabetic with an insulin pump. Unfortunately, this recent experience was especially frustrating and I felt it warranted reporting.

On Sunday July 27, 2014 my wife and I were returning from vacation and were flying from Cancun, Mexico to Richmond, VA with a connection in Charlotte, NC. We landed in Charlotte early around 1:00 p.m. Due to the time involved with getting through customs in Charlotte, we were extremely tight on time to make our connecting flight, but still needed to go through security to gain access to our connecting flight.

We arrived at Security Gate D around 2:00 p.m. and once we reached the screening area, we placed our belongings on the belt, removing all items from our pockets. The only item I retained on my person was my insulin pump. Upon reaching the TSA agent I informed him that I was wearing an insulin pump and could not go through the body scanner because my pump is not warrantied if it becomes damaged by the scanner. I received a response of "other diabetics go through the scanner" and a very frustrated demeanor. I informed him that I would be willing to go through the metal detector, but could not go through the scanner. The agent proceeded to speak with another TSA agent behind the baggage x-ray, stating that I was refusing to go through the scanner. Both agents rolled their eyes at one another and continued to give an impression of frustration over my request.

During this time my wife quickly made it through security, along with our belongings. In addition, there were pregnant women and many children in line stating they didn't want to go through the scanner who didn't receive any sort of frustrated response or questioning of their request. They were allowed to pass through the metal detector as soon as they opted out of the body scanner. As time passed and the TSA agent still had not made any attempt to help me, I again stated I would be willing to go through the metal detector and even offered to take my pump off to go through the scanner. I was told by the agent not to take my pump off and was again ignored while other passengers passed through security.

014 12:18:5

While I was waiting the agent asked if I was traveling with anyone and I told him that my wife was already through security and that we were going to miss our flight if I didn't get through security soon. I was told that, "it looked like my wife would be making the flight without me."

Eventually the agent sought the help of another agent and they found a male agent to perform the pat down. I was pulled aside and asked why I was refusing to go through the scanner. I informed this agent that I refused to go through the body scanner because the company who manufactures my pump would not warranty damage caused by a body scanner. He then asked why I refused to go through the metal detector and I informed him that I had not refused to go through the metal detector, stating that I offered to go through the metal detector multiple times, but was refused by the first TSA agent. He seemed confused by this and said it was too late for that now. He proceeded to give the explanation of what would occur as he patted me down. I informed the agent we were about to miss our flight and asked if he could hurry up, stating that I had been through this pat down process before. I was told he couldn't hurry up, there were cameras watching and he needed to follow the procedure. This second agent was very professional and completed the pat down. Once the pat down was completed we ran to catch our flight, arriving at the gate as the plane pulled away.

While missing our flight was frustrating, the time was close due to the long wait associated with customs and I don't think we would have made the flight even if everything went "smoothly" through security. What I do care about is the treatment I received from TSA upon explaining my situation. I always expect to receive extra scrutiny because I wear a pump, but I have been traveling with an insulin pump for many years through security and am very familiar with how things should go. I don't expect to be treated as though I am making extreme requests when I state I don't wish to go through the body scanner or send my pump through the x-ray. My insulin pump is a very expensive device that is an integral part of my diabetes treatment. Were it to become damaged and I not be aware of the situation I could experience a life-threatening situation warranting hospitalization or worse. As I stated I have flown quite a bit for business and pleasure since wearing a pump. This event was by far the worst treatment I've ever received. Being treated in this manner made me feel unfairly judged because of my condition, and makes me feel like I personally need to come up with different accommodations to pass through security with my insulin pump. I feel compelled to share this experience so that awareness can be raised and hopefully someone else doesn't have a similar experience in the future.
Caller was in a wheelchair and was wandering why she did not get to go through the PreCheck line.
Her husband later came in on the line and was wandering why he did not get PreCheck on his last flight. He got it going, but not coming back. He stated that they paid the 85.00 fee and did the interview.
Both people eventually got mad, because PreCheck was random and hung up on me.

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

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 12:28:4

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

Application Program
When TSA scans the barcode or observes the TSA Pre\u2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Pre\u2713™ lane for expedited screening.

Although TSA will always incorporate random and unpredictable security measures throughout the airport. This is designed so that terrorists do not try to find out how the system operates.

So there are times when you may get PreCheck and other times when you do not. That is how the system operates.

I would like to file a complaint about two events that occurred during my flight from SLC to LAX on 8-6-14.

First, I would like to establish the type of traveler I am. I fly 1-2 times weekly. I am a first generation TSA precheck participant and have been very supportive of 90% of the post 9/11 travel regulations. Furthermore, I have sent multiple emails and comment cards to the SLC management in the past giving compliments on how SLC is the best run airport that I fly out of.

This has changed.

Since the TSA precheck program was recently expanded, flying out of SLC has become increasingly difficult. Today, it reached a level of absurdity that I feel compelled to write about.

As I was about to pass through checkpoint 2 at approximately 10:05 a.m., the two lanes that we're being used for precheck were cut down to one lane. The remaining lane was then merged with non-precheck flyers. The line immediately backed up all the way to the TSA representative checking IDs. ZThe point of having precheck is defeated if precheck travelers are then re-constituted with non pre-check flyers.

The second problem came when there was a family of 4-6 people completely blocking the line at the luggage scanner. There was nothing going into the scanner and no one going through the metal detector. I was next in this line and walked around the family and attempted to put my bag onto the conveyor. The suited man, presumably the shift manager, running that lane immediately called me out and told me that cutting in line wasn't acceptable. He then sent me, school yard fashion, back to the end of the line. This action further slowed the line, which had backed up to the point that no one could actually enter the area at all.

014 2:12:1

The problem with this behavior is thus. I have been in many similar situations whereas non experienced travelers hold up the line. Normally, when an experienced traveler attempts to keep the efficiency of the line up by moving one unit space ahead in the line, the TSA personnel give a thanks. This makes sense in that, as professional travelers, we have a vested interest in helping to keep the system working smoothly. My intent has always been to follow both the letter and spirit of the travel regulations when I fly. Instead of recognizing that a traffic jam was being created by eliminating the precheck lane, the manager on duty instead spoke to me in a way that was unprofessional and disrespectful. Additionally, it was not in accordance with normal procedures and oblivious to both the intent and effect of the action on my part.

I primarily fly between LAX, LAS and SLC. I have seen similar increases in precheck traffic at these other airports. I have not however, seen the gross increase in time that it takes to go through security at those airports. What you were doing previously was great; what you are doing now isn't working.

I will add that all of the other personnel I encountered that day were the normal level of highly courteous and friendly staff that I have come to expect from SLC. Furthermore, although they didn't say so in as many words, several were obviously flummoxed at why the precheck lane had been closed and implored me to write a complaint.

I am available by phone or email if anyone wishes to contact me for follow up on this incident.

Best,

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

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

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

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

TSA accepts e-mails as being signed.

!014 3:38:2 If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

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

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/6/2014 2:26:02 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/04/2014 6:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : PreCheck
TSA Employee: (If Known) :
Comment : At the IAD PreCheck line (only one of the two lines was open), I sounded the random alarm indicating the need for a hand swab. I have no issue with this. I do have issue with the fact that it took over 7 minutes for a TSO to arrive in order to conduct the hand swab. During this time, another passenger received the random alarm and waited with me. Two TSA employees were chatting at the supervisor desk just beyond the check point, one was working the metal detector, and one was
!014 4:10:1 working the baggage screening machine. I don't know how you can have the line open at all if there is no TSO readily available to conduct any required secondary screenings. Moreover, the TSO on duty (who should be easy to find given that there was apparently only one) was extremely discourteous and made no apology for the delay. Clearly there is a TSO staffing issue at this checkpoint at this time period.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 8/6/2014 4:15:20 PM

!014 6:06:3 Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal 5 gate 14 at 405 pm. JFK.
Comments:Your employee at the metal detector was unclear with Hus instructions regarding whether or not I should go thru the scanner or the metal detector. There were no bins for keys as is typical and his answer was that those items should go in my bag. His tone was rude and and condescendibg. He also repeatedly stated to a 5 yr old child holding his stuffed toy that "the animal goes in the machine". When the child didn't understand he escalated his voice. I did not get his name, he was short haired African American. Approx 5 10 and thin. Very rude, very condescending and ultimately inefficient. Its the TSA pre line, we all know what we are doing. Straighten him out please.

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

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

014 9:41:2 Advised caller of DHS Trip
Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

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I am making a complaint regarding the treatment I received at Indianapolis Airport this day at 8:00 am through lane 5 by a young caucasian woman. I am precheck and have a knee replacement of which I informed them. I was told to go through the metal detector. I reminded her again that I had a knee replacement. She spoke loudly and rudely to get in the other lane. She was sarcastic in her speech and mocked me to her coworker. I believe her last name stated with a B. She had brown hair.
014 10:06:3 I do not appreciate being treated in this manner by your staff. I travel every week and have never had to endure personally insulting behavior from TSA. This lady obviously has let her power go to her head.
I am very serious about her supervisor being informed of her behavior to passengers.
Please inform me as to what steps I need to take to ensure this happens.
(b)(6)

Sent via the Samsung Galaxy Note® II, an AT&T 4G LTE smartphone
Hello! I am in KCI airport right now and just received the worst service ever. I can forgive my bag being searched for a pocket knife when it was really the bag of someone else. It was found and an honest mistake. What I am really upset about are the words and tone in which those words were said to me by a TSA agent. Everyone before me went through the standard old metal detector but a couple people in front of me they switched to the X-ray machine. I paused as I am unsure if I am pregnant and was trying to remember the safety of such a machine if that's the case. As I stood one kinder worker (in a white shirt, I assume he was in charge based on the difference of his uniform) politely explained that it was safe. The other man in a blue shirt said gruffly and creepily, "if you don't go through that we will have to pat you down and touch you in places you don't want us to touch you." I was too angry to see straight and get his name. Thankfully for him my husband didn't hear him. As I know words would have been exchanged and a formal report would have been made right then and there.

014 12:09:0 Please make sure that ALL members of TSA receive some training on how not to talk to women. I am a pretty tough cookie and not easily offended. This man's words were uncalled for and insensitive and down right creepy.

I am flying Southwest flight 2197 on 8/7/14. I went through TSA around 10am.

Sincerely,
(b)(6)

Sirs/Ms: My husband, daughter and I travelled through Orlando International Airport yesterday, August 7, in the afternoon (approximately 5pm). When we printed our boarding passes, my boarding pass was selected as TSA pre-check; my husband and daughter did not. This is not the first time that I have a TSA pre-check on the boarding pass, so I am familiar with the procedure. As such, I was wearing sandals since I did not anticipate having to take off my shoes. When we arrived at the TSA security area, my husband and daughter went to the regular line; I went to the TSA pre-check line. After passing the initial check for ID and boarding pass, my husband and daughter with randomly selected for the pre-check. After the ID/boarding pass check, I was sent, however, to the regular line. I showed the TSA agent that my boarding pass indicated pre-check, but he did not even look at it or acknowledge my words. It seemed as if the only concern was moving people quickly and not focusing on the passengers.

In the meanwhile, my husband and daughter moved quickly through the pre-check while I lingered in the regular line. My husband and daughter got worried because they expected me to be waiting for them; instead, they did not know where I was. Of course, because I was wearing sandals and did not have socks, I had to walk through the metal detector barefoot, which is not good for me or my health. In addition, I was surprised at the seeming confusion amongst the TSA personnel at the entrance to the security zone. Why was I sent to the incorrect line even if I pointed out the pre-check on the boarding pass? I was not given any explanation other than I had to remain in the line I was sent to by the first TSA person. I attempted to point out the pre-check to a second TSA officer, but again was ignored.

!014 4:06:5

In the past three months, I have passed through Dulles, Reagan National, Miami, Sarasota and Orlando airports. Only in Orlando did it seem as if there was more confusion than order. I value my travel safety and did not feel that the TSA personnel in Orlando were focused on their mission as much as focused on shuffling people into lines.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/8/2014 4:13:34 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 08/08/2014 8:40 AM Airline & Flight Number : American Airlines 137 Checkpoint/Area of Airport : DCA American Airlines Concourse TSA Employee: (If Known) : Multiple Comment : I am a program manager for the Federal Aviation Administration responsible for managing FAA facilities in Oklahoma and south Texas. AS part of my job I am routinely required to inspect and tour FAA facilities on Airports in the Airport Operations Areas and behind the security check points. Numerous FAA facilities are located in the 'sterile' area of the airport. We were always told by FAA security our FAA issud PIV badges allowed us access to all areas of the airport and no further credentials were necessary.

I have been employed by the FAA since 2007 and I have never had any issues with TSA until today. At Reagan National (DCA) American Airlines Check Point, I approached the check point and identified myself as an FAA employee on official duty with my FAA PIV badge displayed. I was then directed to the TSA pre line. Your employee at the end of the line said my bordering pass said nothing about being an employee or pre checked and sent me to the regular lane. I waited in the regular line put my bags through screening approached the metal detector identified myself as an FAA employee on official duty. Your TSO officers originally let me through and then three TSO officers surrounded me and started questioning me. What office did I work at, where was I based out, where was I going. Then they had a discussion among themselves if FAA employees should be allowed through the metal detectors. As I am walking to gate 28 a TSA employee who identifies himself as a supervisor asks me why I avoided the body scanner. I told him FAA employees have been using the employee lines since I started working for the agency in 2007 and I have never been asked for a body scan. He then asked me for my credentials. I pointed to my FAA issued PIV badge and told him my credentials were the same as his. He took offense to this and said unless I could produce an inspectors badge, if I didn't want to get a body scan I could walk back to Dallas. Seriously is this how your TSO's treat FAA employees with FBI back ground checks??? I can only imagine how you treat the public.

!014 6:15:4

I then get dragged through and across all the security lanes like a criminal strip everything off and go through the body scan.
I asked the alleged supervisor for his name and if I could speak to his manager. He declined to even tell me his name and said if I had a complaint I could call the TSA hotline.

I immediately contacted FAA security when I returned to Fort Worth. They informed me that the FAA PIV card is a higher level credential then TSA-PRE, or anything you are issuing to the airlines, as we all have FBI, criminal and NACI checks. As to whether I needed a body scan the security officer just rolled her eyes.

I would like to know what is TSA's policy on the FAA PIV card??? Can we access the airport and use the employee lines, or do we need to obtain some other credential??? The TSA agents at Reagan National seem to believe unless you have an inspectors badge your FAA PIV ID is useless. You could have verified I was an FAA employee with a 20 second PIV scan.
Would you like a response? : True
Passenger's Name (b)(6)
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 LAX with United Airlines, and she was informed by TSOs at the entrance of the airport and at the security checkpoint that they were hired by United Airlines to monitor the size and weight limitations for carry-on luggage. She was told that her carry-on luggage was too large, but after a lengthy discussion allowed the carry-on through in LAX. A female TSO in TPA asked her to remove items from her carry-on luggage, in order to reduce the weight of the bag. She indicated that each person was wearing a TSA uniform. She wanted to file a complaint, and also asked about the regulations for transporting a small dog in carry-on luggage.

Date and Time of Flight: July 1, 2014; Not Provided.
Departure Airport: LAX
Airline: United Airlines
Flight Number: Not Provided.
Time of Incident: Early morning, but she could not remember an exact time.

Date and Time of Flight: July 25, 2014; Not Provided.
Departure Airport: TPA
Airline: United Airlines
Flight Number: Not Provided.
Time of Incident: Around 6:00 AM.

014 10:20:4 Advised Caller:

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

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

TSA does not regulate size or weight limitations for checked or carry-on baggage. You may wish to contact the airlines for more information about size and weight restrictions for carry-on luggage.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

NOTICE:

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

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

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

:014 9:38:2

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?

made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (b)(6) and verified that this occured as well.

On the return flight from DCA (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(b)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.
Departure Airport: ORD
Airline: American Airlines
Flight Number: Not Provided.
!014 9:53:3 Time of Incident: Not Provided.

Date and Time of Flight: August 5, 2014; Not Provided.
Departure Airport: DCA
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

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

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

Advised Caller:

!014 3:33:4 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 caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

!014 3:33:4 Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Disability Description: Caller said he does not understand what is so difficult about getting a bin at the PreCheck line. He has a metal hip and needs to remove all metal from his body, like his belt, cell phone, headset, glasses, and shoes. He said when he asked for a bin, he had to argue with a TSA agent and have a supervisor come over and explain that they do not give a bin for the expedited screening. He said he is an American with Disability and he feels he is being discriminated against.

He said it is the same at all airports with a PreCheck lane. He mentioned DFW, Chicago, and Reagan.

!014 12:18: Response Details: Advised caller that the bins may have been removed due to the fact that passengers who use the PreCheck lanes are not required to removed shoes, belts, etc. and he should not have to either but caller said he cannot pass through the metal detector unless he removes the items.

Offered caller the information on filing an official written complaint but he did not have any way to write it down and asked if it was on our Web site. Referred him to http: www.tsa.gov traveler-information travelers-filing-complaint.

The caller stated that he has given up on TSA. He stated that no one seems to understand. He stated that there is a stupid rule that has now been enforced that needs to be changed. He stated that he flys 2 or 4 times a week. He has artificial hips and he also has TSA Precheck. He stated that he can get through the WTMD with no issues if he can take off all the metal. He stated that he has to remove his belt, phone, head set, glasses, shoes with metal reinforcements, in order to be screened with out any alarms. He stated that he always gets a patdown regardless. He stated that this was not an issue until suddenly. He stated that a idiot high up in the federal government decided that the bins at the PreCheck lanes needed to be replaced with small dishes.

He stated that at DFW there was bins at the checkpoint on the other side of the WTMD. He stated that he explained that he has to remove all his metal products. He was told to put the items in his bag. He stated that his hip replacement requires that he remove the items to keep it from alarming. He stated that they refused to provide a bin at the checkpoint, and the supervisors even declined providing a bin. He stated that this is telling him that he is not able to use TSA Precheck since he has a
!014 12:36: metal implant and a disability.

He stated that he has a CPAP and a Laptop, which have to be removed at the regular checkpoints. He stated that this has occurred at DCA, Chicago, and other airports.

Caller wants to know why the bins at the PreCheck lanes have been replaced with the dishes. He has already been provided the information to file a written complaint on his previous call.

I explained that we do not have any specific information regarding the process currently. However, we can forward the information to the appropriate office for review and request additional information. I explained that his contact information, including email will be provided regarding the matter.

Feedback Type : Security Issue
Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 8/10/2014 11:40:32 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/10/2014 5:30 PM Airline &
2014 1:06:3 Flight Number : delta Checkpoint/Area of Airport : T terminal TSA Employee: (If Known) :
Comment : Because I was under age I did not go through the Advanced Imaging Technology. I just went through a metal detector. If I had drugs on me it would not have been found Would you like a response? : False Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from Santa Ana and had a layover in Dallas. She went outside and had to go through an extensive search and pat down when she came back in? Do they pull people randomly? Even though she had TSA approval or Precheck, she would have to go through the additional screening. She walked through the WTMD and they stated something was on her hands. She told them she had just washed her hands at the airport with soap.

Advised:
2014 2:38:1
I explained when she leaves the secured area then she would have to go through screening again. She must have triggered an alarm which would lead to the additional screening. She was not pulled randomly.
Even though she had precheck she would have to go through additional screening if an alarm is triggered.

She may have come in contact with something questionable which was on her hands after leaving the airport.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/11/2014 8:58:19 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 08/11/2014 7:50 AM Airline & Flight Number : AMerican Checkpoint/Area of Airport : Middle checkpoint of airport TSA Employee: (If Known) : Tsa metal detector Comment : Requested bowl to place my belongings in. Was told they couldn't provide one. Approached what appeared to be a manager and was told they didn't have them right now. No one was addressing the problem
!014 10:17: and multiple passengers were experiencing the issue.
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

On 8/02/14, Approximately 4:40, (b)(6) and (b)(6) reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight.

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

2014 2:00:4

Verifying drivers licenses and boarding passes to which was expected.
Conveyor belt for personal items to go through security was expected.
We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.
(b)(6) the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.
I stopped to buy water while my husband continued to terminal E22. when he got there the door was already close the time then was 0607. (b)(6) at the ticket counter who work for Spirit airlines told my husband we had one minute to board the plane. He ran to get me when I was already at the counter paying for my water. when we returned it may have been 0608, however the gift shop was only a few feet away from terminal E22 we didn't have far to run. When we got there (b)(6) told us it was too late they had already close the door to the plane. I couldn't believe it because we still had twelve minutes lifted. (b)(6) begin searching for other flights. I asked her why did they close the doors so early? (b)(6) stopped typing and made a call to someone than said they can't open the doors I asked her what time was it she said 0611, I than said again why did they close the door so early? When the doors were suppose to close at 0620am.
Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, (b)(6) need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6) badge# she only gave me her name. 8/2 to 8/9/14, under my left arm my lymph nodes was throbbing with pain.

Caveats: NONE

I am a retired military officer and government contractor who frequently travels. I generally fly Delta Airlines and am a Platinum Medallion member. I generally receive the TSA Pre-Chek identifier on my boarding passes, but recently I have not been allowed to use the Pre-Chek lane at my home airport (Kansas City-MCI) as I have an ICD or Difibulator.

Two flights ago I was forced to go to the regular lane because I could not pass through the metal detector in the pre-chek lane. I asked if I could have a pat down screening and was told "no." When I went through the regular line I asked the supervisor why the Pre-check line could not givve me a pat down, he replied "they can, they just don't want too."

Prior to my next flight I contacted the TSA medical care office and
2014 2:01:0 asked what I should do. I was informed by the medical office that they were registering my contact as a discrimination against disability complaint and that they were going to remind MCI TSA office that they were to accommodate my disability in the TSA Pre-Chek line. I was informed to ask for a supervisor if there was a problem on my next flight. When I arrived for my next flight I was told that I was not eligible to use TSA Pre-Chek since I could not go through the metal detector and they refused to give me a pat down. I informed him that the TSA medical office informed me to ask for a supervisor if there was any question. The TSA employee refused to ask for a supervisor, and told me that it was a waste of time as he would tell me the same thing. He then escorted me back to the regular line.

Can someone please tell me what the correct answer is? When I have TSA Pre-Chek on my boarding pass am I eligible to screen through the Pre-Chek lane and ask for a pat down?

Thank you in advance,

On 8/02/14, Approximately 4:40 (b)(6) and (b)(6) reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight.

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying
to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

2014 4:19:2

Verifying drivers licenses and boarding passes to which was expected.
Conveyor belt for personal items to go through security was expected.
We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.
(b)(6) the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.
I stopped to buy water while my husband continued to terminal E22. when he got there the door was already close the time then was 0607. (b)(6) at the ticket counter who work for Spirit airlines told my husband we had one minute to board the plane. He ran to get me when I was already at the counter paying for my water. when we returned it may have been still 0607 or 0608, however the gift shop was only a few feet away from terminal E22 we didn't have far to run. When we got there (b)(told us it was too late they had already close the door to the plane. I couldn't believe it because we still had twelve minutes lifted. (b)(6) begin searching for other flights. I asked her why did they close the doors so early? (b)(stopped typing and made a call to someone than said they can't open the doors I asked her what time was it she said 0611, I than said again why did they close the door so early? When the doors were suppose to close at 0620am.
Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, (b)(6) need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6) badge# she only gave me her name.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/11/2014 2:21:54 PM Airport : PDX - Portland International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint 5/6 TSA Employee: (If Known) : multiple Comment : I elected to opt out of the non-metal detector screening. It took over 25 minutes for a male TSA officer to become available for the pat-down screening process. At that time, there were a large number of male TSA officers working, and female assists were able to be processed in less than 5 minutes. This is completely unacceptable. The reason I was provided was that "A lot of people are retiring and it's flu season" is not an acceptable reason.
Additionally, it didn't seem to concern anyone that there was baggage at the end of the baggage check that sat there unclaimed for the duration of my wait. I asked for my belongings several times and the TSA officer just asked for a male assist again. Unattended baggage should be a concern, especially at a TSA checkpoint - yet these bags where not.

2014 4:21:2

Is 25 minutes to wait to get patted down an acceptable amount of time? The TSA officer called for a male assist at least 10 times. Additionally, a bag sitting unclaimed at the TSA checkpoint is also something that is acceptable?

In addition to all of this, PDX is supposed to be America's Best Airport 2013 and 2014 - how is that possible if accounting for TSA behavior?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern,

Flying US air 535, service from PHX to RNO, I went through security at the B terminal of Skyharbor in Phoenix security line yesterday 8/10 at 4:30pm and have this to report:

1) I had first class tickets, and yet the TSA officer directed me and my family down the standard line. No reason given, but it turns out he was directing everyone (first class and non) through the first class line. Ridiculous inconvenience.
2) Going through security was extremely slow even though there was relatively low volume. As usual, lots of TSA agents standing around, and only a few actually servicing the line.
3) The x-ray viewer (mid-30s gentlemen with a beard) pulled my son's carry on from the conveyer. As we waited on the other side of the metal detector just wondering what happened to his bag, 5minutes later I asked what had happened to his bag. He points to my son's bag and says that it has to be inspected. I ask him when that's going to happen we had already been waiting a long time, he tells me "it will take as long as it takes". As if I needed another Snarky comment thrown at me while traveling. Another 5minutes goes by and finally a secondary checker comes up to inspect the bag.
4) The reason he had to inspect the bag, per the secondary inspector, was that my son had a package of pancake mix in his bag, and that apparently looks like a liquid. What a complete JOKE! This is how you train your x-ray technicians on? They can't even tell the difference between a liquid and a powder? This tells me that we are in poor hands when it comes to security or the first x-ray screener was just looking to harass me.
5) This whole ordeal inside the security lane takes near 15 minutes (after we had waited in the 15minute line) and I nearly missed my plane.
6) I complained to your supervisor on staff, an older lady who had a twin sister working with her. You know what I get? A complaint card.

2014 8:32:0

Here's how I think of TSA:

1) Untrained
2) Incompetent
3) Slow
4) Inefficient
5) Don't care

If I had a vote? If this were a private industry, that team would be fired and a competent one hired. The TSA stands for Loss of civil liberties. Awful service. Indifference to traveler's needs.

(b)(6)

I am writing to provide you with some feedback on the Pre-Check program. In my experience, PreCheck is a confusing mess that delivers no additional value to the frequent traveler. Specifically:

I have been able to actually access a Pre-check lane only about 25% of the time when I travel. The value is non-existent if the lanes can't be accessed.

Timing - There doesn't seem to be rhyme or reason with regard to when Pre-Check is open. If you aren't going to have it open from at least 6A-6P, post hours that PreCheck will be available and stick with them. I am a business traveler who is expecting a certain amount of time to go through security; when confronted with a long line that wasn't anticipated, it creates problems.

Multiple different rules – I used to be extremely clear on what do in security. Laptop out, shoes off, shampoo out in clear bag, coats off, etc. In PreCheck, I leave everything in….except, take off my coat, and then take off my shoes if they set off the metal detector. How does that help anything? Further, as a PreCheck passenger, I can leave my shoes on in the regular lane, but have to do everything else. Again, there seems to be no rhyme or reason and the inconsistent rules make it more confusing for everyone.

2014 2:13:2

Non-pre check customers in pre check lane – apparently some regular passengers can be assigned to Pre-Check without them knowing it. SO they have no idea what to do, which just necessitates more explanations and more confusion.

The TSA now has all kinds of personal information of mine – fingerprints, eye scans, etc – in exchange for which I receive limited/no tangible benefit. I would suggest that you standardize the program to the benefit of those who actually have gone through the process so they can use it….rather than operate it solely for the convenience of those of implemented it.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/12/2014 1:31:35 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/12/2014 1:00 PM Airline & Flight Number : US AIRWAYS 609 Checkpoint/Area of Airport : Terminal 3 Pre Chekc TSA Employee: (If Known) : N/A Comment : Two issues. #1. This airport is funneling non precheck passengers through precheck. Does that not totally defeat the purpose of having known travelers as precheck? For people thjat payu for global security
2014 2:13:4 access this could very irritating also. #2. This airport is also STILL checking tickets after you go through the metal detector. It is these types of inconsistencies as airports that give frequent travelers pause. Where is the consistency?
Would you like a response? : True
Passenger's Name (b)(6)
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 pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.
2014 6:09:4
(b)(6)

I am pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.
2014 6:09:4
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 8/13/2014 1:51:17 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : They were extremely rude! No explanation as to what they were doing, for example, I was asked to step aside once entering the metal detector. The man never told me why. I stood there for about 5 minutes when I finally asked why I was to stand there. He rudely snapped back at me stating I was a random selection. Then I was summoned forward when another woman asked what bag was mine. I told her I think I forgot my water bottle in it and she snapped at me when I reached for it to
2014 3:30:4 removed it asking that I touch nothing in my bag.
I fly at least 6 times a year. I was not impressed with Ft lauderdale's TSA. very unorganized and the customer service stinks! We pay a lot to fly. There's no need to treat flyers like we are in prison. We are their customers! And they are not police officers!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Thank-you, (b)(

On Saturday, August 9, 2014 10:45 AM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

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

2014 9:13:4 The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

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

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

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) miramar fl 33029 Usa
Zipcode:

:014 10:10:

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

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

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

Information Request: She indicated that she would like to request for assistance for the passenger.

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

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

2014 3:01:0

The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

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

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 8/14/2014 2:32:46 PM Airport : TUS - Tucson International Date/Time of Travel : 08/12/2014 5:50 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security Checkpoint Line TSA Employee: (If Known) :
Comment : We had an upsetting incident with an employee at the security point in the Tucson International Airport on Tuesday, August 12 at approximately 5:50 a.m.
By the time I realized what was happening, we were being herded along away from her, so I was unable to get her name. I returned but her station is blocked by a large plastic wall and the security guard at the entrance would not let me into the security lines as we were not boarding. She was a large dark skinned woman, possibly Hispanic, on duty at 5:50 a.m.
Let me start by saying we were late getting to the airport because I misread the departure time. We drop off and pick up grandkids 3-4 times a year, and are generally on time. This time we were late, the plane was boarding when we went to check-in. No one else at the airport however, including 4 other security personnel, found it necessary to be obstructive and snotty to us.
Leaving the airline counter, we were informed the plane was waiting for us. The first security guard, alerted by the airline counter, put us into the express lane. I don't know the proper term for it, but there is a large sign stating that if you are in that lane, you DO NOT need to remove your shoes, etc.
The aforementioned employee motioned us over to her station. Her station is two lanes over to the right from the lane we were waiting in. We of course obeyed her, gave her out ID's, she glanced at them and pointed us to the regular security lane behind her. I said, "Wait, will we have to remove our shoes and jewelry? They are holding the plane for us." She replied that is only for those over 75 years old. I said that we were just in a lane with a sign that stated we did not have to go through all that and she replied, "Well you're not in that lane, are you?"
I replied that we were before she took us out of it! She shrugged and turned to the next people, who were actually in her line and not two lines over.
We went through all the usual procedures, plane waiting, and my artificial knee set off the metal detector as usual. I sent my husband and grandkids on ahead while I went through the hand search, as per usual. There was a very tall black security
2014 4:17:4 guard who was polite and friendly and the lady that checked me was polite and professional. It was not their fault I set off the metal detector, or that the plane was waiting. However, had we been left in the lane we were originally directed to that bypasses those procedures, we would have arrived at the gate at least 7 minutes earlier. Thanks to efficiency of the airline and other security personnel, the kids did get on the plane.
I worked for the government for 28 years before leaving on full time disability. Any member of my staff treating the public with the condescending, superior attitude of that employee, not to mention wrongfully pulling us out of the expedited lane, would have received a written reprimand at the minimum. Neither I nor my employees treated the public that way. You may wish to educate her that the point of airport security is not make matters worse for the traveling public.
I understand that at times, people who have never had any power over others may not know how to handle their new found authority. However, her actions and behavior were unnecessary, obstructive and totally outside of whatever her job duties are. There was no supervision of her activities, no one to observe how she treats people or what she is actually doing.
As I said, we go through Tucson airport security 3-4 times a year for the last 6 years and have never been treated with anything other than professional kindness. For the first time, however, I have doubts as the effectiveness of some of your procedures as I don't see how such an employee is contributing to my safety, which is supposed to be the whole point.
If she is going to be given that sort of power and authority, it would seem helpful that she receive some training and supervision.

Sincerely,

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

From:

(b)(6)

Mt. Juliet, TN 37122

E-mail: HYPERLINK (b)(6)

Telephone: (b)(6)

2014 8:50:4

August 13, 2014

To:

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

Feedback Type : Complaint
Categories : TSA Pre?™ : Screening
Current Date/Time : 8/15/2014 5:33:00 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/04/2014 Airline & Flight Number : American Flight # 179 Checkpoint/Area of Airport : TSA Prescreen TSA Employee: (If Known) :
2014 6:15:2 Comment : As a TSA Prescreen, I think your metal detectors were set too high. The metal detector went off and I had to go through x-ray machine. It was my left hip bone that showed up on the screen and that the TSA employee checked and found was OK because I have no metal in my hip bone or elsewhere in my body. It was my hip bone. Check that your metal detectors are properly set. One of the reasons I got TSA Prescreen was to avoid the x-ray machine.
Would you like a response? : True
Passenger's Name (b)(6)
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 paid for precheck tsa
Why wasnt it on my boarding pass

(b)(6)

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 15, 2014 at 5:10:04 PM EDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry

2014 8:18:2

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

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

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

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

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/17/2014 11:14:51 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/16/2014 5:00 PM Airline & Flight Number : DL Checkpoint/Area of Airport : F Terminal TSA Employee: (If Known) : NA
Comment : There is no precheck in the international arrival yet there are WTMD. If you want precheck you have to exit and go up stairs to the general entry point.

Those passengers with precheck should be able to have std. baggage screening but utilize the WTMD and NOT the AIT or op-out. With the number of TSO standing around it would seem this would be easy to implement. While a partial pre-check it would go a long ways.

2014 1:14:3

I have seem other airports do the same and it worked quite well. Actually they did a full precheck ad they could handle the baggage aspects as well.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 8/17/2014 5:52:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 Airline & Flight Number : U.S. Air #506 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :
Comment : have had similar problems 3 times now. Due to several joint replacements, I need to use the body scanner. I now inform TSA at the beginning to route me through the scanner. I told the first two agents this time. The second was the lady checking the passports. After telling her, she tells me & my wife to provcede and not to remove our shoes. Obviously, she did not listen. No additional instructions. In line I see everyone removing shoes, and emptying pockets, etc. We do the same just to be safe. They then send us through the metal detector; not the scanner. Of course, I know I will set it off, but I assumed they would have me use the scanner next. NOT THE CASE!!! They inform me that once you go through the detector, you are not allowed to use the scanner. The scanner is right next to it, and not being used. how ridiculous. Instead, they hold me and everyone else in line behind me so they can call over an agent to do your pat down procedure.

2014 6:25:5

I want a reply from you on this complaint. There is no possible way that I am violating my or anyone elses safety by being body scanned after I failed the metal detector. I was told they could not do it because of strict TSA procedures. I understand the importance of your job, but TSA must realize that passengers are on strict schedules. Holding up the line for any reason affects everyone in line. I could have stepped into your scanner and body scanned in less than 30 seconds. Me and everyone else would be moving through in a timely manner. TSA must change this procedure. The scanner would have shown implanted joints on me in my hip and both shoulders. Nothing else. CHANGE YOUR RIDICULOUS PROCEDURE. I do request a response to this issue.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The blender blades was not detected even after the bag was sent back through the equipment a second time but a bottle of water in the same bag and it was discovered. She feels it was a security issue since you could ram the blade into someone s head but yet they worried about the water.
She also warned them her Love bracelet (a bracelet that can only be removed with a special tool) might set off the detector and they had her to go on through and it did not set off the detectors. She normally has the AIT because of the bracelet always sets off the metal detector. It concerns her because it did not.

RESPONSE:

Thanked her for calling and advised I will send her concerns to the CSM at LAX. You may or may not be contacted but the Customer Support Manager will be aware of your concerns.

CSM Referral Information:

Airport: LAX

Airline: United

2014 2:40:1

Flight #: 368

Date: 8-18-14

Departure time: 1:19 PM (She was at the checkpoint between 12:30 and 1 PM)

Description of carry on bag: A black and white double handled tote.

Specific location - Terminal or Gate: Gate 70-A

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

EMail (b)(6)

Greetings,

I am writing out of concern, frustration and lost. On Wednesday, August 13th my finance and I were traveling from the Dominican Republic when we were just about to complete our first leg by going through the customs process and making our way through security to enjoy a nice dinner during our extended lay over in the Miami International Airport however, that was short lived as during the process my band was thrown out of the tray during the screening process as the TSA agent began pushing all of our belongings (including other travelers) through without someone on the other side to retrieve them. I had taken off all of my jewelry (class ring, watch, jade necklace and jade bracelet) because the metal detector continued to go off after we had been told we could leave these items on. When I was finally cleared to proceed to the other side to retrieve my belongings the trays had been flipped and some of my things along with others including my finance rosary necklace had been broke and was on the floor and my ring was missing. The TSA agents looked somewhat but seemed to really care less if I found it. I spoke to a manager and encouraged me to send an email as that's the best he could do.

I understand the security checkpoint could not just stop for me however this unforeseen event could have been handled differently and I think it is unacceptable to be repeated. Customer Service, etiquette/efficiency at Miami International Airport is, has,
2014 8:19:5 and always will be a concern of mine.

Moreover, I would like this matter addressed (an apology from the TSA agents) and to be compensated for my ring.

I can be contacted via email at (b)(6) or by phone at (b)(6)

Regards,
(b)(6)

"It is not who is right, but what is right that is of importance." (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: 94065

2014 8:20:4
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? Yes
Nationality? No
Gender? No
Disability? No

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

Caller is calling to make a complaint in regards to her screening at the Phoenix Sky Harbor airport. She felt she was judged and made to go through a separate way at the checkpoint. She felt is was Discrimination. She was not actually traveling she was at the airport to pick up her minor that was traveling.
The incident occurred at 1:20PM. The caller stated that no alarms were triggered. She stated the TSO said something was in her hair. Her hair was braided. She went through the shorter lane where the flight attendants are screened. They tested her hands first. She then was screened by the WTMD and then the AIT machine.

2014 7:14:3 She felt this was Racial Profiling. Her daughter was traveling on Southwest. Basically all of the TSOs were profiling except for one female TSO.

Advised:

I tried to explain to the caller that when alarms are triggered at the checkpoint passengers would have to go through additional screening.

I stated we would send an email to her. She would need to include this incident in the form we are sending and return it. The incident will be reviewed by the Multicultural Division.

From: (b)(6)
Sent: Wednesday, August 20, 2014 9:19 PM
To: TSAExternalCompliance
Subject: TSA PreCheck complaint

see attached.

Attachment

1. Information about the person who experienced the civil rights civil liberties violation

!014 10:10: Name: (b)(6)

Home: (b)(6)

Mailing Address: (b)(6) La Verne, CA 91750

Email: HYPERLINK (b)(6)

2. Are you filing in this complaint form on behalf of another individual?
No

3. What Happened?

July 31, 2014. Los Angeles Intl airport. United Airlines terminal. TSA PreCheck line.
Agent (b)(6), Badge (b)(6)
After setting off the metal detector (because I have two titanium hips) I complained to Agent (b)(6) about what was the purpose of having a TSA PreCheck G.O.E.S. card if I was going to be humiliated by having to remove my shoes, belt, jacket,

Feedback Type : Security Issue
Categories : Permitted & Prohibited Items Current Date/Time : 8/21/2014 5:58:38 AM Airport : IND - Indianapolis International Date/Time of Travel : 08/21/2014 6:00 AM Airline & Flight Number : UA 5824 Checkpoint/Area of Airport : Checkpoint
A TSA Employee: (If Known) :
Comment : Hi,

I'm not sure if anything can be done, but I just went through security at the airport and had my mini Swiss Army knife confiscated. I have brought this 1.5" knife on about one or two flights per week for the past year, which makes me think it's a permitted item. I also looked online to confirm that small pocket knives are permitted. The TSA agent took it when the metal detector went off for something else and she found the pocket knife and took it. Should this have been allowed, and if so can I
2014 8:25:4 get any sort of compensation?

Thanks,
(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 she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point.When her husband talked to Captain (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form.A private screening was not offered to her.
Caller is upset over the phone not being returned and the patdown they all received.
They traveled out of Dulles on 08 20 14
Gate C flight # ua4551 at 11:40 am.

Response

'014 10:28: Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination.
When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.
The patdown can always be conducted in a private screening location when requested.
Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

From: (b)(6)
Sent: Monday, July 25, 2011 9:36 PM
To: TSABLOG
Subject: colostomy training for TSA agents

I fly to Germany on average 3 times a year and most of the time your agents do not see my colostomy because I wear not over size but loose shirts, but on a recent flight I was wearing a new dog tag (medical alert) that my wife gave me which set off the metal detector and an agent did the wand thing and then asked "what ya hidin under your shirt " I replyed a colostomy bag ,to his remark what is that and my reply my asshole, which made him back up call his supervisor and he told him what I said which brought out the laughter in most ever one around. I am a 19 year cancer (stage 3) survivor and I work with Drs., Hospitals and other groups that suffer the problems with having their life turned up side down and I can joke about my condition, but when you have Agents that DO NOT know or care to know about such issues then you have a problem brought on by stupid ingnorance. I am a private pilot of 38 years and I have to take a physical to stay current, by an FAA approved MD why cant you set up approved Doctors that could issue a medical card for those that travel on airline a permit to stop part of this uncalled for over patting down checks. This would not exempt you from inspection but could save you agents and the flying public
2014 2:09:5 some embaresment at the airports and the NEWS MEDIA. I will say your supervisor was very profesional in the matter he handled my condition but not everyone is that curtious. To prevent abuse you need some sort of training to make your agents under stand the personal needs of people with these disabilities, because unless YOU have been there you really do not and will not under stand when someone breaks your seal on a pouch and urin or bowel fluid or crape run down your belly and the distress and embersement no to mention the delay if not missing your flight can do to you both mentally and physicaly. I hope this gets to the righ person so that you can and will take postive action on this issue.

Thank You

(b)(6)

Cottondale AL35453

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 8/21/2014 5:07:12 PM Airport : DEN - Denver International Date/Time of Travel : 08/14/2014 7:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security Scan TSA Employee: (If Known) (b)(6) (Last name probably misspelled) Comment : My husband and I were traveling with two small children, neither who would walk thru the metal detector by themselves. Generally, my husband will go thru first with one child while I make sure all the stuff makes it thru and then I shall join him. First, (b)(6) made it clear my husband was not to go thru until the stuff made it thru. When everything had finally made it into the xray machine my husband went thru the metal detector followed shortly by myself. (b)(6) n a fairly aggressive voice told my husband to stand in a location to wait for the hand test. My husband did as requested, however, we both noticed that one of the car seats had got caught on a piece of luggage and it was damaging the canopy. Neither of us moved, but my husband tried to tell (b)(this was happy. (b)(just became more aggressive on insisting my husband not move. My husband wasn't, we just really would have preferred not to have the car seat get broken. If (b)(would have just not been so angry, perhaps he could have unjammed the luggage before the canopy rib snapped. Regardless, his attitude was uncalled for. I fly thru Denver frequently and take the children with me often. Usually the TSA officers are polite and professional. I was disappointed that our trip started with an encounter with someone so unprofessional.
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

2014 6:06:0

On August 20, 2014 at or around 1:20 PM I will is at Skyharbor Southwest a cutie point to go to gate C 13 the pick up my daughter I was sent to do a random check as I was told as soon as I approach I was asked to hold out my hand so that you could be tested when I asked why the lady said it was just protocol my hand was tested and there was nothing on them then I was told that I had to go through a metal detector Which I went to the metal detector and it did not set off any alarms (b)(6) was also told that I had to go to the body scan and one of the lady security guards asked the man why I had to do that she never heard of that and the man said yeah we do that so I was also sent to the body scan which there was nothing found on me. Even after that the guy call for a female security to pat me down I feel I was discriminated against and also profile after that experience I have been mentally stressed out and not to mention they also made me late to pick up my daughter which I had to be there at 1:30 which she was stressed out to and crying She thought that I have forgot to pick her up Not to mention she is only nine years old I could understand if I was acting irate and trying to catch a flight but I was only there to pick up my daughter then one of the females made a comment about my shirt which was uncalled for I have never been so humiliated and embarrassed in my life I have spoken with one lawyer and the lawyer offered To take the case on it there is nothing done no one should Discriminate All security guards at the checkpoint for Southwest the C gate had something to do it except one young lady I did Not get names because I basically Had to run to get my daughter because she was already off of the plane and waiting anyone Sense that incident has happened my life has changed Me or my daughter would no longer fly out of Phoenix and I wouldn t even recommend anyone else do it.

2014 8:23:2

Caller flew form Santa Fe Municipal on American Eagle flight 3196 on 8 20 2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

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

014 11:02:

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

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time.

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

I told her that when TSA opens and inspects a bag a notice of inspection in put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means.
TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms.
I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

Caller filed a claim and has a claim # that was provided to her. She requested to view the footage of screening. She asked if there were cameras pointed toward the screening area for carry on. Caller is missing a tan colored document pouch with a neck strap which contained money. It had been in her purse when she showed her passport when clearning customs. The last time she saw the pouch was at CBP. The only time her purse was unattended was when she went through checkpoint and placed it in the bin. She assisted her 3 children who went through the WTMD and her attention was not on her purse. She wants the cameras to be reviewed and asked the rate of theft and how are employees monitored. She is concerned and would like to speak with the director of TSA.

Response:
Advised caller to contact the CSM at EWR for assistance, explained information was provided to the CSM from the TCC on 8-13-14 for review.
2014 1:31:3 Provided and confirmed following:
Name: (b)(6)
Phone: (b)(6)
Email: (b)(6)

Advised the Federal Security Director is over the entire airport operations and no contact information available.
Offered to provide the mailing address for headquarters, she declined.

To whom it may concern,

I am writing to inform you of my most recent experience with a TSA agent while being screened before my flight. I was at the Seattle Airport, SEA-TAC and was flying out on United Airlines on Wednesday August 20th, 2014.
Before I go any further, I have a condition called Neurofibromatosis. This condition causes painful tumors to form and grow on nerves throughout the body. These tumors are very painful to the touch and some are quite large. When I go through the scanners at the checkpoint the tumors light up on the screen like a christmas tree. I was trying to explain this to the agents at the checkpoint and was treated rather rudely by a female agent. I wish I had gotten her name, but when I tried explaining to her why the screen lit up in so many places, she told me that she didn't want to hear any excuses. She insisted on a pat-down (I thought I could ask for the wand to check for metal) I told her that it's painful because of the tumors, (My left hip and
2014 8:30:3 buttock areas area very painful due to a large tumor) She again told me she didn't want to hear it and was done hearing my excuses. Once I was cleared I was fighting back tears, I felt humiliated, ashamed, and I was in pain because the pat down hurt.
I don't want anyone to get in trouble, but just informed that some people do have conditions that may cause parts of the screening process to become red flagged. I am thankful that we do have the TSA, they are wonderful at keeping the public safe. I just wish that they would give people a minute to explain why and not treat us like criminals when we do try to explain. Most of the time TSA agents are gently with the pat downs or will just allow me to have the metal detector wand.
Because of this most recent experience, I am almost hesitant to fly again. It's been a few days and I am still quite upset. I have made the decision to apply for the TSA-PRE check, and understand I still may get pulled aside for additional screening. I just don't want to experience what I had to go through recently again.

Thank-you for your time and attention,
(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/22/2014 6:40:51 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 08/22/2014 4:00 PM Airline & Flight Number : DL 1553 Checkpoint/Area of Airport : D concourse pre-check TSA Employee: (If Known) :
Comment : Need to bring back the large bins at pre-check. For those of us that are frequent biz travelers that where a dress or other form of jacket, it is easiest and fastest for the screening process to have jacket pockets filled with metal items that will set of the metal detector long before getting to the check point. We simply place the bag on the belt with the jacket in a bin. Now that the bins are gone it is much harder to place the jacket through the X-ray alone. The agent said just put metal objects
2014 8:30:5 in the small bowls when I asked, but that is much slower since it takes time at either end of the X-ray to unload and reload ones pockets. Unfortunately this has been a change that serves no real purpose over than to slow down the pre-check lanes.
Please bring back the large bins even if in smaller quantities at pre-check.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 8/23/2014 5:49:14 AM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):IcelandAir Flight FI634 BOS to KEF at 14:35pm on August 9, 2014 - Terminal E, Logan International Airport
Comments:On August 9, 2014 myself, my nephew and my son went through the security screening at Logan International Airport. I approached an agent at approximately 12:30pm EST and informed him that my son is a Type 1 Diabetic, he was wearing an insulin pump and I had paperwork as well as a note from his Dr. regarding his condition. The paperwork included a warning from the manufacturer of his pump that it should not be exposed to xray equipment. The male agent looked at a female agent to ask what to do. The female agent said since my son was 14 (over 12) he must go through the body imaging scanner. I repeated he was wearing a pump, I tried to show them the paperwork and I asked for a pat down. My son showed
014 10:00: him the pump that was attached to his body. We were refused and my son was forced to go through the body imaging scanner. Type 1 Diabetes is a disability covered by the American with Disabilities Act. I thoroughly researched what I needed in order to get the correct treatment at Logan airport and we had everything ready. We requested a pat down and I was told three times, "He's over 12, he goes through the body scanner!". The agents did not listen to me and did not act appropriately. Since I was by myself with two children and nervous about causing a problem with the TSA and possibly missing our international flight, I was unable to stop the agents from taking my son through the scanner while I took my 10 year old nephew through the metal detector, which my son should also have been allowed to go through. This treatment was a violation of his rights as a traveler with a disability. Going through the xray with an insulin pump voids the warranty and ANIMAS, the manufacturer cannot guarantee that no damage was caused by the electromagnetic waves to the sensors in his pump. This has caused many sleepless nights during our vacation, and now that we are home. If my son's pump malfunctions it can cause him to become very sick, fall into a coma, and even cause death. An insulin pump is a very expensive piece of medical equipment that costs thousands of dollars of which I do not have. After a couple of strange warnings since the pump was exposed to the whole body scanner, we may have to decide to remove it permanently for peace of mind, as we do not know if damage was caused. What happened to us at Logan is absolutely disgusting. The female agent was rude, unhelpful and would not listen at all. She only repeatedly asked me how old my son was. I am appalled and haunted by our experience, and the failure to keep my son safe. It has caused us great pain and worry. I cannot afford a new pump for my son and we are left not knowing what to do. It is my wish to receive a response and to know that some form of action is being taken against the agent that I dealt with and that she be trained about travelers with disabilities, as all TSA agents should be. This is a serious violation and I hope that it is considered by the TSA as such.

(b)(6)

Enfield, CT 06082
Caller gets Precheck and says that she has 25 small gold bracelets on her and some of them are soldered on. She states that she always informs the TSA about them and that they would alarm a WTMD and requests the AIT. She says that another TSO at BNA was going to allow this, but TSO (b)(6) said no and that she must go through the metal detector.

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

Flight information:
2014 6:26:5 From to: BNA to LGA to CHO
Flight date time: 8 17 8:10 am
Flight number: 3474
Airline: American airlines
Airport: BNA
Gate Terminal: (does not have)
TSO (b)(6) (older white male)
Email (b)(6)

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Gate Terminal: (does not have)
TSO: (b)(6) (older white male)
Email (b)(6)

Hello TSA Contact Center,

I have a question regarding your Advanced Imaging Technology (AIT) machines.

I fly quite often and need some clarification as to what TSA's policies were for passengers that are tall.

I've been told by at least two different agents that I am too tall for the Milliwave AIT machine and they ask me to proceed through the Walk-Through Metal Detector (WTMD). I was unaware of these limitations of the AIT and typically "Opted-Out" of the AIT screening. After going through the WTMD, I went to speak to the TSA Supervisor near the back of the Security Scanning Area on that day. She informed me that there was a limitation and that in the future, I would only need to tell the operator of the AIT machine that, "I exceed the height restrictions for this machine," and "... then you will then be directed through the WTMD."

Afterwards I searched TSAs website for information about this. I seem to recall finding something on your website about the restriction being 6'4" (194-cm) for the AIT due to the limitations of the scanning technology and not being able to capture all necessary information during the scan.

On subsequent trips, I've politely informed the TSA agents at the machines that, "I exceed the height restrictions for the AIT machine," and I've been greeted kindly and been instructed to proceed through the WTMD.

2014 3:09:5 This all changed on my last trip out of RDU, instead of being greeted kindly, I was told that there were no height restrictions and that EVERYBODY had to go through the AIT machine unless I "opted out" and had additional screening where myself and my property were subjected to additional "investigation". I informed the supervisor on that day that I have been told by more than one TSA agent on more that one occasion that I am too tall for the machine. I followed that up with the height restriction that I found on your website and she said that that information did not exist. She then told me that if I can stand in the machine with my arms above my head like the "stick-figure example" that I was not "too tall". So I walked into the machine and lifted my arms. My elbows were about an inch away from the top of the machine and my fore-arms where crossed over the top of my head, clearly not able to replicate the "diagrammed example". She then agreed that I was "too tall" for the machine and directed me through the WTMD.

As I am not a fan of drawing attention to myself, and I especially don't like getting in disagreements with any type of authority figure. I would like to find out what TSA's official procedure is for Tall Customers with regards to your AIT machines. I would like to know where, if any, these restrictions are displayed and how I can better inform the TSA agents at the gate about them.

Thank you very much for your assistance with this matter. I am looking forward to your response on this matter.

Best Regards,
(b)(6)

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Best Regards,
(b)(6)

Disability Description: Caller is using an external heart monitor.

Information Request: He had a flight Friday morning at 5:30 a.m. and wants to know the guidelines for wearing this through screening.

Response Details: Inform the officer of the heart monitor before going through screening. Most likely this will cause an alarm with the AIT or the WTMD. This would result in a patdown.

The patdown:
2014 8:51:2 The patdown should be conducted by a TSO of the same gender.
The passenger can request a private screening at any time.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

For questions concerns request a PSS.

Offered to send email, but caller declined.

Feedback Type : Security Issue
Categories : Other; Miscellaneous/Other
Current Date/Time : 8/25/2014 1:36:07 PM Airport : LIT - Little Rock National Date/Time of Travel : 08/23/2014 6:00 AM Airline & Flight Number : AA 1411 Checkpoint/Area of Airport : Security Checkpoint prior to Gate 1 TSA Employee: (If Known) : Male Employee Comment : I was standing in line for security and placed all my items into the machine and removed my shoes and got in line for the scanner. There was about 8 people in line at the time waiting for the scanner. A TSA Employee came forward and asked 3 ladies in front of me to go through a metal detector that was turned off and asked me to stay in line where I was. I had no problem waiting in line nor going through the scanner, my issue is that a TSA Agent just had 3 people
2014 4:28:0 bypass security for no reason? How many times does that happen per day? I noted the time it was 5:22 am in my phone after I got my belongings. I did not say anything nor asked questions because I did not want to cause a scene but TSA needs to look into this as this was a violation and I feel completely unsafe flying from this airport. If TSA reviews security tapes, I was in shorts and a black and white striped button down shirt with a black small headphone carrying case in my hands. You will clearly see two women ahead of me and a woman on the side waiting to get in line, he walks up pulls down the closed sign he just waves them through security. The machine's power is off, no lights were turned on.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: (b)(6)
Sent: Monday, August 25, 2014 4:31 PM
To: Singh, Harleen; TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: Legal; Rajdeep Singh; (b)(6) Sapreet Kaur
Subject: Civil rights complaint o b o Sikh Air Passenger, Mr. Prabhjot Singh

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6), (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

best,
2014 6:30:5 (b)(6)

--
(b)(6)

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/26/2014 2:34:45 PM Airport : GRR - Kent County International Date/Time of Travel : 08/26/2014 5:00 AM Airline & Flight Number : Southwest 170 Checkpoint/Area of Airport : TSA Pre TSA Employee: (If Known) : Time and location should reveal the agent(s) responsible Comment : Upon printing my boarding pass, I was delighted to see TSA Pre on mine. I went to the TSA Pre checkpoint, following the directions printed on signs, i.e., leaving shoes on, etc. Something (probably the brass grommets on my deck shoes) tripped the metal detector. The male TSA agent rudely demanded that I remove everything from my pockets, including my wallet, and place them on the conveyor belt to be scanned. I politely complied, whereupon the agent began barking orders in a quasi-military fashion. I couldn't understand him the first time when he barked "hold out your hands"! He then swabbed my hands and disappeared. I didn't know I was supposed to do anything else so I went to retrieve my wallet whereupon another (female) agent barked for me to get up against the wall, followed by an explanation (finally) that I was to remain there until I was cleared. I never saw the male agent again. After some time, the female agent finally told me I was cleared.

2014 4:23:2 I am certain that courtesy and respect are part of TSA Agent training, but these two at GRR are in dire need of remedial training. This is not a police state, and the TSA is not at war with the general public. I was made to feel that I had done something seriously wrong by following the signage in the TSA Pre line about leaving your shoes on and not emptying your pockets. Apparently, I naively misunderstood the entire purpose of TSA Pre. My understanding now, as taught by your agents at GRR, is that TSA Pre is really a line for special harassment of innocent Americans.

I will be writing to my congressman next.
Would you like a response? : True
Passenger's Name : (b)(6)
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 had traveled through Seattle. He says there is a sign located in the PreCheck line that said he did not have to remove his shoes or his belt. He says as he went through the WTMD his belt caused an alarm and the officer made him remove his belt. He wants to know why they allow passengers to leave on the belt when it causes it an alarm and then have them remove it for screening? he would like the wording of the sign to say if the belt or shoes have metal on them to just remove them. He stated he had traveled through SFO and the machine did not alarm for his belt. He also would like for all the machines at all airports to be the exact same.

He says there was an officer hat was rude and nasty to him and other passengers. He says the name of this officer (b)(6) at Seattle airport. He says he has the wrong job and should not be doing this. He requested his boss know how rude the officer was to the passengers.

Told caller
Leaving on the belt was part of the expedited screening. If there was an alarm no matter what type of screening a passenger got they will clear the alarm. Normally what they will do is give a patdown to clear any alarm however for him the officer allowed him to remove his belt and walk back through.
I explained to him that not all the machines may be as sent vie or work the exact same way. It would be difficult to do that at every airport in the US but he felt this could and should be done.

!014 12:52: I was sorry about the officer that was mean and rude to him, I would be glad to send his complaint to the CSM so they would be aware of this and this was per his request as well.

Airport: Seattle
Airline: United
Flight number: 278
Date and time: 8-27-14 departed at 10:41 am
Terminal or gate: A11
Items Damaged: Caller was upset at how rude and nasty the officer, (b)(6) at the checkpoint was to the passengers, he said he was yelling commends at passengers and rushing them through.
The caller was upset that for the PreCheck lines have signs that say passengers can leave on their shoes and belts for screening yet when there was an alarm he had to remove his belt. He would like the wording of the sign in the PreCheck line to be reworded to say if there was metal in his belt or shoes he should remove them.

The caller did not want to leave contact information.
to a private location. She stated he has had to raise his shirt in front of other passengers before.
He flew from MCO via DCA and to BDL(Hartford, CT.) was swabbed twice from his stomach (she stated he was swabbed at MCO and again at DCA).
Caller stated he has an approved lock on his luggage and it is missing, said in July he flew and TSA was able to open and relock the lock. The bag had a Cpap machine inside and the clothing inside the bag was disarrayed and unfolded.
Caller states he wasn t treated with respect regarding his disability and she said he called the TSA complaint line and was told, They had to do what they had to do and if he didn t like it to drive (she didn t know who he spoke with or the number he called).
He will be flying from BDL to MCO on Saturday and again in Oct. because of surgery and he is uncomfortable because of the way he is being treated by TSA.
She stated before he began to fly they contacted TSA to determine what the process was (doesn t think they provided their name or contact information).

Response:
Apologized to caller for the screening experience her husband went through. Explained the SOP procedures for someone with a feeding tube. Advised to call TCC 72 hrs. prior to flight and we will request assistance at the departure airport.

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

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
2014 2:38:(conducted will depend on the type of device and the passenger's abilities.

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

• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
Explained to caller if her husband refused to go to a private location for a patdown, he would be screened in view of the public.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/28/2014 7:22:52 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/28/2014 7:00 AM Airline & Flight Number : USAIRWAYS 660 Checkpoint/Area of Airport : C Concourse Pre-Check TSA Employee: (If Known) (b)(6)
Comment : Officer (b)(6) was extremely rude. I felt intimidated and threatened by him. He is abusing his authority and uniform. His sarcasm is not appreciated. I have hearing damage and he yelled at me because he was not paying attention to the line (chit chatting with the x-ray screender) II passed through the metal detector...it did not go off...he yelled at me to go back through. When I said...it didnt go off...he said he didnt care and I would have to go back trough as many times as he says. I
2014 8:32:4 didnt know the Ferguson Missouri police department also ran security at FLL airport...as I said I felt very scared and intimidated by his attitude. Next time I will pass through with my hands up!
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; Permitted Items Current Date/Time : 8/28/2014 8:31:58 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/28/2014 10:00 AM Airline & Flight Number : AA 263 Checkpoint/Area of Airport : Passenger Checkpoint TSA Employee: (If Known) : Lead TSO (Bearded/Caucasian) Comment : On August 28, 2014 at approximately 0900 hours, my wife, 20month old son, and I entered the TSA-prescreening area at IAD. While divesting our items into the bins for x-ray, my wife requested her breast milk be screened without the x-ray. The screeners claimed all items must submit to x-ray screening. We refused, and they eventually agreed that there were other options.

During this time, a TSA screener advised a souvenir Mini Softee Bat (part of a bat and ball set) was prohibited and could not enter the sterile area. The bat is composed of cardboard and soft foam, and approximately a foot in length. It is a souvenir item that my toddler son grinned and smiled with at his first Washington Nationals baseball game during this trip.

I responded to the TSA screener by requesting the assistance of a Supervisor. A (lead/2 stripe) screener (Caucasian/bearded) turned from the adjacent x-ray screen (first lane) and yelled that it was a bat and prohibited. By this time, the screeners in both lanes approached and further exclaimed the cardboard and foam bat (safe for all ages) is a weapon and cannot enter the sterile area. I was shocked, as were the passengers in the line behind me. I could not understand how a bat safe for all ages is prohibited. Growing frustrated, I complied and threw the claimed weapon (softee bat) into the garbage.

Furthermore, my wife and son requested to go through a walk through metal detector or physical screening. The screeners replied that the millimeter wave scanner was the only option. After additional requests, the physical screening was offered.

2014 9:05:3 The entire ordeal was infuriating. This was our return flight to LAX. Our initial flight from LAX was smooth and no issues were encountered. My wife reviewed the TSA website and even contacted TSA personnel numerous times to ensure no issues with the breast milk and children's items.

It is my belief that the screeners at IAD were harassing and menacing due to the special needs and requests for our traveling family. This type of discrimination is troubling. My son is now traumatized and has lost his favorite toy. I plan to travel in the future and would like to explain to my son that TSA has an important mission, but with screeners such as these and little to no oversight with management, I am compelled to believe that things will only get worse.

Review of the TSA Blog explains the novelty item is in fact allowed and should not have been prohibited.

http://blog.tsa.gov/2013/03/tsa-prohibited-items-list-changing_5.html

I am requesting an explanation.
Would you like a response? : True
Passenger's Name : (b)(6)
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 excited to be able to try out the TSA PreCheck on my recent return to the U.S. for home leave from my diplomatic assignment in Seoul, but I must say that I was very disappointed with the lack of consistency and transparency to the system after traveling through four different airports during my trip.

During this trip, I traveled through Honolulu International Airport, Washington Dulles, Ronald Reagan, and Charlotte-Douglass Airport. The worst experience occurred in the last location. At each of these locations, I requested a pat-down, due to being pregnant. While the rational part of me understands that there is no radiation emitted by the metal detectors, having suffered a miscarriage just before this pregnancy – while traveling – I chose to be extra cautious and exercise my right to request the pat-down instead.

On July 20, when I was traveling from Charlotte-Douglass Airport to Washington Dulles Airport, I was informed by Agent (b)(6) (due to not knowing her first name, I will describe her as a middle-aged African-American female) that because I requested
2014 8:26:5 a pat-down, I had essentially "opted-out" of the PreCheck system, and was therefore subject to a more extensive search. Though I did not pass through the metal detectors, my bags went through the x-ray machine, just as everyone else's did, however, Agent (b)(6) informed me that although the pat-down yielded no negative response (beeping) from their screening machine, she would have to go through each of my bags by hand anyway. In Honolulu, this also occurred, but there I was told that it was because the machine had "beeped" after my pat-down screening paper was inserted. I was annoyed there because the woman who had pat me down told me that "this could happen for any number of reasons, even just because of the lotion someone is wearing." REALLY?? If this is the system used to detect harmful substances, I think there is a problem if it reacts to certain over the counter lotions. In Honolulu, this agent, (b)(6) was at least very clear in explaining that it is protocol to search the passenger's bags thoroughly by hand if the machine "goes off." Though she was not at all delicate in conducting this search, leaving my items strewn in such disarray that they could never have fit back into my bags, she was at least clear in explaining the procedure and why she was doing what she was doing. Unfortunately, in Charlotte, it was a completely different experience.

In Charlotte, on July 20, when I questioned Agent (b)(6) about searching my bags, even though the machine had not beeped and she had even confirmed that I had been cleared according to the pat-down, she insisted that not only would she still have to go through all of my bags by hand, but she would then have to put them back through the x-ray machine, though they had already passed that inspection without any alarms. This did not make any sense to me, and when she tried to explain further saying, "When you ask for a pat-down, you are opting out of the system, and since we have no idea why you have opted out, we immediately become more suspicious, so we need to check your bags more thoroughly, even though we did not see anything unusual on the x-ray," it didn't seem to make much sense. When I questioned her about it politely, she asked one of the other agents to get the regulation book, "just to make sure she was following the right procedure," but he simply said, "I'm sure you're right," and did not attempt to retrieve the book. Meanwhile, Agent (b)(6) continued to remove every item from each of my bags, and as she searched, I noticed that her fingernails had come through the gloves on both hands, such that she was touching all of my clothes and belongings with her bare fingers, the nail tips of which were long and appeared to be unkempt. This was something that concerned me, not only because I had no idea whether her hands were clean or dirty, but also because I had no idea what kind of substance might have been on her hands that could have shown up as something strange when they did further screening. One good thing I can say about Agent (b)(6) is that she was courteous throughout the search, trying to provide me with her idea of a logical explanation for what she was doing, and she removed and replaced my items with much more care than the agent had done in Honolulu. However, as I mentioned, Agent (b)(6) logic was

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility.
Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are traveling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

!014 10:45: Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.
The screening process for a passenger who uses a wheelchair or scooter is determined by the individual s ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.
Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.
The passenger should inform the TSO of his or her need for assistance before the screening process begins.
Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Medical documentation is not required.
I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.
I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.
Caller did not want email but did want the phone number for TSA Cares. I gave her 855-787-2227.
Caller had an accident at MDT on July 28th and TSA was there. Caller has already called (b)(6) the manager. Caller said he had an employee from ACE US (b)(6) provide her with claims form and caller was told to call us and report the incident.

Caller is 66 years old and was traveling with her husband and two grandsons 15 and 13. She was first in line and she removed her shoes. Caller put on socks from her carry on and she was told to stay in one place. Her husband and grandsons were behind her removing their belts etc. She was waved forward and her feet slipped. The left side of her body hit the metal detector and her hands went under the fence and she bounced back. Her tail bone hit. Caller sat in the frame work of the MTWD. TSA told her not to move. They got paramedics to come and she was helped onto a bench. They checked her vitals. Caller was told, a woman your age with a hip injury needs to be checked at the ER. Caller asked if she can she get a ticket to come back another day. They said no. They were traveling to Rapid City and this was the only week she could take her grandchildren. Caller decided to get ice packs and go on. Caller said she will not fly again, especially not from Harrisburg PA. Caller had a TSA Claims form and was told to fill it out.

!014 12:21: Advised Caller:

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

Airport: Harrisburg PA
Date and Time: July 28th 14 Between 4PM-6PM
Airline: United
Flight#: 3391
Location: Only two gates. Caller said B.
Email: Does not have an email.

Today at approximately 10:15 my husband who was in a wheel chair and I were traveling through the TBA check point. When my husband went through the metal detector, it went off. We tried to explain that he has metal hip replacement surgery on both sides, but the agent an Asian man began screaming and yelling. I asked for his identity and it was not given. This was at the Southwest terminal 2 entrance and it was the first screening station. Needless to say this scene put a damper on our much awaited vacation. I did report it to the officer in charge and he stated that the officer did not normally work terminal 2 but he would talk to him. I have always supported the rights of the t.s.o., and have marched on there behalf around the country,
2014 4:16:1 but this wreaked of racism and disability insensitivity. I as well as my husband are both offended and upset.
(b)(6)

Sent from my T-Mobile 4G LTE Device

My most recent trip has caused me to write to you and try to explain the frustration caused by the TSA agents. I am a 60 year old man in good general physical health, but I do have a metal right hip implant.
I always in the agent prior to going through the metal detector of that fact AND I do set off the alarm. Then I am made to stand there while someone yells "MALE ASSIST". While I am there, my bags are left on the conveyer belt, my wallet and phone and money clip are left of the conveyer belt in the plastic box in plain view and unattended. I asked the person who put me in the "time out" area to get my bags and was told ……."MALE ASSIST". If I step off the area assigned to me to retrieve or secure my property, I'm sure 10 agents would suddenly appear. The more I waited, the more frustrated I became until I myself starting yelling "MALE ASSIST" FEMALE ASSIST" ANYBODY ASSIST". I was told to be quiet.

I find the agents rude, uncaring and just plain lazy because my shouts fell on the deaf ears of agents standing around talking and doing NOTHING!! A PATHETIC display of security. I have 14 years of working for law enforcement and I can honestly say that giving badges to some of your employees is wasting good metal.

2014 9:26:5

I tried to get a NOTIFICATION CARD from your web site, but the page is down (404 error).

I understand and agree with what you are trying to do, but your "agents" in the field are, in my opinion, under qualified, uncaring and lacking in any form of security for my personal property.

(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) Ft. Lauderdale, FL 33305
Zipcode:

!014 11:11:

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

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

Which U.S. airport were you traveling through?
Fort Lauderdale-Hollywood International Airport

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/30/2014 1:05:35 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 08/22/2014 7:15 PM Airline & Flight Number : United 612 Checkpoint/Area of Airport : security entrance to terminal B TSA Employee: (If Known) :
Comment : I was unwillingly separated from my 6 year old child during screening. My husband and son went through the metal detector; the TSA employee refused to let me go with them and directed me to the end of the scanner line. I asked if I could not be separated from my child. Another employee moved to open the metal detector, but the first employee insisted that one parent was sufficient. She claimed it was policy, but the TSA page on children clearly states "TSA will not ask
2014 1:19:0 travelers to do anything that will separate them from their child." I travel with my husband and son 4-6 times per year, and we have always before proceeded through security together. It was especially annoying because one employee tried to help, while another insisted on an incorrect and unnecessary "policy". Please train the employees at O'Hare on the actual policy, and ask them to exercise common sense, especially when dealing with small 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

Last Sunday, I traveled from new York s JFK airport to seattle on jetblue. I was with my husband and two small children, ages 2 and 7. Because of the kids, we were put on the pre-screen line. My husband went though first and was all the way by where the bags come out thinking our children were with me. My girls went through, but I got held, being told that I was selected for additional screening . My girls didn t know where to go or what to do and my husband didn t know I wasn t with the girls. My 2 year old starting running off but I couldn t get her or tell my husband. I was being held back. Luckily, my 7 year old, who was hysterically crying, ran and got her sister. How would the government feel if my daughter got lost in this process? The worst part was that I was held at the metal detectors for close to 10 minutes because the female agents were talking and laughing and ignoring requests to come for extra screening. The man at the metal detectors said that I had to wait until they were ready and that my children weren t his problem. I am completely appalled at how I, as a mother, was treated.

Sent from my iPhone

(b)(6)

2014 3:05:4 Washington, D.C. 20036
(b)(6) Tel
Fax
(b)(6)

IRS CIRCULAR 230 NOTICE: To comply with requirements imposed by the IRS, this is to inform you that any tax advice contained in this communication (including any attachments) was not intended or written to be used, and cannot be used, for the purpose of (i) avoiding tax-related penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any matter addressed herein.

The information contained in this message is intended only for the use of the designated recipients named above. This message may be an attorney-client communication, and as such, is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please
notify us immediately by telephone at (b)(6) Thank you.

Caller said she is in FL and bought 2 live baby turtles and asked if she cane bring them on the plane in carry on or check bag on a domestic flight on Southwest. She asked if she can bring food or liquids like cut peaches in syrup in check bag. She said when she departed from Hartford, CT she got a noi and that we had ruined her suitcase and the lga s got on her boots and she said she did not want to go over how to file a claim. She said she did not want the food in check bag to cause a red flag and asked how to avoid that.

Response:The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

014 12:10:5 Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

All animals being transported in a kennel with checked baggage are required to be screened. TSOs are first required to ask the owner to remove the animal from the kennel so that he or she can clear the kennel. Once the TSO has completed his or her inspection of the kennel the TSO is required to clear the animal with a thorough visual inspection. The TSO may ask the owner for assistance during the visual inspection.

I advised her that food is allowd in check bag and to make sure it is securely wrapped or in a spill proof container. I advised her that we electronically screen the check bags and that we dont recommend food in check bag because some properties in food cause the alarms to trgiger and the bag has to be hand inspected. I offered to go over how to file a claim but she declined.

Caller said she is in FL and bought 2 live baby turtles and asked if she cane bring them on the plane in carry on or check bag on a domestic flight on Southwest. She asked if she can bring food or liquids like cut peaches in syrup in check bag. She said when she departed from Hartford, CT she got a noi and that we had ruined her suitcase and the lga s got on her boots and she said she did not want to go over how to file a claim. She said she did not want the food in check bag to cause a red flag and asked how to avoid that.

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Caller and her husband both applied for and received KTN s. Caller has a metal knee implant and is subject to additional screening at the PreCheck checkpoint. She primarily flies from PHL and is upset the PreCheck checkpoints have WTMDs instead of AITs.

014 11:30:2 Resolution:

Advised caller PreCheck will not exempt any passenger from additional screening to resolve an alarm such as a metal implant. Advised caller the majority of the PreCheck checkpoints have WTMD available. The airports and checkpoints are configured by the airline and airport in cooperation with TSA and suggested she contact the airline to voice her complaint in regards to how the checkpoints are set-up and the screening technology used.

Caller wants to file a complaint because of the screening experience her husband had when he flew from EWR on 8-25, stated she tried to send an email and it didn t go through, wants to file for her husband, (b)(6) Her husband was at EWR airport and was taking their 2 grandchildren back to Belgium, 7 and 9 yrs. old.
He went through WTMD and told the TSO he had 2 knee replacements and was told okay and to step aside. He was told to remove his belt and spread his legs and raise his arms. He told the TSO his pants would drop and the TSO told him to take his belt off anyway and to hurry and his pants dropped in front of everyone and the grandchildren who were waiting for him.
He feels that it was a most outrageous breach of privacy, he was extremely humiliated and she was shocked. The children had never seen their grandfather with his pants down which was embarassing to him. She thinks someone owes him some compensation because of the incident.
Was flying Jet Airways- Indian Airline, thinks they may be affiliated with United.
Arrived at airport approx. 3 hrs. prior to departure, not sure exactly what time he was going through security.

1. Date and Time of the flight----8-25-14, departed 6:30 PM
2. Gate or Terminal----Gate 55
014 11:51:0 5. Flight #---9W227
6. Airline----Jet Airways

Response:
Apologized to caller for his experience and advised if a passenger has metal inside their body if going through the WTMD and an alarm sounds a patdown would be required to complete the screening process. Explained that is standard operating procedures and if the TSO was to pat down a sensitive area they should have offered him a private screening location and he could have requested at any time during the process. Explained to caller if someone has metal in their body they can request to go through the AIT if available at the terminal they are departing from, which may prevent them from having a patdown, not a guarantee because if an anomaly shows on the imaging a patdown may still be required.

Explained information will be provided to the CSM at EWR for review.

Explained to caller for future travel he can request a private location if a patdown is required.

DATES: 8/24/14 and 8/8/14 TIMES: 1414dep and 0620dep AIRPORT: SAN

Date/Time of Travel: 8/24@1414, 8/8@ 0620 AIRLINE: UAL 1275 and UAL 532

CHECKPOINT: Terminal 2 SAN

COMPLAINT:

I am a TSA Pre-Check passenger. My last two departures from SAN have been frustrating for a number of reasons.
SAN has been allowing NON pre-check passengers to use the same security line AND baggage X-ray AND metal detector as Pre-Check passengers. I travel through dozens of airports and SAN is the lonely one that I have experienced this technique. This creates a number of concerns.
1. These passengers have not been screened through the Global Entry process, yet they are allowed the same security short cuts as those of us who have complied with the rules. My wife and I drove 100 miles and spent $100 for this convenience.
2. It slows the process for Pre Screened passengers, which seems unfair at the very least, a breach of security at most. In light of the latest threat from ISIS, this is no time to "mix" passengers. I schedule my arrival time at the airport with use of Pre-Check in mind. I now experience an unplanned delay. .
014 12:20:1 3. This procedure at SAN appears to have nothing to do with TSA manpower or length of passenger lines. On this particular flight, there were seven (7) TSA employees within 10ft of the two active ID screeners, all of whom appeared to have no duties.
As a side note, on my last two departures under these same conditions, I was a random selectee for additional screening. I saw ZERO non-Pre-Check passengers endure this delay. This makes little sense!
According to TSA, we are not the only ones complaining about this problem. I strongly suggest that SAN utilize the TSA Pre Check screening process the way in which it was intended, exclusively for passengers who have been properly processed and hold those credentials.
Please acknowledge receipt of this complaint.
Thank you.
(b)(6)

Carlsbad, Ca. 92009

Caller lives in Austin TX and works out of DC and travels for meeting 2-3 weeks a month. She became a member of Global Entry so she could get the expedited screening and continues to have issues with the TSA agents at Austin. She wears a pair of sandals when she travels and when she comes through the checkpoint she knows that they will set off the alarm so she takes them off before going through the WTMD. The last time she went through the checkpoint she was told very rudely by the officers not to take her shoes off so she just left them on for screening. The officer then advised her that if she knows that the alarm will sound due to the metal why didnt she just take the shoes off. The agent then smarted off and said that she would be there all day so she was not worried about how long it would take for her to get through the screening process. On another occasion she placed her new Coach purse in a bin and the officer told her not to place the purse in a bin and that she needed to take it back out and place it directly on the belt. Every single time that she goes through the screening at Austin she has issues with the screeners being rude and saying smart remarks to her during screening. She thinks that there is a
014 12:44:2 management issue at this airport since they do not have issues with the officers treating the passengers poorly.
She is requesting to know who the CSM at Austin reports to since it seems that the officers at this airport are not being trained properly and needs additional screening on customer service.

I am forwarding her complaint to the CSM at Austin so they will be aware of the issues she is having with the screeners at this airport. If she continues to have issues she can request to speak with a PSS at the checkpoint for assistance or she can speak with a CSM.

You officer (b)(6) was aggressive with me as I exercised my right to complain about the obnoxious pat-down procedure. He recognized me as a frequent traveler and then targeted me with an aggressive response to my comments. I did not say anything about him but questioned the logic of my knee setting off a metal detector and then checking me for explosives. I did not raise my voice I did not curse I just talked and was told to shut up, he escalated again buy calling over the deputy. I
!014 2:22:5 feel this was a targeted attack.
(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Race
Current Date/Time : 9/2/2014 1:36:40 PM
Airport : CHS - Charleston International Airport Date/Time of Travel : 09/02/2014 1:00 PM Airline & Flight Number : Southwest 59 Checkpoint/Area of Airport : TSA body screening for terminal B TSA Employee: (If Known) : Female Comment : I am traveling with my Mother in Law who has Alzheimer's. While going through the body screening area for terminal B, my mother in law stood in front of the metal detector that had just been running and was scolded by a Black female TSA agent as to why she was there. MY Mother in law who is an elderly Chinese woman could not understand the TSA agent as she spoke quickly and in a accusatory tone. She asked more questions before we could intervene. It was obvious that the Black TSA agent
!014 2:24:0 just wanted to yell at someone who was weaker and powerless to protect themselves and to create a hostile environment. Well done TSA for having someone who violated the basic human rights of a woman who presented no threat but who was mistreated as if it was business as usual.
Would you like a response? : True
Passenger's Name (b)(6)
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: RESPONSE:

I told her I am sorry she did not feel the TSO listened or did not care. I am glad her daughter is fine.
I explained to her that if she had felt it was related to her disability she would need to follow a different course and I can explain to her how to put her complaint in writing.
(I covered her choice at least 3 times so she would be certain) Caller confirmed she did not feel it was related to her Daughters disability.

It is not necessary to fill out the comment card now. I cannot say anyone will contact you but we will provide your contact information.

CSM Referral Information:

Airport: JFK

Airline: JetBlue

!014 3:04:5 Flight #: 163

Date: 7-28-14

Departure time: She said she was at the checkpoint at 7 AM

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

Email: (b)(6)

Incident Details: Caller said she submitted a claim a couple of weeks ago and has not received a response. Later she said it was a screening complaint comment card not a claim for reimbursement.
She said what happened in 2004 and later she said it was July 28, 2014 she flew from JFK to Sarasota FL with her Daughter, (b)(6) who was 20 months old at the time.
Her daughter has cochlear implants and could not go through the metal detectors and she has a card from the doctor that says that. She told the TSO this and then the TSO told her to go through the side door with her daughter and she did not know that machine was also a metal detector so she did. Everyone, her husband and the TSA Supervisor kept asking her why she walked through the machine with her daughter but it was not her fault because she did not know the little machine was also a metal detector.

and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screeing process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the ait machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the ait or private screening and he said he did not opt out of the ait machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of ait and asks for prviate screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screenr asked if he forgot to take anything out of his pocket but he did not tell him he was gong to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport emloyees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys dont believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to suponea the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

014 5:58:2

Complaint:CSM
Claims: Complaint

Airport:Denver
Airline: Southwest
Flight Number:2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm
Location:security checkpoint
Gate:C 39
Contact Information:he declined his phone #.

and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screeing process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the ait machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the ait or private screening and he said he did not opt out of the ait machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of ait and asks for prviate screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screenr asked if he forgot to take anything out of his pocket but he did not tell him he was gong to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport emloyees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys dont believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges
!014 5:58:2 brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to suponea the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint:CSM
Claims: Complaint

Airport:Denver
Airline: Southwest
Flight Number:2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm
Location:security checkpoint
Gate:C 39
Contact Information:he declined his phone #.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/3/2014 2:13:17 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/30/2014 6:15 AM Airline & Flight Number : UA3784
Checkpoint/Area of Airport : TSA pre-check TSA Employee: (If Known) :
Comment : A TSA employee responsible for attending to travelers in line informed travelers that the TSA pre-check security check point was late to open, but couldn't offer an explanation because none was provided to her from other TSA employees. Once the security shutter was finally opened, a TSA employe, ethnic Asian male, was extremely rude to the travelers in line. Most of the travelers near me were senior citizens. The first time he addressed the crowd, he pointed at all the seniors telling them if anybody had a pace maker, they need to get out of line and go to the regular security check point. He said that they were short on people and someone with a pacemaker would just slow down everyone in line. I personally think that is discrimination to senior citizens, because young individuals could also have pace makers, singling them out to shuffle them down to the regular security check point when clearly they had a permission to go through the TSA pre-check line. Then, as I was approaching the conveyer belt, he yells very loudly, (verbatim in broken English) 'Hey, Lady! You wearing your clothes inappropriately!' So, I look behind me to see if anyone is wearing a bathing suit in line, and didn't notice anyone who was wearing inappropriate clothes. When I turned back to look at him, I realized he was talking to me. I had a light jacket tied to my waist. I frequently use the TSA pre-check security check point, and at every one I've always been afforded the courtesy of wearing my jacket through the metal detector - it's even stated on the bulletin board at the TSA pre-check line that light jackets are allowed. So, instead of unnecessarily adding stress to the situation, I held my comments and simply took my jacket off
!014 8:43:3 and put it in my bag to go on the conveyer belt. There was no need for him to be disrespectful and rude. All he had to say was 'Ma'am please take off your jacket and put it in your bag to be scanned.' Simple and courteous words go a long way. It was very clear to me and the individuals in line with me that he hates his job and we the travelers are an inconvenience to his day. A woman behind me made a comment that she wasn't surprised at his negative behavior, because all government employees are the same. I was not only taken aback by this comment, but embarrassed that this TSA officer's behavior was giving the impression that our government treats its citizens and visitors in an abrasive manner. It bothered me that I was being labeled in the same category as the TSA official - I am a federal government employee, as well, and I DO NOT treat people in the same manner. I would be demoted or fired for such behavior. I realize now that he is a representative of our federal government at our nation's capital, Washington D.C. Extremely shameful that our citizens and foreign visitors would be subjected to the abusive behavior of this man. He wasn't wearing the same uniform as the other TSA officials, which leads me to believe he is a supervisor. I do know that TSA officials are supposed to be trained to diffuse stressful situations so that they can screen travelers in an efficient and effective manner. Unfortunately, either he wasn't paying attention to this training, or he is so unsatisfied with his job, he needs to be relieved of duty.
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; Professionalism/Customer Service Current Date/Time : 9/3/2014 1:02:34 PM Airport : FAI - Fairbanks International Date/Time of Travel : 08/21/2014 5:30 AM Airline & Flight Number : DL9062/AS124
Checkpoint/Area of Airport : passenger screening second level TSA Employee: (If Known) : 2 involved
Comment : I TSA Pre Check thru Global Pass and travel with a service dog (which I have done for more than 20+ years several time per year) and on my most recent trip I checked the TSA website to see if there had been any changes to the process regarding clearing me and my service dog. I noted that as of May 2104 nothing new I go thru metal detector then call my dog thru and when he alarmed they would do inspection of his equipment (collar and vest) and the only thing I was allow to have during the whole process was the handlers end of the leash. Well that is exactly how it went in Salt Lake International when I cleared. However in Fairbanks International I without Pre Check had to remove laptop Meds and watch in the tray per the TSA office then leave all my property to go to a metal detector with no view of my property. I put my dog in the down stay and went thru without alarm then call my dog thru and he alarmed (metal collar and rabies tags along with other tags required by law), but instead of the TSA officer saying he was going to have to clear my dog. He told me to remove his equipment and send him thru the detector again and when I tried to question him he just repeated his command. Not wanting to have legal problem for disobeying a TSA officer I did as ordered. When another TSA officer comes up and tells me to put the equipment back on, the first on say the dog alarmed and tells me to take it off. I responded with "Who's in charge?" twice before the 2nd one said he was. Once the equipment was back on he patted down my dog and swabbed my hands. This whole process took more than 15 minutes in which my property was out of my sight and many other had been processed in a different x-ray machine lane. I did speak to a TSA officer who said he was the supervisor. He informed me that the website was "wrong" and that they are to give the passenger the option of removing all the dogs equipment and sending it thru with their carryon for screening and have the dog go thru without any equipment or to come thru with equipment and then have the dog and passenger hand screened no matter who alarmed. He also 90% of service dog owner take off all the equipment. I find that hard to believe when the laws and TSA website says the handler must be in control of the dog at all time in public (Alaska has leash laws in all counties), so to remove all the equipment would mean a dog with no controlling device running around a airport in direct violation of the law at the orders of the TSA. So I did find that the name tag the second office said "lead" and "supervisor" was on the one I spoke to last. I today again looked at the TSA website and the service dog information was the same. Lastly the website says if the dog alarms the passenger is "not to make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by an officer" and this was not the case in Fairbanks as they had me all over my dog taking off, putting on, taking off, putting on his equipment. So can someone please tell me what the Official Policy is regarding the clearing of service dogs for those of us with disabilities who travel. 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

!014 2:15:3

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: 75017

!014 8:35:2

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? Yes
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
John F. Kennedy International Airport

What was the date and approximate time of the incident?
Caller:
Traveling with her mother that has a knee replacement. Her mother is 78 years old and went through a patdown last year. Is there a way that they can show a physician s note or a way to prevent that patdown from occurring again?

!014 9:57:4

Advised Caller:
If her mother alarms an AIT or WTMD, then she will need to undergo a patdown. A note can help the officers understand what her condition is but it will not exempt screening.

The callers wife came to their house on Cape Cod from TX. She brought the cats with them. They called the TCC in advance to verify how to bring the cats and they were told they could leave them in the carrier instead of having to remove them from carrier. They were concerned about escape so they asked if they can leave them in the carriers and he was told yes. They told the TSA person at the departure airport this and the TSO told him that this is wrong information and they had to take them out of the carrier. One cat scratched and clawed and almost got away. They are now getting ready to go back to TX and they want to know the policy about taking the cats again.

I advised the caller that if a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

!014 2:09:2

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

I advised the caller that he may want to contact the CSM at the departure airport in advance of travel on the 25th and he said that he left them a message but has not heard back yet.

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

Hello,

I wanted to complain about inappropriate touching during a search in the Reno Airport.

On 2 September (Tuesday) 2014, I was flying out of the Reno airport. I kept setting off the metal detectors, probably because of my bracelets. I wanted to take them off, but ended up getting a patdown.

The TSA Agent (b)(6) (I believe I wrote that down correctly) gave me a very thorough patdown, including pushing her hands against and in between my labia. I jumped the first time she did it, startled and VERY uncomfortable. If this happened

!014 4:15:4 elsewhere with a stranger, I would have called it sexual assault. When she did it again, I said, "Don't touch me there." She told me she had to put her hands on my upper thighs. "That wasn't my upper thighs."

If the goal of the TSA is to have their officers spread women's labia and put their hands in between labia walls and between the labia and the thigh, that is not okay for a normal security process. Not at all. That is sexual assault.

This officer needs re-training.

Best,

(b)(6)

I was traveling thru Houston TSA and I am a PRE TSA travel which give me the option of less TSA interaction.

On Thursday night about 5:30 PM I was in line and a man came thru a head of me and stated he was a PRE TSA traveler and the lady TSA person let him go thru the metal detector, I got there with the same situation, I was told I had to go thru the body scanner.... I then opted out for the pat-down.... After going thru the Pat-Down I ask to speak to the supervisor on duty. I tried to explain to the supervisor what happen he was very rude and controlling, not to mention disrespectful. He did not provide me with any information pertaining my situation. Just told me he makes the rule and the body scanner was calibrating.... Fully taking a position without getting the fact.

014 10:19:2

I believe TSA should really consider is this guy supervisor material.

(b)(6)

Caller has a complaint on the manager, named (b)(6) at DEN. He says he was reaching down in his trousers past the waist band. He says this was not ok. He had complained and was told it was standard procedure. He says he had a small pin knife he had forgot and asked if he was able to mail it even if it cost $25 and he was. He then had go back through screening again, they had him use the WTMD. He has had metal implants, in the hips. The officer almost hurt him he went up his legs so fast. He says he had just went through screening and had to be screened again. He said the officer and supervisor was smiling the entire time during his second time of screening. They would not give him the agents name so he only got the name of the manager. He had offered to go back through the AIT again and they told him he couldn t. He feels the officers feel they have too much power.

Told caller

I was sorry for his experience.

!014 3:54:0 I would take his complaint and send it to the CSM so they would be aware of this as well.

Airport: Denver

Airline: Frontier

Flight number:

Date and time:09-05-14 at 1:45 pm

Terminal or gate: A gate

Items Damaged: He said the agent had put his fingers in the waist band and he had put his hands farther down in his pants then the waistband. He says they have never done this before.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/5/2014 2:55:02 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/04/2014 6:00 PM Airline & Flight Number : US Airways 2707 Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) something Comment : My dad and mom had TSA precheck on their boarding passes and are old (70 and 65). But since they cannot understand the American accent very well, we had to take them for general screening with us. The 2 agents at the metal detector were extremely rude with my dad and mom and shouting to remove things from their pockets. I helped them do that, but they shoved them to the xray screening although they had TSA PreChk on their passes. It really hurts to see TSA agents being disrespectful of seniors and elders, since most countries treat their seniors well. My parents felt extremely insulted and had a demeaning experience at this TSA checkpoint. This is in stark contrast with our experience at TSA checkpoints in LAX and LAS airports where agents were respectful and courteous while doing their jobs.
!014 4:16:2
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

Caller said he had a issue going through security in Charleston SC. He said his wife is pregnant. He said he wanted to decline the screening and his wife requested the patdown. He said one of the TSOs gave his wife a hard time. He said it happened a half an hour ago. He said he did not get the TSOs name. She was wearing a hearing aide and had light brown dyed hair. He said she was in her 50s. He said there was a line and he understands that the agent was trying to expedite the line. He said the TSOs reaction was that she should find another agent to help her. He said the machine was the WTMD. He said it was not appropriate for the agent to determine if his wife should get a patdown. He said he would like to report this but he did not want to be contacted. He said he realizes the radiation dosage is very low now but he it was their right to request a patdown.

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. This will get referred to the CSM today but they are not there on the weekend. You are correct that you have a right to request a patdown. Advised that TSA does track trends to see if a particular incident continues to occur.
!014 9:32:4

Date and Time of Flight: Sept 6th, 2014 Happened at 9:00 a.m. Flight scheduled to depart at 10:30 a.m.
Gate or Terminal: Gate A 5
Airline: United
Flight Number: 4111
Airport: Charleston
Caller stated he had a complaint on Jackson Mississippi Airport. Caller stated that he had a metal implant in his knee and he told the TSO that he could not go through the WTMD. Caller stated that the TSO laughed and stated that he could, but he would cause an alarm. Caller stated that another TSO laughed as well. Caller stated that he went through security and he was asked if there was a CPAP in his bag and there was. Caller stated that he was asked if he wanted to remove it or if he wanted her to remove it. Caller stated he said that he would like to and then she stated that she had to do it because it was already in her possession. Caller stated that Officer (b)(6) was the worst he had encountered at many airports. Caller is upset. He stated this was just a customer service issue, not disability-related.
014 10:19:3

Resolution:

I thanked the caller for giving this information as we do track trends for corrective action. I advised the caller that I would forward this information to the Customer Support Manager at the airport for review.

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Noatak
State: Alaska
Zip Code (Post Code): 99761
Other:
Email: (b)(6)

!014 5:24:3

==Incident Information==
When did this happen? 09 03 2014
Where did this happen? ALASKA - OTZ - Ralph Wien Memorial
What happened? I wear a lock brace because of a surgery. I required a pat down because of the metal detector. This in itself isn t the issue. While being search the tsa agent rubbed my butt, checked my waste band and touch my skin while doing so, lastly the agent rubbed his hand over my genitalia, this was a terrible experience and feel that no tsa agent should be allowed to touch another persons private parts.
Who treated you unfairly? An older gentle man, heavy set, at kotzebue airport before the evening jet. Highly invasive search.
List anyone else who may have seen or heard what happened? (b)(6)
(b)(6)
Is there any other information you want us to know about or consider? Pat downs, I have no problem, but being touched

disability claims.

- - -

FIRST INCIDENT

INITIAL COMPLAINT FILED WITH TSA:

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

Sent: Sunday, November 24, 2013 16:57

To: (b)(6)

:014 7:05:0 Subject: The following event (b)(6) should be reviewed.

EID (b)(6) Contact Type: ODPO

Contact Date: 11/24/2013 3:43:39 PM Contact Status: Pending ODPO

Incident Date: 11/24/2013 12:00:00 AM Linked Event IDs:

Medium: Email

Passenger Contact Information:

Contact Prefix: Contact Address 1:

Contact First Name: Nic Contact Address2:

Contact Middle Initial: Contact City:

What does he need to do?
He thinks he went through the Precheck Application Program, but he never went through fingerprinting. He just randomly started getting it.

He flies with Southwest.

Caller Advised:
I asked him probing questions and determined he was not eligible through a Trusted Traveler program.

TSA is identifying passengers who may be eligible for expedited screening through a risk-based analysis of passenger data provided when booking the reservation on a flight-by-flight basis. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will allow TSA to ensure as many travelers as possible experience the benefit of expedited screening through the TSA Pre lanes. This is not to be expected every single time you fly.

Do DAY and BWI participate in Precheck?

Dayton International Airport (DAY) participates with
American Airlines
014 10:32:2 Delta Air Lines
Southwest Airlines
United Airlines
US Airways

Baltimore Washington International Thurgood Marshall Airport (BWI) participates with
Air Canada
American Airlines
Delta Air Lines
JetBlue Airways
Southwest Airlines
United Airlines
US Airways

How does he apply?

Visit www.tsa.gov, select Precheck, and select now accepting applications at select locations Pre Enroll.
Caller spoke with (b)(6) about some missing jewelry. She says that she would like to check the status of this because she hasn t heard anything. She says that she has not received the claim forms. She wanted to confirm the email. She says they are not in the junk or spam folder. She says that she has not spoken with anyone since she spoke to our office.

Advised caller:

Advised caller that the claim forms were sent to her the same day she spoke with (b)(6) They may have went to her junk or spam folder. Walked her through how to get these from the TSA Web site. As far as not speaking with anyone, according to the notes, she has been speaking with the CSM at the airport.

014 12:35:0 Provided the following from CSM notes:

We have been in regular contact with (b)(6) for about three weeks now over her missing bracelets. After our review of CCTV, (b)(6) is seen removing the bracelets after alarming the metal detector. However, the footage is inconclusive as to whether or not she (or anyone else) picked them up.

Advised caller that if she would like to speak more with him about this, she can contact him directly.

Provided:
Name: (b)(6)
Phone

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Fifth Amendment - Due Process
- Profiling
- Race Ethnicity
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, i m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: san jose
State: California
Zip Code (Post Code): 95155
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 08 28 2014
Where did this happen? CALIFORNIA - SJC - San Jose
International
What happened?
i was at the screening line and opted out as i do not wish to go through the millimeter wave detector. so my only option as i was traveling alone was to go though the illegal pat down process. I don t understand why when i am accused of no crime, and i am not traveling with my children the only option is to be subjected to

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30
Aiport:Burlington Vermont.
Gate Terminal: Gate 3

014 2:22:1

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and them review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

014 2:43:5

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesnt have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30
Aiport:Burlington Vermont.
Gate Terminal: Gate 3

!014 2:43:5 Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and them review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesnt have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do no want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

!014 5:08:3 Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do no want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

!014 5:08:3 Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Dear Sirs,

I flew with my father August 29, 2014 from Panama City, Fl and September 6, 2014 from Ft. Lauderdale, Fl. He had a defibrillator implanted last year and was instructed by his physician to have a pat-down and to not be screened with imaging or metal detectors, ever. My father was given a card to show the TSA employee prior to screening, which he did. Both airports gave him a hard time, telling him to go through the Imaging Machine because it is safe. This made my father nervous and upset because of what his Cardiologist instructed him to do.
I had to step in and tell them again that he wants a pat-down because of his device and doctors orders. It was clear that at both airports, the employees were "put off" that they now had to do extra work because a passenger did not want to be screened by any of the machines.

Your website states that TSA has no evidence that screening by imaging technology will affect such devices.
Why are your employees telling passengers that they are safe when there is no evidence?
It is wrong of the employees to lie when someone health is at risk or any time for that matter!

My father will be flying again soon and I sincerely hope that when he requests a pat-down, there will be nothing more said and his request granted.

!014 6:07:4 Please see to it that the TSA employees respect the requests of passengers, especially when they are already uncomfortable with medical issues and trying to follow their doctors instruction.

Thank you for your time,

(b)(6)

Springfield, Oh 45506

Travelers with Disabilities and Medical Conditions

Dear TSA folks,

I am including here an explanation of the content of the phone call I made to TSA earlier today. While I am disabled, I do not believe this was an act of discrimination, but rather simply a matter of discourteous and rude behavior on the part of the supervising employee at the Burlington, Vermont airport on September 7, 2014 around 12:30 p.m.

I am a frequent traveler with a seeing eye dog. As I have been requested in the past at multiple different airports, I approached the TSA agent to explain the best way for my dog and I to go through the screening. I have had 20 knee surgeries and currently have two total knee replacements, so the body scanner is by far the most preferable and comfortable way for me to be screened for security. My dog goes on a sit stay outside of the metal detector until I have completed the body scan, and then I call her through the metal detector. She then stops and allows the TSA agent to pat her down. This has worked wonderfully in nine or 10 different airports and the TSA agents have always commented on how smoothly this routine works.

Yesterday, I approached the head TSA agent in Burlington, who informed me curtly that he was too busy to talk to me and that I should step away from him. (My son later told me he was writing something down on a clipboard having to do with the
!014 6:10:0 metal detector, but because I cannot see, I was unaware of this.) I stepped back in the line until he was able to talk to me, and then I explained the routine that my dog and I have established to him. He became very agitated and told me that I was not to tell him how to do his job. He told me that he would tell me how the dog and I would be screened. In the end, he required me to go through the metal detector with my dog and get patted down, something I have not had to put up with in over two years and more than 20 flights. I was angry and humiliated, and became tearful. The female TSA agent who unfortunately had to pat me down was wonderful, kind, and extremely apologetic.

The male agent s name I believe was (b)(or (b)(6 (but, because I cannot see, I could not read his badge). I believe he owes me an apology, as I was neither rude nor pushy and as I have been asked multiple times in other locations, was simply explaining to him what worked best in my situation.

(b)(6)

Broomfield, CO 80020
(b)(6)
HYPERLINK (b)(6)

Feedback Type : Security Issue
Categories : Other; Miscellaneous/Other
Current Date/Time : 9/9/2014 11:56:17 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 8:24:4 Comment : Management at TSA/JFK has taken it upon themselves to directly violate the SOP and allow all parents and people traveling with children under 12 to wear their shoes when walking through the metal detector. These passengers have been considered "expedited," however, nowhere in the SOP does it state that passengers become expedited simply because they are traveling with another passenger who is. It is yet another example of JFK management making up their own rules to serve numbers.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general.

Information Request: Caller feels like she has been discriminated against based on her disabilities. Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general. Caller is wanting to file a complaint so they can adapt her screening so she will not have to get a patdown. Caller has talked to TSA Cares and the CSM at PHL Elena Kemp. Caller stated that they don't change their gloves unless asked and then they don't have to do it, and if they don't they refer the situation to a Supervisor. Caller is up set because they may adjustments for religious reasons and will
2014 2:11:2 use the hand held metal detector when they are wearing a complicated head wrap. Caller wanted to speak to someone above me that could help her with her issue.

Response Details: Advised caller generally they will change the gloves upon request. I cant guarantee they will but they usually do. Every passenger has to be screened that pass through the checkpoint. Even a person wearing a complicated head wrap will receive a patdown even if they use the handheld metal detector. You can not file a disability discrimination complaint until you have flown. They are trained if you have painful areas of the body to excise caution and adapt the procedure to be a painless as possible. Once you have flown and you have had issues then we can file the complaint but until you have flown there is nothing that we can do. Supervisor took over call.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/10/2014 2:36:11 PM Airport : ANC - Anchorage International Date/Time of Travel : 09/08/2014 4:45 PM Airline & Flight Number : Alaska Airlines 2811 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I am two weeks post operative shoulder surgery, which requires the complete immobilization of my right arm in a sling. I was not informed how the security screening would be different than an uninjured flier. I was instructed to stand and wait for someone to help me, while multiple passengers moved along quite rapidly. I was not asked if I wanted my belongings to be held until I was able to be screened. Instead, my brand new $1200 laptop and $500 phone were set in plain sight while I was on the other side of the screening machines, unable to view my possessions. I had to wait 5-10 minutes before a woman, who had been standing next to me the majority of the time, took me through the metal detector, swabbed my sling and hands, and then finally returned me to my belongings. Then another agent began haranguing me for the 3oz pepper spray that was on my keychain. Having flown from Fairbanks to Anchorage merely 3.5 hours earlier today, I was unaware that this was
2014 4:26:2 not a permitted substance, as it was in clear view of TSA agents in Fairbanks and was not confiscated. The option of giving the spray to my ride was not given to me. The agent simply continued to speak at me in a very rude and unnecessarily brusque tone of voice. All in all this was a very poor experience, and if I had a choice, I would opt to not go through the Anchorage airport security again.
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

Just went through pre check screening at the BDL A gates. Also have an artificial hip. Pre check lanes are configured at this gate so there is no access to a full body scanner....so when my hip triggers the metal detector..... I once again ended up standing in my socks with my pants around my ankles getting a full body frisk.

Mind you there are 4 full body scanners at this checkpoint but only one of them appeared manned way over on the non pre check side. Didn't matter as the pre check lanes run you all the way over to one side and the staff won't let you go across the 10 feet to the closest scanner. Although it wasn't manned, there were 5 folks milling around in the supervisor booth.

I complained to them and they reported they get the same complaint several times a day, have communicated it to Management but get no response.

It would cost nothing to reconfigure the lanes but they apparently can't get permission. How about at least a wand at pre check instead of the full hands on pat down.

!014 12:11: I guess what really frosts my oats is that I paid $85 for my pre check and its a complete waste as I frequently fly this airport.

So....can you get this fixed or alternately can you send me back my waisted $85?

I've talked to the staff here the last 3 times through and they just shrug it off as being beyond their control to address. I'd like a response please. Either reply to this email or ring me up at (b)(6)

Thanks for listening.
(b)(6)
Sent from my Verizon Wireless BlackBerry

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) Naperville il
Zipcode: 60564

2014 4:13:4 Are you 18 or over? no
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : September 11, 2014
To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

2014 8:46:5

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.
Would you like a response? : True
Passenger's Name : (b)(6)

once you open vials of liquid nebulizer medicine it is wasted

if you want to open and force me to waste my medicines since opened vials is not able to be saved and used later then you pay for new stuff

again -- opening albuterol nebulizer vials so you can test actual liquid wastes medicine and once opened must be used or go in trash

you want me to waste medicine need for asthma attacks then you pay for new stuff

albuterol nebulizer not even close to having bottle like cough syrup where just put the cap on and be ok

no way with nebulizer medicines --- albuterol not work like that

once opened must use or put in trash

014 12:13: there is no bottle cap for albuterol

here is actual picture of what nebulizer drug look like -- see no cap can take off and on at will

after you open the vial -- even to test liquid -- that is it -- not able to save it and use it later

again this is not like cough syrup where can open a bottle take some out and save the rest --- does not work like that

you waste my medicine you pay for new ones -- insurance says too bad for a full month even because you forced me to waste it

people need to get off the scripted crap and give real answers -- not send me copies of your web site

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

2014 6:13:2
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? yes

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 9/12/2014 11:09:56 PM Airport : MCO - Orlando International Date/Time of Travel : 09/12/2014 3:30 PM Airline & Flight Number : Southwest Flight 521 Checkpoint/Area of Airport : Area just before scanning machine TSA Employee: (If Known) : Not known Comment : I was standing in the area of a scanning machine at the Orlando Airport when I received very rude and unprofessional treatment from a male TSA agent. I had just placed my carry-on bag and tray with shoes and belt in it onto a conveyer belt. As I was standing in line waiting for my turn to step through a large x-ray scanner, a female passenger in front of me was waived through a nearby metal detector scanner. I was about to step forward when a rude male TSA agent asked me to identify my bag on the conveyor belt. I pointed at it and he asked why I was not standing directly across from it and following its path on the conveyor belt. I politely told him I was unaware I was supposed to be doing that and then he quickly asked if I understood him. I said yes and and then he immediately shot back that I "must not understand him" and "must not be able to understand him" because I wasn't doing it fast enough. At that point I was asked by another TSA agent to walk though the large x-Ray scanner, which I did without incident. At all times when the rude TSA agent confronted me, I was polite and did nothing but try to comply. I
2014 9:26:2
reported him to a supervisor after I put my shoes and belt back on. Another passenger, who I'd never seen before, also complained at the same time to the supervisor about rude behavior he had also received by the same male TSA agent. One of the TSA agents, a female, who was working at the conveyor belt at the time I was treated rudely, came back to the supervisor area while I was making my complaint to apologize for the treatment I had received by the male TSA agent. No member of the traveling public should be treated like that by a 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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2014 3:50:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/13/2014 12:00 PM Airline & Flight Number : West jet WS1423 Checkpoint/Area of Airport : International, terminal 2 (I think 2, flight was out of gate 21 for sure) TSA Employee: (If Known) :
Comment : I requested a pat down instead of going through the body scanner like everyone else. I was told by the woman standing behind the metal detector directing everybody through the body scanner to wait to the side so I did. It took 15 minutes for me to be called over for the pat down. I felt as if they were trying to force me to use the scanner by making me wait so long I would change my mind. It is worth noting that the security area was not busy at the time, we waited behind only 2 people in line before placing stuff in bins. Of course I'd put all my stuff in the bins for scanning quite a while (and a number of people) ago. If I hadn't been travelling with my husband who collected my stuff for me, it would have been left unattended the entire time. Not only is that increasing my risk of theft, it is in direct opposition to all the announcements that play once you've cleared security about not leaving your belongings unattended and to keep them in a direct line of sight at all times. While I was waiting, the female officer mentioned before behind the metal detector would not even look at or acknowledge me, much less tell me how much longer I might be waiting or if someone was on the way, again leading me to believe this wait was to "encourage" me to just go through the body scanner. I'm not sure if it is required or not, but the officer performing my pat down never asked to see my boarding pass or passport (which I didn't have on me anyway because it went through the scanner 15 minutes before). Additionally, my husband has informed me that bags were being pushed through the scanner even though the track past it was full. So much so that bags were starting to fall off the end and another female passenger even commented on it to him too. My husband debated requesting a pat down instead of the body scanner as well, and had he opted to go with the pat down, all of both of our belongings would have sat completely unattended, out of our sight for the 15 minutes it took, likely after falling to the ground. I have never had any issues with/complaints about security screening before and I understand it's importance, however I feel that this entire experience is unacceptable and avoidable.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 9/14/2014 10:39:45 AM

Name (b)(6)
Email (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spirit Flight 126 FLL to MYR 8:10 PM
Comments:Inconsistant screenings within the same airport: I fly often. I don't go through the scanner because I can not verify its safety. I always opt out. Often TSA agents show their displeasure for my choice. I have complained at least once when an agent took "meets resistance to mean "go up until first finer is in middle of travelers external labia over clothing." Nothing was done about it. Still I need to travel, after seeing a news video where a woman went through with no problems in a bikini, and to make things easier on me and faster for TSA I began wearing a bikini under my clothes when I travel. A couple of weeks ago I flew from MYR to FLL and back on the same day. On the MYR portion I was only asked to have my hands swabbed and put thru a metal detector. At FLL I waited until it was time to take off my shoes and I removed all clothing accept the bikini. The agent looked me over (Everything that is usually supposed to be touched in a pat down was visible) and told me to take my things and have a nice day. This happened again on Fri 9/12/14 from Myrtle to FLL. I went through in the bikini with no incident no pat down and had a pleasant flight. I was relieved to have a solution that did not involve me feeling violated and still allowed TSA to do what they needed to. Last Night 9/13/14 on the Spirit flight from FLL to MYR I again waited until the last possible moment, removed my jogging suit and asked an agent for an opt out. I was told "You know she's going to run her hands up your thighs, right?" I said "why? there's nothing covering my thighs" He smugly told me "I just have to inform you. I shrugged it off thinking perhaps he was new. Sure enough when I got to the other side I was told I was going to be pat down. The agent proceeded to run the back of her hand over my bikini on my breasts, buttocks and the back of both hand over my bikini down the front of my pubic bone. I was literally touched in places Ive never had touched during a pat down.. When she told me she was done and I could get dressed and older woman with grey hair came over and snapped "No she's not! Don't let her put her clothes on! Take her ID and boarding pass!" She confiscated my ID and boarding pass and had several male agents stand with their backs to me causing a scene. A younger male agent came over and expressed his annoyance that *I* was causing a scene by coming through in a bikini. I explained it was *his* co worker who insisted I stand there longer than necessary in a bikini. With about a half dozen male and female agents glaring at me in disgust, I asked the woman who pat me down if I was being detained, she said"no." I said "If I'm free to go may I please have my things?" again she said "No." I said "So I'm being detained?……." They eventually came out and gave me back my ID and boarding pass. Clearly I am upset by the way I was treated. What Homeland security should be concerned with is the hiring process. You had several adults who were so rattled by a middle aged woman in a bikini they focussed all their attention on it. That's not *me* causing a scene. Other agents were able to get me through no problem. What I encountered last night seemed to be a group of emotionally immature and unstable adults who should not be in charge of the safety of other human beings. More than a half dozen agents got involved in something and were clearly showing emotion… not over a safety issue but because despite looking at scanners and touching people in pat downs, they have some problem with me in a bikini. (I guess none have them have ever been to a public beach in the US?) I strongly suggest you look at the tape and perhaps point out to the agents who stopped doing their job elsewhere to get involved in a "bikini incident" how they left holes in TSA security to vent their personal disgust rather than just do their job. In addition, I'd like to know exactly what the protocol *is* for a pat down, there seems to be an awful lot left to the discretion of a TSA agent to go on "gut feeling." I feel like I was singled out and hazed by a bunch of junior high kids.

From (b)(6)
Sent: Sunday, September 14, 2014 9:08 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 9/14/2014 9:08:07 AM

!014 11:14:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

surgical steel in leg , ankle and hip

Comments:

I really am not impressed with the general caliber of TSA employees. 3 times ive been to airports -seeing someone off and the metal detector went off cause of the implants in my leg- The TSA idiots went beser why dont you have a REAL ID card like they used to have

invasive screening experience, several TSO s spoke to her in a rude fashion, *treating her like a child*. She explained to me that she felt that the entire experience was rude and insensitive. She said that three TSO gentlemen just stood there and gawked at her while she was waiting for her patdown making various comments to her. She inquired about her purse and walking cane while she was waiting for a female TSO to give her a patdown (30 minutes). The three TSO s made insensitive comments such as *stop worrying about your things, just sit there and wait*. She explained that when going through the WTMD, no TSO s offered to help her walk, so her husband assisted her. When he was finished, they made him go through the entire process all over again, I explained that it is SOP for him to be rescreened, she didn t like that at all. She explained that in the end, the whole screening process took its toll on her that day and she began to cry. The TSO s left the area at that point and an STSO came over to her. She said that the he was very nice and immediately had a female officer in the near area conduct her patdown. She nearly missed her flight due to the sceening. On her return flight from another airport she said that the TSA officers were much more pleasant and organized, treating her respectfully. She wanted to know why IAD was so chaotic and rude.

I apologized for the way that she felt and explained to her that I would send her concerns and complaints to the CSM at IAD.

Date Time-- 9-11-14 at 8am.
Gate or Terminal--1st Terminal when you drive in. She was sure that it was Terminal #1.
Airline—Virgin America
Flight #–VX89

Advised:

!014 10:04:

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

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. (She did ask for a STSO)

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

In addition, I gave her the information for TSA Cares on future flights:

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

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. to 11 p.m. EST and weekends and holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

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 told her that I would also email her the TSA Cares information.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/15/2014 9:31:53 AM Airport : GJT - Grand Junction Regional Date/Time of Travel : 09/15/2014 8:25 AM Airline & Flight Number : us airways 2954 Checkpoint/Area of Airport : ONLY security checkpoint TSA Employee: (If Known) :
Comment : Hello,

I travel for work on a weekly basis, and I'm a known traveler so I go through a lot of airports. The security at GJT is by far the slowest security checkpoint I've ever been through. There were four people in front of me and it took more than ten minutes before I got to go through the metal detector.

When my carry on bag was scanned the safety analyst said "I had to much stuff in my bag" and asked for additional screening. I travel with the same items on a weekly basis and have never been told I have to much stuff.

!014 10:22:

This same security area has in the past required hand checking my nag because the agent screening my bag can't tell a tablet from a laptop and has attempted to take my Zippo non-torch lighters on many occasions.

I understand and respect the job TSA does, but having different standards at different airports is a flawed strategy for protection. I hope filing this complaint does not jeopardize my known traveler status, but as GJT is my home airport I felt you should know the lack of consistency I see.
Would you like a response? : True
Passenger's Name (b)(6)
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 the screener at the airport was so rude. Caller stated she travels with a service animal. Caller flew from Burlington Vermont on September 7. Caller stated she had metal implants and she has visual impairment and she travels with a service animal. Caller stated before of her knees she prefers to go through the AIT machine and her service animal puts on a state and then she will go through WTMD. Caller stated she received the papers to make a complaint if she was discriminated against going through the checkpoint. The caller stated she doesnt feel she was discriminated against she just wants an apology from the screener. Caller wants to know if she can contact the CSM. Caller stated if someone doesnt contact her about the issue she will fill out the papers she was sent.

!014 10:58:

Advised caller the issue was sent to the CSM at Burlington Vermont Aiport. Advised caller to call 866-289-9673 press option 5 and put in the airport code and she will be given the CSM number.

Caller stated she didnt want the information sent to the CSM she will call them.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/15/2014 12:20:59 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/10/2014 4:00 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Around gate 30?
TSA Employee: (If Known) :
Comment : I recently came thru Dallas on my way home from Athens Greece. I had purchased a bottle of ouzo at the duty free store in Athens. I had a seperate receipt for this in with my passport and a receipt sealed in the bag with the ouzo. I approached the TSA screening in Dallas and the TSA agents were very condescending and rude as they had both the metal detector and the walk thru scanner operating. They were letting a few people thru the metal detector then as we were lining up
2014 2:08:1 they put a plexiglass sign up with a "stop" sign on it. This made all of us go to the back of the other line while our things were going thru the screening. It was very confusing. Many people in this line did not speak english. The TSA agent said" Didnt you all learn how to go to the end of the line in kindergarten? Apparantly you did not listen" When I finally got thru the scanner line my things were scattered. The young man from the TSA approached me and said "Missy, we have been waiting for you" He continued to badger me with rude insults and questioned me as to where I had been and why I had the bottle of ouzo. Now this bag was sealed shut with a pulltab and the reciept inside the sealed bag. He continued to address me as "Missy" and was unable to open the bag that the ouzo was sealed in. He then called for a supervisor who also questioned me and then it took 2 of them to cut open my bag containing the ouzo. It was very obvious that this bag had never been opened as it took 2 grown men to cut it open with scissors.They then inspected the contents put it in a machine to screen it and resealed the bag and told me that "this time they would let me go" What? Let me go? I had been thru Athens, London and came home thru Dallas where I was treated rudely, be a couple of "good old boys" from the Dallas TSA. I barely made my flight home to Palm Springs because of the interrogation and just rudeness of the TSA at the dallas airport. I was so shook up that I did not get their names. I fly often and have never been treated so rudely. Thank you (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew yesterday on US Airways out of PHL. She has an emotional support dog and was made to take off her harness leash, harness, and collar because the WTMD beeped. Caller was unhappy about this because the dog could have run away. Caller wanted to clarify whether the dog's harness, collar, and leash should have been removed at the checkpoint.

If a passenger has a service animal due to a disability or medical condition, both the passenger and service animal will be screened. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. We recommend that passengers have documentation or that the service animal wear equipment (i.e. harness, vest, etc.) to indicate that it is a service animal. Passengers are expected to maintain control of their animals by holding on to the leash
2014 2:50:0 throughout the screening process.

A TSO will physically inspect the service animal and the service animal's belongings (i.e. collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm. Although the service animal'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.

Advised caller that a service animals harness should not be removed, and that she should request a supervisor or PSS if she has similar issues in the future.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, sorry buddy, this isn t a restaurant! The STSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport SJC
Airline Southwest
Flight # 4729
Date Time 09 15 2014 320PM
Location Gate 21 Southwest Terminal
2014 5:54:2
Advised caller:

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

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

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

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 92626

2014 8:45:0 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 9/16/2014 9:16:16 AM Airport : DEN - Denver International Date/Time of Travel : 09/13/2014 8:25 AM Airline & Flight Number : AA 1471 Checkpoint/Area of Airport : Bridge Checkpoint TSA Employee: (If Known) :
!014 12:10: Comment : Having received prechk status, my wife and I went into the proper lane, cleared ID check. My wife has a joint replacement and goes through the scanner instead of the metal detector. She notified an officer at the carry on Xray and was told to go over to the non prechk line which was mobbed. At other airports we use, primarily BWI & CLE, there is a provision for using a scanner in the prechk line. Evidently, this is not so at DEN. The question then becomes, of what use is prechk if allowance is not made for such conditions for a fairly common medical condition?
Would you like a response? : True
Passenger's Name (b)(6) 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 says he just talked to Martha at DFW. Caller says that she is a manager there.
He says he was relaying the experience his wife went through this morning.

He says he is calling to complain about how TSA handles passengers with joint replacements.

His wife went to the TSA today and identified she had joint replacements.
The agent directed her to Precheck.
She went through the metal detector and it alarms.
She had to take her shoes off and she went through the scanner again and it alarms again.
They did a full patdown on her.
!014 12:30:
His wife called her at a later time crying. His wife is 72 years old. She s familiar of the patdown procedures.

He says TSA must come up with a better way to handle passengers with metal implants. He suggests possibly utilizing the hand held metal detectors again.
He states that TSA needs to find a better process and something has to be done.

Name (b)(6)
Phone (b)(6)
BTTC: During the day, between about 8AM to 5PM

Provided with record number, which is (b)(6)
TSA,

I arrived at LAX early on September 4 for a flight to Hawaii. I stood in the security line and was surprised there were no bins to place personal items to go through the x-ray machine. I messed up and failed to remove my belt and place it in my back pack. I realized this when I was the second person in line for the metal detector and brought this to the attention to the TSA agent at the x-ray machine. She instructed me, "go ahead and try it."

So... I am standing there and watch as the person in front of me sets off the metal detector. He left his ring on, and the TSA agent at the metal detector allowed him to place the ring on a small ledge and go through the machine successfully without it. He was then allowed to retrieve the ring and pass through. I then walked through and set off the alarm. I exited, took off my belt, and placed it on the same small ledge assuming this was permitted. The agent curtly said, "That has to go through x-ray," and pointed AWAY from where I just came. I was confused by this instruction and just stood there for a second. He repeated the same instruction, again pointing away.

At this point, the agent who had instructed me to "try it," took my belt, placed it in a bowl, and put it through the x-ray machine. I walked through the metal detector and commented to the metal detector agent, "You know, I don't work here and I don't
2014 2:12:5 understand the system like you do." He replied curtly, "Just follow instructions." I then started to explain that I had been instructed to leave my belt on, but he cut me off stating rudely, "Just keep walking." And I did.

I have 25 years experience as a police supervisor, manager, and administrator. I recognize that people in positions of authority can become apathetic about customer service. Lose track of why they have a job. Going to a large airport and making your way through security is a stressful experience. The procedure is slightly different at each airport. Even though I may have been the 200th passenger for the agent that morning it was my first time through the procedure. A true professional recognizes this fact and treats people with courtesy and provides clear direction. Courtesy and clear direction is not what I received.

Thank you for listening to my concerns.

(b)(6)

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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:

2014 9:04:2

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? Yes
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport

The caller flew from MCO to SYR last night with JetBlue flight 656. The caller states that the TSA agent went through his bag because he had sun tan lotion in his carry-on. The caller told the agent that it was a mistake and states that the agent ransacked his carry-on and broke 2 of his ornaments after he told her there were fragile items in his luggage. The caller states that the agent yelled at him telling him that items in his bag were not broken. The caller wants his broken items paid for. The caller states that he does not appreciate being yelled at and treated like a 2 year old and states that the agent totally ransacked everything in his luggage and he had to stand there and repack everything. The caller states there is a discrepancy in screening methods at both airports. The caller wants to know why he did not have to remove his shoes in SYR but did have to remove his shoes at MCO. The caller states there should be some consistency and he saw a lot of loop hole in the system at MCO. The caller states that they were routing people through the metal detector and he wants to know who decides that passengers are permitted to go through the metal detector. The rude screener was white, about 5 foot tall, dirty blonde hair, in her late 40 s or early 50 s.

Airport MCO
Airline JetBlue
Flight NU 656
Date and Time 9-16-14 departing at 6:10pm
Went through screening around 4:45pm through the disability line in Terminal A.

2014 1:43:0

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 to the Customer Service Manager (CSM) at MCO.

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

The procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

I'm not sure if I am contacting the proper department. If not, can you please direct me in the right direction or forward this email?
I was going through the security check at the Sacramento, CA airport on Wednesday the 17th for the Southwest Airlines location. I was traveling with my 11 month old infant daughter, this alone should explain the stress level. I arrived 2 hours early to ensure I was not pressed for time. While needing to take off my shoes while balancing with my infant in hand was challenging enough, being told by the TSA employee behind me (she was assisting a gentleman in a wheelchair) to hurry up and move down was not just rude but was unsafe for my infant and myself. I understand the need to keep things moving however, my infants safety comes first. I may have taken a few seconds longer than most people but this should be expected since my infant was in my arms. That same lady's attitude sucked as she was helping that gentleman in the wheelchair! You could hear the irritation in her voice. After I walk through the metal detector with my child, a bag check was required for my infant's diaper bag (This I understand). Two containers with water were placed in the bin outside of the diaper bag but I did forget one inside the bag and I forgot about 2 jars of baby food that was inside as well. Because someone had to go through my infant daughter's diaper bag, this I understand, I requested the lady that was doing it change her gloves as she will be handling things inside the bag that goes on my infants body. She said she didn't have to. Yes, I'm boiling mad at this point but keep my composure to ensure my infant does not get fussy due to sensing I'm angry. The lady started to take things out of the bag and placed them on the table. She placed down my infant's jacket on the table and I let her know my infant puts that in her mouth and it needs to be placed on the bag or given to me. She "hands" it to me (hands it to me is in quotation due to the way it was "handed" to me. Let's just say if my daughter ever did that to anyone she would be punished!). The lady places the water bottles in the machine. There was a frozen water bottle, a child's water bottle container filled with water, and the unopened water bottle. At first she was saying the unopened water bottle she wouldn't be able to allow me to bring that in. I let her know the water is for formula for my infant. She seemed irritated. Then she goes through everything in the bag! Taking out my daughter's spacer for her inhaler, luckily I had that in a zip lock bag or I would have been even more pist! She keeps going through the bag and I keep telling her to tell me what she is looking for and I can either get it out of the bag or I can point her in the right direction of where it's at. Of course she tells me she knows what she is doing. I tell her if she's looking for the baby food jars that I see on the screen and I explain the location of the jars. She then snaps at me and says just to tell her where it is. So I say it again. She tries to tell me because the baby food is over 3 ozs she's not supposed to let me take it but she will make an exception this time. I just say ok. She also said SHE will allow me to take the water bottle too. I just wanted to get my daughter's things and go so I didn't say anything.
The jars of baby food in the bag was my fault I didn't take it out. That I accept, I forgot about the two jars and I forgot about the water bottle that was in the bag as well. Hey, I'm traveling with an infant, less important things will be forgotten. I did my
2014 8:19:2 research before I traveled with my infant and knew what was allowed and not allowed through the security check. Only things I had in the diaper bag were things that were needed on the flight, right off the flight, or in case of emergency (asthma inhaler and spacer).
Traveling with an infant is stressful enough on its own. All that was described above was stress that was not needed. When a parent ask for glove change due to handling infant's items, I see no reason for them to say no. Instead of going through everything in the diaper bag looking for a certain item(s), ask the parent to ensure smooth and a faster check. Most importantly, security check probably isn't the place to try to act like you run things. Especially when a sign less than 10 feet away says baby food is acceptable. I had an email ready to show on my phone with information about the water/baby food, as well as, the TSA website explaining the same information. I wanted to make a complaint right then and there, however, stories I've read made me want to wait until I got home. I also took an extra day before I emailed to ensure I was completely calm.
On the positive side, TSA at the San Antonio, TX airport were GREAT! They had a family line and I didn't have to take off my shoes. I didn't have to worry about the balancing act. The gentleman that took the diaper bag waited for me to get my other belongings and let me know where he was going. He explained what he was doing with my infant's sippy cup and the water bottles. He interacted with my infant daughter and explained it to her as well, which I personally liked! (I don't expect anyone to do what he did, but he went above and beyond. I appreciate that!) Going through the San Antonio, TX airport security was hassle free and all around just a great experience.
I understand the job TSA does can be stressful. But no one should be treated negatively and no parent should be put in a position to possibly put a child in harms way. My child's safety will always be put first and no one will ever make me do otherwise but it's still not right to put a parent in that situation.
Thank you for your time. I look forward to a better experience with the TSA in Sacramento, CA and look forward to another great experience with the TSA in San Antonio, TX.

Sincerely,
On 09/18/2014 @2335hrs @ Las Vegas Mccaran hrs supervisor (b)(6) was rude and refused to assist a Pre check passenger (b)(6) TSO (b)(6) made no mention to retain my boarding pass as I proceeded through security for pre check. No pre check lane was open and I was pushed through the normal lines. As I placed my bag and property onto the conveyor I was told I could not proceed with my sandals. I explained to (b)(6) that I wasp precheck and my boarding pass was on the conveyor sticking out of my bag, I reviewed no instructions from stone as to protocols relating to retaining the boarding pass and there was no agent present at the magnetometer to give directions. The agent responsible for the metal detector came from having a conversation at the end of the belt. When I explained the situation she said "that's to bad you can wait out there we are not getting your pass" this agent refused to identify herself. I requested a business card or a pen from (b)(6) and
2014 8:19:5 she refused stating "you can figure it out!" If TSA is going to offer a PreCheck status then there should be an officer present to give instructions. If not supervisors should not be insulant and reluctant to give customers the required assistance or information needed! I request to be contacted reference this matter. (b)(6) (b)(6)

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/19/2014 8:34:48 AM Airport : SFO - San Francisco International Date/Time of Travel : 09/19/2014 5:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : security screening area leading to gates TSA Employee: (If Known) : heavy set Hispanic looking man Comment : TSA needlessly rude. In the lane with only the metal detector, scolded passengers for not understanding rules. Called one passenger, "Dawg" and told him, "It's a metal detector. You got to educate yo self." It's 5:30 in the morning. How about showing tired travelers a little decency?
!014 10:13: Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn t require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

2014 2:30:2 Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

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

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

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

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test
2014 6:54:(with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:
Patdowns will be conducted by a TSO of the same gender.
You may ask for private screening at any time.
A private screening will be offered if the patdown involves sensitive areas.
A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.
You may request a chair if you need to sit.
You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/19/2014 7:44:17 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/19/2014 6:00 PM Airline & Flight Number : Alaska Checkpoint/Area of Airport : Only one TSA Employee: (If Known) : see complaint for description Comment : I was going through screening and had an orange highligher on my boarding ticket that allows me to keep my shoes on and go through the metal detector. I mistakenly left my boarding pass in the bin that went through the scanner along with my wallet as i waited to go through the metal detector. The TSA employee told me that only people with the orange tickets went through this line. I told the TSA employee that i left it right on top of my wallet in the tray that had already gone through security. The employee goes to the tray, and tells me theres no boarding pass and tells me to remove my shoes and get in the other line. I tell him it's right there and he sneers tells me theres nothing there and walks away. A couple minutes later another employee lets me through without the boarding pass and i go to get my things. The boarding pass is sitting right on the top of the tray where I told the TSA agent it was.

I'm upset at this point because the agent lied to me twice telling me the boarding pass wasn't there and refusing to let me pass through security and walking away until an another agent decided to process me.

I go to an agent and ask for a supervisor. A black male with the name tag "officer" approximately 6 feet tall, age around 50, walks up and loudly asks me "CAN I HELP YOU." I tell him the story and that the employee would not get my boarding pass from the tray, lied to me twice about it, and refused to process me through security and walked away. He proceeds to tell me that I failed to follow basic instructions by not keeping the boarding pass (I was not told to keep my
2014 8:07:5 boarding pass on my person while passing through security.) I told him I did not know that rule and either way that wasn't the issue the issue was the unprofessional behavior of the agent by lying repeatedly, refusing to get the boarding ticket and refusing to process a customer through security. The supervisor agent "officer" pokes me in the chest and shouts "THATS LIFE BUDDY, GET USED TO IT."

At this point I'm floored by the unprofessional behavior, boorish attitude and being verbally and physically assaulted. I told him again that I was lied to by the agent who refused to assist with the security protocols and walked away. He shouted "ARE WE GOING TO HAVE A PROBLEM HERE...?" issuing a veiled threat that I was causing a security issue and he would take drastic measures if i persisted in questioning the agent's behavior.

The other passengers moving through securily were staring and causing me a great deal of shame. At this point I said no problem and got my things and left with a great deal of frustration and embarrassment.

The supervising agent's behavior was outrageous, even by a low standard of customer service and has caused me a great deal of mental anguish. No one deserves to be treated like that and this supervisor should be demoted if not fired immediately. In his position of responsibility he influences and shapes the working environment of his entire staff and it's clear from my experience that his toxic attitude and behavior is poisoning at atmosphere of the TSA at ONT airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Odorin 053 22
Zipcode:

2014 3:14:5 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? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Tap to choose

What was the date and approximate time of the incident?
I would like to preface my comments by saying that my family travels often by air and we have never complained - and we have high respect for - the job that TSA agents do to keep us all safe while traveling. It is unfortunate, then, that we experienced such a hellish experience recently with TSA agents, first in Minneapolis on Thursday, Sept. 11 and then again in Boston on Monday, Sept. 15.

Several of us, including my father, were traveling to Boston with my mother, 82, who has Alzheimer's. Upon examining her purse, it was discovered that she had a disposable lighter (not sure even why - she does not smoke). I understand the concern that may be associated with that, but at that point, the agent began barking instructions at our mom: she could leave and ship it to herself, she could check it with luggage, or it could be thrown away. Needless to say, my mother was confused and frightened; in her mind, he was saying her entire purse would be thrown away. The agent proceeded to repeat the choices louder, again and again, not allowing us to help or explain to her in any way. We, eventually, were able to signal to Mom that it was just the lighter that needed to be forfeited and it was.

Our return trip was even worse - Mom set off the metal detector and the agent began ordering her to empty her pockets. She clearly did not understand -- the agent kept quickly repeating the instructions, louder and louder. At one point, 3 agents had surrounded Mom, all barking instructions, while Mom stood grabbing wads of Kleenex frantically out of her pockets and wiping away tears -- the frightened and confused look on her face was heartbreaking. All of this because of the foil wrapper of a jelly packet inside one pocket.

I am writing to ask that additional training be given to TSA agents so that people, particularly the elderly, can be treated with efficiency but also patience and compassion. Alzheimer's is a condition that is only increasing in our population, and more and more people with Alzheimer's will be passing through TSA checkpoints. Agents need to know how best to handle these citizens. I realize that assuring safety is the priority of the TSA, but I also believe in common sense and decency as our safety is
2014 9:29:3 assured.

Sincerely,
(b)(6)
Minneapolis, MN 55448
(b)(6)

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:
Address:
Zipcode:

2014 9:31:0

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?
Tap to choose:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/21/2014 10:34:48 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/21/2014 6:55 PM Airline & Flight Number :
Checkpoint/Area of Airport : American Airlines Premium line TSA Employee: (If Known) : Refused to disclose Comment : While going through screening, I opted out of the rapiscan machine. Right when I did, it stopped working and traffic was directed to the metal detector machine. I asked to join the metal detector line, but because I had opted out, I was told I couldn't. Two problems: 1. I opted out of the Rapiscan machine, not the metal detector one, 2. No TSA employee would give me their names when I asked. Please don't tell me the scripted reply. I would like to understand why I was denied access to the metal detector when everyone else did, and if the TSA employees were so sure to be right, including the supervisor, how come no one gave me their names.
2014 8:21:4
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To Whom It may Concern,

My name is (b)(6) and I am a frequent traveler. Of all my interactions with TSA officers, I have never been so appauled as I was yesterday at the Miami International Airport. I was flying on American Airlines and was going through the Gate 1 entrance (at 1pm EST on 9/21/2014) where officer (b)(6) was consistently and unwarrantedly getting angry with passengers. While repeatedly yelling at passengers for not pushing their luggage through in a timely manner in Spanish he also showed a sickening lack of professionalism throughout the entire security process. I was issued a "pre check" status and by accident went the direction of the wrong metal detector. Officer (b)(6) yelled "THIS WAY!" and rolled his eyes with a look of disgust and anger on his face as if to say "you idiot!". Another officer, an older woman, when she saw how upset we were at his attitude, apologized for his behavior and implied that it was a constant problem. Once my luggage cleared the machine, I picked it up, and looked closely at the nasty officer and saw that his last name is (b)(6) I also made it clear to him that the way he was treating passengers was inappropriate and unnecessary and that I would be contacting the TSA to complain.

!014 12:18: I am the daughter and niece of retired airline pilots, all of whom have been disgusted by my story regarding my interaction with Office (b)(6) Like I said, in all my years of traveling, I have never had an episode like this. He was the rudest, nastiest person I have come across and I urge you to investigate his professionalism in depth.

Thank you for your time.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 9/22/2014 12:43:59 PM Airport : MIA - Miami International Date/Time of Travel : 09/22/2014 12:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : H concourse TSA Employee: (If Known) :
Comment : I presented my pre check boarding boarding pass on my phone to the agents checking boarding documents. The scanner clearly beeped three times. He verified my ID and then directed me to screening.

I did not remove my liquids nor remove my shoes; when I approached the agent at the metal detector, she told me that I had to remove my shoes and use the full body scanner. I told her I was precheck and asked for a blue slip of paper, which i didn't have because the agent checking IDs didn't give me one.

2014 2:16:4 Now I have to hold up the whole line while I take of my shoes, find a bin for my wallet, and rummage through my bag for liquids. Not only was this embarrassing for me, but it caused a delay for other passengers.

I informed a supervisor while I was there, and while apologetic, she merely sat down at her desk. I watched for several minutes to see whether or not she would make her way to the entrance of the checkpoint to address the issue with the agents on duty. For the time I watched, at least, she did not.

When precheck was in testing, I was very willing to accept bumps along the way as agents learned the correct procedures. But now that I have paid for precheck, this is now a customer service issue for TSA.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/22/2014 3:21:53 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 6:06:2 Comment : When going through pre check, the woman manning the metal detector at 3:15 PM on sept. 22 was incredibly rude. Every time the alarm went off and someone even questioned having to take their shoes off, she raised her voice and said "this is about security, not pre check!" While I appreciate it was a busy afternoon, there is no excuse for her raising her voice at people.
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 is taking a flight on Wednesday and she has a disability at this time and needs to know what to do to be checked in. Caller has limited standing.

Response: Advised the caller to request the assistance of a PSS or Supervisor and the checkpoint if needed and other than walking through the WTMD she may subject to the AIT and would need to be able to stand without assistance for 5-7 seconds with her hands above her head.

Caller states this is something she can do.

2014 6:28:4 Caller also has two teenagers without ID and wants to know what to do to get them through screening.

Response: For passengers who do not have an acceptable form of ID, the TSO will request that the individual present two other forms of ID bearing the passengers name to assist in the verification of their identity. One of the items must bear the passengers name and other identifying information such as: photo, address, phone number, social security number, or date of birth. Passengers may present documents such as social security cards, birth certificates, marriage licenses or credit cards. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification. And they may have to undergo additional screening.

Caller asked if copies could be accepted and I let her know there s no standard list and she could present the copies.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 9/22/2014 7:18:59 PM Airport : BTV - Burlington International Date/Time of Travel : 09/21/2014 11:05 AM Airline & Flight Number : US Airways 3343 Checkpoint/Area of Airport : Gates 1-8, upper chekpoint TSA Employee: (If Known) : Unknown Comment : TSA employee required all passengers, including those of us with Pre-check who had been cleared for expedited screening through the metal detector, to remove ALL items from our pockets, including papers, etc. In my case, he insisted that I remove a small wallet that I have worm through the metal detector in TSA checkpoints hundreds of times. This caused confusion and delay as it was inconsistent with the procedure at every other airport with expedited screening or Pre-check. It also slowed screening by increasing the quantity of items through the scanner. This caused other passengers to miss their flight. It also required me to have my wallet out of my control for screening and subject to theft, unnecessarily. All of this was inconsistent with TSA's goal of expediting screening for low risk travelers. In my experience, this was consistent with the general approach taken by TSA employees at BTV who seem to have no regard for customer service, unlike my experience with TSA at virtually every other airport. I do not know the employee's name because the supervisor on duty refused to provide the employee's identity.
2014 8:07:4
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: Tuesday, September 23, 2014 1:44 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 9/23/2014 1:43:54 AM

!014 10:09:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Child Pat Down

Comments:

Dear Ombudsman,

From (b)(6)
Sent: Tuesday, September 23, 2014 1:28 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 9/23/2014 1:27:30 AM

!014 10:09:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Child Pat Down

Comments:

Dear Ombudsman,

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 9/23/2014 5:00:36 PM Airport : PHL - Philadelphia International Date/Time of Travel : 09/23/2014 6:00 PM Airline & Flight Number : 759 Checkpoint/Area of Airport : Terminal, B checkpoint TSA Employee: (If Known) :
Comment : I arrived at the checkpoint at 430 pm only to find PreCheck closed. Though once in line an agent directed me to a third x-ray and noted anyone PreCheck should go there no further instructions. Then the agent at the metal detector requested to view my boarding pass in order to let me pass with my shoes on though my bag had just about entered the x-ray. I complied and he let me pass. Then my bag was flagged for a laptop not being pulled. I was pulled aside and my bag and
2014 6:01:5 laptop rerun. Never once did am agent instruct me to remove my laptop. I asked for supervisor and informed her off the confusion that their agents were causing. In essence why was PreCheck closed at a relatively busy flight time and why we're the agents giving horrible instructions. Also the supervisor could not give reasoning to why PreCheck was closed at her location and I needed to go up the chain for an answer. Great job TSA!
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 Current Date/Time : 9/23/2014 10:58:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2014 7:40 PM Airline & Flight Number : delta DL4659 Checkpoint/Area of Airport : security TSA Employee: (If Known) :
Comment : Highly inefficient way to get people through security. Counted 17 TSA agents loitering in different points through security. Only about 20 people in line but still waited 15 minutes due to employees calling people through scanner slowly, talking amongst each other, and taking their sweet time. Two check stands were open but both funneled into one scanner line even though there was an agent seated at the screen for the other conveyor belt. Not to mention the 15 other workers doing nothing. When you finally got through the scanner, there were five agents just standing at the end of the belt; not one even helping to put away bins. No one was friendly, except for with each other. Ridiculous waste of resources, tax dollars, time and
2014 8:43:2 very frustrating that they can stand around and do nothing while customers are in a hurry (or have plenty of time but become late due to such a ridiculous wait). Furthermore the TSA Pre-Check customers were not ushered through any more quickly. The process of separating pre-check customers, then filing them back in the same line, then separating them again to use only metal detectors not only slowed the process for everyone but was completely pointless. Thanks for yet again another wonderful experience with TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 9/23/2014 10:57:28 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2014 7:40 PM Airline & Flight Number : delta DL4659 Checkpoint/Area of Airport : security TSA Employee: (If Known) :
Comment : Highly inefficient way to get people through security. Counted 17 TSA agents loitering in different points through security. Only about 20 people in line but still waited 15 minutes due to employees calling people through scanner slowly, talking amongst each other, and taking their sweet time. Two check stands were open but both funneled into one scanner line even though there was an agent seated at the screen for the other conveyor belt. Not to mention the 15 other workers doing nothing. When you finally got through the scanner, there were five agents just standing at the end of the belt; not one even helping to put away bins. No one was friendly, except for with each other. Ridiculous waste of resources, tax dollars, time and
2014 8:43:2 very frustrating that they can stand around and do nothing while customers are in a hurry (or have plenty of time but become late due to such a ridiculous wait). Furthermore the TSA Pre-Check customers were not ushered through any more quickly. The process of separating pre-check customers, then filing them back in the same line, then separating them again to use only metal detectors not only slowed the process for everyone but was completely pointless. Thanks for yet again another wonderful experience with TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said last night she flew from DEN to Milwaukee. She said when she got to the checkpoint, her foot pedals on her wheelchair were damaged. She said something was done by TSA to her foot pedals. She said it is very challenging without her foot pedals because she has MS. She said the foot pedals were damaged when she went through security. She said they will not work now. She said she watched TSA check the wheelchair and inspect the pedals, but did not see them do anything to the wheelchair. Caller said she was not in the wheelchair during screening but went through the WTMD. She said she flew Southwest. She said something should be done about this. She said the chair was not hers but was a rental.

RESPONSE: We can take some of your flight information, file a complaint and email claim form even though it is not your chair. You may be responsible for it. I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for the
!014 12:54: damage to your chair. Thank you for calling to let us know about the incident.
Date and Time of Flight: Sept 23, 2014 Departed at 7:09 p.m. Went through security around 6:00 p.m.
Gate or Terminal: C 49 She thinks
Bag Description: Black colored, Inva Care
Airline: Southwest
Flight Number: 333
Airport: DEN
Email: (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/25/2014 9:17:15 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 09/25/2014 9:00 AM Airline & Flight Number : American Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Went thru TSA Pre Check for 8:25am flight. It was delayed to 7pm. Went to baggage claim to look for my checked bag. Went back through PreCheck line. Officer threw a small dish at me and said "everything out of your pockets". There was nothing in my pockets. Other agent waved me through metal detector. So I walked through. No alarms went off. Officer who through dish at me said "step back through you went in too fast and now you need to go
!014 10:05: though the other way " which is a ProVision ATD. I don't mind, but the officer is a rude jerk. I fly 110 flights each year and this is my first complaint. Officer is a white male, gray-dark hair, average build. You need to either offer him a chance to improve or fire him. He is way below the standards of the other officers I've encountered across America.
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:
She was in Orlando and passed through the WTMD 9 11 14. Her carry on was damaged at the checkpoint. She was given a comment card. It has been turned in and she has not heard anything. Was that not a claim form that she filled out? Who does the comment card go to? She filled out specific information and even requested a claim but never heard anything.

2014 4:35:2 Advised Caller:
A claim form will be mailed within 24 hours with instructions for completion.
What she filled out was a comment card, not a claim.
Those may go to the CSM but I am not certain; I have never seen one of those comment cards?
The caller is traveling with a minor that is on probation and wearing monitor. The caller wants to know what TSA requires or what they need to do to get though screening. The passenger does have a travel permit.

2014 3:57:2 Outside of any other law enforcement issues that would prohibit a person from boarding an aircraft, wearing a monitoring device, including a medical monitor, during security screening should not pose a problem. If the electronic monitoring device sets off the alarm on the walk-through metal detector, or produces an anomaly during Advanced Imaging Technology (AIT) screening, passengers should alert the Transportation Security Officer performing the screening that they are wearing the device. In these cases, passengers should expect to undergo additional screening to resolve the alarms.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 9/26/2014 7:13:26 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 09/26/2014 6:30 PM Airline & Flight Number : American 1106 Checkpoint/Area of Airport : Concourse C TSA Employee: (If Known) :

2014 8:16:4 Comment : There was an open TSA Precheck lane at the Concourse C security checkpoint, and no indication that it wasn't functioning, but when I arrived at the front of the line the officer checking IDs informed me that "we're not doing Precheck at this checkpoint, you'll have to go to the Concourse B security checkpoint if you want that." I was in a hurry so I continued through. When I arrived at the metal detector there was an officer there directing some people through the metal detector and others through the scanner. She let several people from another line walk in front of me, asking if they were "Precheck" and waving them through the metal detector. Then she waved me toward the scanner without asking if I was Precheck. When I protested, she asked if I was Precheck, but when I replied that all the people in the line behind me were, she dismissively replied "no they're not, you need to go over there" and shooed me toward the scanner. I was a bit irritated with how dismissive the officer was, but my greater concern is that you had an open Precheck lane...a working x-ray machine and metal detector at that lane...officers manning all of those...an officer waving Precheck travelers from other lanes through the metal detector vice the scanner...and you weren't "doing Precheck" at Concourse C why, exactly?
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 spoke to Delta airlines of some issues that happened to her and they referred her to TSA over one incident. Caller said that on 8-25-14 while going through the screening checkpoint at PIT a TSO performed a patdown on her and her shirt was lifted up and her legs were spread and she was humiliated and embarrassed. Caller was not alone but with a church group that included a male and felt that was uncalled for after she alarmed the WTMD she was asked if she had a metal implant and responded yes. Caller then was guided to the side to wait for a TSO and she requested if she could go through the AIT and the denied her request. Caller has never been denied and wants to file a complaint of the incident that occurred.

Told caller I do apologize she had a bad experience with TSA and asked her if she had informed the TSO of the knee replacement before the screening process began.

2014 1:57:5 Caller said she was not aware she had to inform a officer.

Told caller we recommend passengers with metal implants should inform a Transportation Security Officer (TSO) before screening begins and if she knows she will alarm the WTMD to request to go thought the AIT.

Told caller I would forward her complaint to the CSM off the airport to let them be aware of the incident and she could also notify them and I would give her the CSM number.

Gave caller (b)(6) and once again apologized.

Caller asked when you get TSA PreCheck and you don t have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you dont get to do that.
He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay $10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the $85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

RESPONSE: That is why it is called expedited screening. You dont have to take the laptop out of the case and take off your shoes, plus other items. A background check is not done each time you go through the PreCheck line. TSA does not charge
2014 6:13:1 $10 every time you book a flight. It is not TSA that charges you. You will need to contact US Air. If you did not enroll, you are getting PreCheck in one of two ways. You are a FF with an Airline or you are considered a low risk passenger by TSA and are being allowed or invited to get PreCheck. ALSO: To apply to PreCheck, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2713™ eligibility for 5 years. ALSO: There is no extra $10 charge.

RESPONSE: TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. ALSO: You can ask for a private screening when you have a lot of cash.

Caller asked when you get TSA PreCheck and you don t have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you dont get to do that.
He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay $10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the $85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

RESPONSE: That is why it is called expedited screening. You dont have to take the laptop out of the case and take off your shoes, plus other items. A background check is not done each time you go through the PreCheck line. TSA does not charge
2014 6:13:1 $10 every time you book a flight. It is not TSA that charges you. You will need to contact US Air. If you did not enroll, you are getting PreCheck in one of two ways. You are a FF with an Airline or you are considered a low risk passenger by TSA and are being allowed or invited to get PreCheck. ALSO: To apply to PreCheck, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an $85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2713™ eligibility for 5 years. ALSO: There is no extra $10 charge.

RESPONSE: TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. ALSO: You can ask for a private screening when you have a lot of cash.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 9/28/2014 4:47:19 PM Airport : ALB - Albany County Date/Time of Travel : 09/28/2014 4:00 PM Airline & Flight Number : Delta 2033 Checkpoint/Area of Airport : Pre check TSA Employee: (If Known) :
Comment : I entered the precheck.
One. When my boarding mass was screened I mentioned I had a hip implant. Nothing was said. When I got to screening I noticed there was no whole body scanner. The attendant said I could go through the metal detector with my shoes and belt on. I told her that wouldn't help as I have an implant and will set it off. They then told me to strip off shoes and belt. I asked why as I was precheck and there were a scanner right in the next line. They told me I could not go in that line as it was not the pre check line
2014 6:14:0
So I went through the 10 minute frisk drill. Why ? Why did I pay $85 to get precheck and still get checked the same old way. There were 3 scanners in the other regular line. Why isn't there one in precheck I'm thinking I wasted $85. Can I have my $ back
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Today I traveled with my minor son from Baltimore's BWI airport to Boston. We were handed two boarding passes from JetBlue: one for my son, marked TSA Pre-check, and one for me, that wasn't.

When we got to the security lines, the TSA officer said that my son could go through the short line but I couldn't. Rather than have my son wandering around on the other side of security for the 20-30 minutes it would take me to get through security, we chose to stay together.

When we "finally" got to the scanners, I had to remove my shoes, take out my laptop, and wait interminably while a "male assist" was called over (because I prefer not to go through the scanners), while my son was waved through a metal detector where he retrieved our carry ons and waited patiently for me to come through.

2014 8:19:4

My question is this: while I understand that selection for pre-check is quasi-random (children and the elderly obviously have preference, in my experience), I would think you would keep a traveling party together, especially where minor children are concerned. I prefer not to be separated from my son at the airport, and even though we chose to stay together, we were still separated at the scanners by the uneven privileges.

Please consider the traveling parties when you so graciously permit people to undergo expedited security, and either grant that privilege to the entire party, or none of them. Even when minor children "aren't" involved, it would be more courteous.

Thanks,
(b)(6)

I am a frequent traveler with a KTN. I routinely use the TSRA pre-check line. Last night (Sept 28th around 10:50 pm) on a flight from SLC to JFK I was going through security in SLC when I felt as if I was verbally harassed that was beyond inappropriate. The supervisor (b)(6) who did not give me his name. I had to get it from his badge and was minimally helpful.

At the initial check, I presented my e-boarding pass and ID. The TSA agent there informed me that since it was after 8 pm, there was a modified TSA pre-check in place. I was told that I could keep my shoes on, but had to remove my laptop from my bag. I cleared that checkpoint and proceeded to the luggage x-ray machine and security metal detector. At this point, I complied with what I was told and placed my carryon bag, laptop, cell phone, and wallet through the x-ray machine. As I stepped forward to go through the metal detector, the TSA agent there, and the one on the other side accost me to remove me shoes. I mention that I am TSA pre-check. They alternatively begin to tell me that I cannot just "claim to be TSA pre-check" and I "need to immediately comply with their request."

I calmly mention to them that I was told by the previous TSA agent that all I had to do was remove my laptop from my bag, which I have done. They demand to see my boarding pass. I tell them that it is an e-boarding pass and has already gone through the screening machine. I am told "... too bad. You should have shown us your boarding pass first." For the record, I have NEVER shown my boarding pass at this point in the security check point. I ask if they will return my phone to me and I will be glad to show them my boarding pass. I am told, "you can't come through and we are not giving you back your phone."

!014 10:06: I immediately ask to speak to the supervisor (b)(6) eventually saunters over. I explain the issue to him. He gets my phone, re-reviews my boarding pass (second time that TSA has now seen it) and informs everyone that "Yep, he is TSA pre-check." I clear security and collect my belongings. I then follow (b)(6) and ask to make a formal complaint. His answer is to give me a business card of someone else with www.tsa.gov written on the back. I ask for the name of the TSA employees that verbally harassed me and he attempts to tell me that I need to file a complaint about the agent that initially screened my boarding pass and ID card as he was "not following the rules."

I tell him regardless of who was and was not following the rules, refusing to provide me with my phone and making demeaning comments by the other TSA employees is the real problem and why I wish to lodge a complaint. His response, "Good luck."

This type of self-righteous, unaccountable behavior is unacceptable on so many levels. I am sure that when you ask them for a statement they will concoct some story that makes no sense and is less than the truth. Do we as Americans need to walk around filming everything to catch government employees acting inappropriately? I wish I had filmed this as proof. Then when I hear back from someone at TSA that they heard a different story, I could provide the footage and then contact both the NY Times and CNN and we could see whose story is closer to the truth.

Respectfully,
(b)(6)

Hello,
I recently took a trip out of the Savannah, GA airport. I had paid for TSA pre check a while back. At the first step of the screening I was given a laminated document indicating I was precheck approved. However when I got to the metal detector I still had to remove my shoes, belt, and laptop.

'014 10:06: I do not see the benefit in paying for the precheck approval when it does nothing for me. It is very frustrating to realize you have paid a large amount of money for nothing.

I hope the Savannah airport can gain a better understanding of what precheck really means. Currently they don't know.

(b)(6)

To Whom It May Concern:

I wanted to write and share my experience traveling through Newark airport yesterday around 5:30 p.m.

First, I wanted to commend Agent (b)(6). He projected just the right tone of friendly authority. He communicated information, helped move everyone along and did so kindly. He is an outstanding example of the attitude that every member of the public would like to see from your agents. I especially appreciated this as I was traveling alone with a toddler and an infant.

In contrast, Agent (b)(6) was far less kind. Because I carried my children through the metal detector, I needed to have my hands swabbed. I had a baby strapped to my chest in a carrier and was holding my toddler's hand during the process. Agent (b)(6) swabbed my left hand and, thinking he was finished, I moved to switch my grip to hold my toddler's hand with my own right hand. Agent (b)(6) was very gruff in telling me angrily, "I'm not done!!" When I again prematurely moved to switch back to my opposite hand I got the same response. I believe that a little compassion can go a long way in such a situation. In addition, agents could provide information up front to ensure that passengers comply with protocols. For
!014 12:09: example, he could have said "I am going to rub this cloth on your hand and then your wrist", rather than "Hold out your hand" so I would have known the full extent of the procedure and we both could have avoided the unpleasant scolding.

Thank you for sharing my comments with your staff. I hope that Agent (b)(6) especially will be acknowledged for his outstanding service.

Should you have any questions, please feel free to contact me at (b)(6)

Thank you.
(b)(6)

She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured
2014 1:36:2 area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.

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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: 9/29/2014 1:49:59 PM

Name (b)(6)
2014 2:34:4 Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Airline flight 605, McCarron, Las Vegas, gate e15 on 9-25-14 @ 1:15pm, flight to Seattle
Comments:My husband is 62 years old, dying of stage 4 lung cancer, was in a wheelchair when boarding and was patted down merely because he could not walk fast enough thru the metal detector? He is frail & looks it, he has only about 4 months to live. I did not get the TSA agent name or number, but my husband is 6"2" and this guy towered over him. We followed all the rules, his keys & phone etc were in his bag, which gets pulled because of his cough medicine anyway & we are okay with that, and when tested in both Seattle & Vegas, was allowed thru. We do not appreciate bullying. We thought you people were all past that, but apparently not. My husband can hardly stand up, yet was made to stand up while he was patted down. His legs & feet are tremendously swollen, due to the 10lb sarcoma that was removed from his buttock a year ago. His knees are weak & painful when standing, ergo the wheelchair. It is also obvious he is just getting his hair back after chemotherapy. We understand rules & regulations, we do not appreciate someone purposely bullying the elderly & obviously frail. This agent should be ashamed of himself, but probably does not have any feelings for anyone or anything. We are glad this will be our final flight ever, mostly due to the treatment, knowing no one is actually safer anyway, it is all bells & whistles & illusions. The person from Alaska airlines, helping with the wheelchair can confirm the pat down & possibly identify the TSA agent. I am truly disgusted by his actions.
Caller is at the airport and he is not comfortable with being separated from his wallet during screening because he wants to keep his identification and credit cards with him. Are the magnetic strips on the credit cards safe to go through the screening? What about electronics? Is that a reasonable request that the caller gets to keep his wallet on him?

Advised:

2014 3:37:3 (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, keys and change may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

I don t have that information as to whether the magnetic strips are safe. I can give you the number to the CSM at the airport? Caller declined. Electronics can be safely screened by x-ray. I can t give you an opinion. You can request that you keep your wallet but that would be up to the discretion of the officer at the checkpoint.

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Caller spoke to us on the 8th. She was flying from AZ to Burbank, CA. All she had was two bags, one with her clothes. She filed a complaint but has not heard from the airport. She went through additional screening. They inspected her chest and did not find anything. They detected an anomalie in her chest. She was scared. They said they were going to do further inspection. They inspected her from her head to her toe including her privates. Nothing was found and they called on a male TSO. They told her to show her ID and her BP. Eventually they said everything was fine. She was left traumatized. She did not have anything offensive so she was concerned on why she would have to go through that especially since nothing was found. Due to the trauma she kept biting her lip due to that for the next days. She will fly to Denver in two weeks and would like to avoid issues. She is dreading the trip due to security. She was told that the airport would communicate with her. Her husband and her went to care for their grandchildren. She was stressed because her daughter and her husband were headed towards divorce. Her grandchildren did not want her to leave. She left one day early. She doesn't know why she received additional screening. Her son is a PE teacher and she will stay with her daughter in law while he is away on a trip with his students. She was told that something she touched set off the alarm.

2014 4:48:0 Response:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
She can call us back with her flight information.
By requesting assistance, it might help make the experience more enjoyable.

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Caller said she has traveled 2 times in the last month and she had items confiscated out of her bag but she was not told they were going to take it out. She said both times she had a patdown search and she does not see her bag each time. She said for a brief moment while she is waiting for a female TSO, her bag was out of her sight. She said both times she was missing a facial moisturizer. She said this was at the checkpoint. She said both times it was in the clear quart bag. The container of moisturizer was in a 1.7 ounce container. She said it was not in her bag and TSA took it out but they did not tell her. She said she did not want to file a claim but report this. She said when she had the patdown, that was when the item went missing. ALSO: Caller said she thinks she is on a watch list and asked if we could tell her. She said the first time this happened, on her other flight, she flew from DFW to Harrisburg and it was fine. When she came back on flight #1908 from Harrisburg to DTW, that is when her item was missing. She said she did not have all her flight information for that flight. She said she is just reporting the flight on Sept 29th from ORD, not the other flight. ALSO: She said she used to get pulled out all the time for extra screening. She said she does not want to go through the AIT machine. She said she is afraid she will damage her eyesight. She said they tell her if she does not want to go through the AIT, she will need to get a patdown. She said they will not let her go through the WTMD. ALSO: She said she was taken off a plane once and they told her there was something wrong with her ticket. She said the plane left without her and they told her there was nothing wrong with her ticket after it left. She said she may get a doctors note. She said she tells them she has an implant in her eye. She said before when she went through the AIT it did something to her eye and she could not see out of the eye for a little while. She said she had to get help getting to her plane.

RESPONSE: Advised caller TSA is to tell you if an item is not allowed. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item and that you feel you had a bad experience with TSA.
014 12:32: Thank you for calling to let us know about the incident. You can have a note from your doctor but it is not necessary. Tell them you have an implant in your eye. ALSO: TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. ALSO: When you go through screening and you do not want the AIT machine, you cannot request the WTMD. You would have to have the patdown procedure instead.

Date and Time of Flight: Sept 29th, 2014 Departed at 2:00 p.m. Went through security between 12:15 and 12:30 p.m.
Gate or Terminal: Delta Terminal Gate E 9
Bag Description: White and Black. Kippling Bag, regular carry on size, canvas bag duffel shaped, no wheels, 2 straps larger strap. She was wearing black pants, peach and beige blouse with a gray sweater over it and a plaid scarf, sunglasses on her head
Airline: Delta
Flight Number: 1908
Airport: Ohare
Email: (b)(6)
Flight information: 9/13/2014. United 1744, COS to Albany NY via Chicago, Colorado Springs Airport

On 9/13/201 at 0730, I was checking through the TSA line at Colorado Springs Airport and encountered an extremely rude TSA employee.

I have flown out of Colorado Springs many times and have never had any problems with TSA agents. I have always had positive experiences at the Colorado Springs Airport with TSA agents.

On this day, I was treated disrespectfully and rudely by (b)(6) TSA employee. He was on the TSA pre check line and the lines were not at all busy. I was traveling with a friend and she was still getting her ID checked when I got to the conveyor belt area. I was putting my license away when I got to the conveyor belt. (b)(6) told me in a rude tone of voice that I didn't need to put it away before going through the metal detector but I was already putting it in my purse. Then, he was rushing
2014 6:03:3 me to put my purse and laptop bag in a bin, holding the bin out to me. My purse was on my shoulder and before I could take it off, he pulled the bin away! He was acting as if he was disgusted with me. He made a comment about working with "privileged people". When I asked him his name, he refused to give it to me. I had to ask another agent. The behavior of (b)(6) was inappropriate and demeaning.

Sincerely,

(b)(6)

(b)(6)

Caller asked the procedure for bringing infants through security. Caller advised that on 9-30-14 at 8:30 am she was bringing her 14 month old through security and the TSO told her she must set the child down. While going through security the child touched the machine and the TSO told her in a rude manner the child cannot touch the machine. Caller advised the TSO got in her face and told her she was being rude. Caller is very upset and stated the TSO humiliated her in front of everyone. Caller advsied this occured at the checkpoint on Side B for gate 70 and up. Caller was flying with Frontier airlines.

Advised Caller:
2014 8:14:4
Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.
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.

We regret that you were not satisfied with the service you received.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not....

014 12:14: Blah Blah Blah

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

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of 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 Caller: She is a frequent flyer and have metal implants on her legs and also use a service animal. Wanted to know how she can skip a patdown since she cant go through a metal detector.

Advised: Since she can go through the metal detector the last option for a TSO is patdown.

(b)(6 Notes:

Caller flies with a service animal and has metal implants. Caller states that every time she goes through the screening process she is required to go through a patdown. Caller is wanting to know how to alleviate the need for a patdown. Caller is wanting to know if PreCheck will allow her the option to not receive a patdown. Caller is wanting to know if there is a way that she can bypass the lines because she has difficulty standing.

Advised Caller:

2014 5:03:2

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™. Even if you are a PreCheck participant, you will still be subject to a patdown if there is an alarm using the AIT.

Travelers who are directed to the TSA Pre\u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line.

Hello. Name is (b)(6) and I d like to inform you of a speech written by a JHS student (14 years old) in Japan about the unprofessional mannerisms of the TSA staff and her security checkpoint experience at the airport. Her name will remain anonymous. As for me, I am an American working in Japan. As an American, I am gravely disapointed at the dishonesty and lack of courtesy for passengers and their belongings from security personell.

As you may already be aware, there are too many rude, discourteous, and unprofessional airport staff that you don t seem to fire, and consistently hire and train.

I hope that by this speech, it will open your eyes to the severity of negative impacts to many air travelers due to your security measures and training in hopes that one day in the near future, something will actually change for the better.

At the Airport

Hello everyone. Today I would like to talk about my American Immigration experience. Last Spring, I went with my family to visit my father in the U.S.A. He works in Ohio. This was my first time on an airplane since I was two years old. I was excited because it was like the first time to fly, but, I was also nervous. My father said, "there was a shooting in my city two years ago." I couldn' t sleep well.

!014 10:12: In Narita, when we went through immigration, they made us put our shampoo and lotion in a clear ziploc bag. Then we put it with our watches and wallets in a tray before we went through the metal detector. It was not very strict.

However, when we got to the California airport, immigration security was very strict. They made us do what we did at Narita but first there was a body scanner. They were checking if we had weapons or drugs. We had to take off our shoes and all metal. I had to take off my necklace, bracelet, belt, watch, and wallet. It was so annoying. The body scanner was white with two clear doors and about two meters tall. It looked like a can of hairspray. Very strange. The guard said, "go into the scanner" the door closed and I stood still. When it was finished, the next guard opened the door and said "leave." This was easy but they were so rude.

The passport check was worse than the scanner. When we show our passports, we must write the Hotel's name, its address and the reason to come to the U.S.A. on an information card. We made mistakes two or three times. At first, the guard explained to us nicely but the third time he got annoyed, took our card and filled in our mistakes. The guard's face and voice were very scary at the time. I don't think this would happen in Japan.

Next there was a long line for the final check. In the next land the checker suddenly stood up and walked somewhere. I thought he would change for another person but he didn't. Where did he go? I was surprised but his coworker was angry. Again, I don't think this would happen in Japan.

In Japan, staff think about people as guests. They are so friendly and try to do what we need. They made a comfortable experience. In America it is the reverse. The staff don't think like in Japan. Our feelings are not important. I hope that they can improve their service spirit and make a more enjoyable experience for all travelers.

Thank you for listening.

Caller went through security at ORD in the Precheck lane. She was flying wit United on 9-17. Caller had a nylon briefcase with wheels and a zipper, American Tourister Brand. Caller states there was a small box of jewelry in this bag that is now missing. The missing jewelry included a silver wrist cuff, thinner silver bracelet, silver charm bracelet with 2 charms attached, David Yurman earrings, her mother s solitaire engagement ring, small gold and diamond ring and a small pair of silver square earrings. The box was located near the top of the bag, just unzip and it would have been right there.

She had cleared the WTMD and was waiting for her bag to come through and had a funny feeling because she saw the male TSO employee sitting at the screen and looking at the bags and he turned sideways and looked over his shoulder at a female TSO and nodded. She may be able to recognize the TSO who was viewing the screen. It was a heavy-set person. She believes this was theft as TSA did not open her bag for additional screening at all.

!014 12:16: She flew from ORD to IAD to PVD, Flight #0382, departed at 8:45AM, location of the checkpoint was in Terminal 1, southernmost entry to the TSA Precheck lane.

Response:
Advised caller information will be provided to the CSM at ORD for review. If additional information is required may be contacted via email.
The CSM may have capability to view screening of her bag, some airports may have video of the screening locations.

Advised to always keep valuables in carryon bags, not checked bag.

Caller last flew from LAX and she was wearing a watch. She didnt have to remove personal items when she went through security. Her watch was demagnetized when she went through the AIT. She would like to know how to avoid this in the future.

2014 1:28:0 Advised,

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.

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2014 4:08:0

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/2/2014 3:04:42 PM Airport : EWR - Newark International Date/Time of Travel : 10/02/2014 5:15 AM Airline & Flight Number : UA4522 Checkpoint/Area of Airport : Gates 20-28 TSA Employee: (If Known) : Could get name see description in complaint Comment : I was travelling out of Newark Liberty Airport on Thursday October 2, 2014. United Airlines UA4522 EWR to Nashville Departing 6:21am from gate A24 I am TSA Prev There is no TSA Prev lane at security so I queued in the regular line. After about 10 mins someone from TSA called for any passengers who where TSA Prev. I walked forward and went through ID check was given a tan colored pass and sent to the far baggage check. I asked if this was TSA Prev and was told YES. Gave the tan colored pass to the person at the metal detector and place all bags on the X-ray feed and walked through the metal screener. When my bag was processed I was told I need to take the laptop out of the case and put it through separately. I told the TSA agent I was TSA Prev and he said "We don't do TSA Prev at this check point" I told him the ID TSA agent told me it was TSA Prev and I didn't have to remove my laptop. I wasn't required to remove jacket shoe's etc. He again said "We don't do TSA Prev at this check point" so I took the computer out and he reran both. He then said he had to check the contents of my briefcase , took everything out, reran the briefcase and contents, told me he wasn't satisfied with the results, looked through my empty briefcase and re-reran the briefcase and contents again. During this time he told me to stand in one spot and NOT TO MOVE. He and the lady TSA agent looking at the X-ray machine screen "Yucked" it up each time he re-ran my bag.
As a former police officer I would have been I would have been reprimanded if I have taken this type of harassing action.
The time of this issue was between 5 and 5:30am and the agent concerned was African American, in his mid 20's, approx 6 feet tall and 210 pounds I expect a reply to my complaint Would you like a response? : True Passenger's Name (b)(6) (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2014 8:56:3

Caller has a knee replacement traveling from DEN today she is concerned because she did not set off the metal detector and tsa told her that if it alarmed before was not because of her knee and maybe she had change in her pocket but she said that is not correct and the DEN may have a breach in security.

Advised caller I was transferring her call to the SS.

CSS Hoskins notes:

Caller advised she has a metal knee replacement and sets off the metal detector every time that she goes through it. Caller stated she just went through security at Denver and never set off the metal detector. Caller advised the TSO s of this and they told her if she alarmed prior it wasn t from her knee she must have something inside her pocket. Caller is concerned if she got through with metal implants then someone could get through with a gun.

CSS Hoskins advised caller:

Thanks for reporting this I will transfer to the CSM at Denver for review.
He has TSA Pre business and has a knee replacement.
When he flew the last time, he was made to go through the other line.
This was at RSW, and he was wandering if this was procedure.
At the end of the call he was a little disgruntled and said the program was worthless.

2014 9:54:5

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 12:19:

The caller flew from BOS on 9-29-14 and went through screening at 3:58pm at the JetBlue gate C41. The caller states a female officer late 40 s or early 50 s medium to large built white caucasian, with medium length brown hair was so extremely rude. The caller states that her mother was in a wheelchair and the officer in question told her mother to stand up and walk through the AIT. Her mother forgot to take her purse off her lap and the TSO grabbed her mother purse out of her mothers hands and threw it on the conveyor belt. The wheelchair attendant tried to go through screening on 3 attempts and the TSO became irritated and started making gestures with her hands and became very frustrated and was shaking her head very negatively. The attendant finally made it through screening and then the caller proceeded through screening and the officer ordered her to go back. The caller complied with the request. The caller walked through the metal detector and set off an alarm. Her belt caused the alarm and the officer told her to take the belt off now!! Once again the caller complied and went back through screening. The caller states that this screener was very rude in every way. The caller states that the gestures that the officer made with her body language, facial expressions, and whaling of her arms was just terrible and rude. The caller though the TSO was going to get violent. The callers mother (b)(6) was very upset and amazed at the way the officer jerked her purse out of her hands. The caller states that her 85 year old mother liked to have had a panic attack. The caller states that all the officers at this checkpoint were very negative.

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.

2014 8:18:2

My family and I recently traveled from Charlotte, North Carolina back home to New Orleans. Before going through security, I handed my mom and brother their tickets. I accidentally handed my mom my ticket instead of hers. We proceeded to the security check point, handed the gentleman our ticket and ID, and continued to the metal detector. As we went through, we realized we had each other's tickets. The man at the checkpoint never noticed. We were very concerned that this happened. We made an honest mistake, but if we could get through with the wrong tickets someone could do it intentionally.
Thank you for your time and attention to this matter.

We were headed to Aruba on vacation, as we have done on several other occasions. We always pack a small canned ham, canned tuna, and a few other items to help defray the high food costs on Aruba.

I had 5 cans of tuna in my back pack. I have artificial Knees and am always called aside because the buzzer goes off when going through the metal detector screening. When I was through with that, another TSA agent called me over to where my back pack was,& it was opened. The agent said I couldn't take the canned tuna, because the liquid content exceeded the limit.

I tried to explain that the liquid was in sealed cans, but she wouldn't listen. I then pointed out the content of each can was 5 ounces, 1 oz. liquid and 4 ozs. dry weight and the limit was 3.4 oz. of liquid per container.

She wouldn't admit that she was wrong, and seized the tuna. (I hope it went to some homeless shelter or put to some other good use.)

It's a small thing, but an annoying thing. The liquid was within TSA's guidelines.

I don't expect to be reimbursed, but I think the agent could have used some discretion, and allowed us to take them. I am 81 years old, and I don't think I fit the mold of a suspicious person.

Thank you for taking the time to read this and for doing such a good job of keeping us safe.

2014 1:07:5

Sincerely,

(b)(6)

Nantucket, MA 02584-2536

P: (b)(6) | F: (b)(6)

anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other poeple s items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he willl get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport:IND
Airline: United
Flight Number:4112
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time:Santa Fe at 8 pm
!014 11:40: Location: security checkpoint
Terminal: unknown
Gate:A 25
Contact Information: (b)(6)

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM.

Response:I advised him that precheck is random for security reasons and based on an individual basis. I advised him that he can not get the leatherman back.

Search Results For:
I gave info from http: apps.tsa.dhs.gov mytsa cib_results.aspx?search=Leatherman%20tool
Leatherman tool

Check Only

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 8:38:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/05/2014 5:00 PM Airline & Flight Number : Southwest Airlines. Flt. 3216 Checkpoint/Area of Airport : Southwest Airlines TSA screening area Terminal 1 TSA Employee: (If Known) : Unknown and not relevant Comment : I am approved for TSA Pre-Check (in addition to Global Entry) and constantly experience issues in the TSA Pre-Check lanes because of my hip replacement. The experience at LAX which is the subject of this complaint is the most recent instance, but by no means an isolated one.
The TSA Pre-Check lane at the Southwest concourse is not equipped with a new technology scanner; they use the standard metal detector, which anyone with a prosthetic hip will activate. By now I am accustomed to proceeding through the TSA Pre-Check lanes with metal detectors because that seems to be generally standard at most US airports. When my hip sets off the metal detector I am subjected to a pat-down, which then requires that I remove my shoes and belt for scanning. Today at LAX I was also then subjected to the hand swabbing process, which I assume was part of the pat-down process. It should be noted at this point that A FEW US airports, among them - Denver and Albuquerque, have the process designed in a manner where passengers like myself can have their boarding passes checked at the Pre-Check entry point and then walk through a scanner in the regular screening lines. That is not the case in the Southwest concourse screening point, nor in our home airport in Phoenix, terminal 4, concourse D.
If the scanners are not going to be installed at all Pre-Check entry points the process should at least be able to comprehend passengers like myself without subjecting us the the pat-down and swabbing processes. It is unnecessarily frustrating and time consuming to be out through those additional steps, especially in light of the fact that Pre-Check passengers and those of us with Global Entry status have, in theory, already been through the requisite background checks that qualified us for the TSA Pre-Check program in the first place. In essence, the manner in which passengers like myself are being handled, it nearly negates any advantage gained by being approved for Pre-Check.
2014 8:30:2
It is clear that the TSA Pre-Check process needs to be updated to take these situations into account, otherwise all that's being accomplished is additional unnecessary screening, steps that should have been eliminated with the advent of the Pre-Check program.
I have brought this issue where the Phoenix airport is concerned to the attention of the airport management in Phoenix. Interestingly enough, since the time I made my complaint to those authorities, the TSA Pre-Check lane in terminal 4, concourse D, has been closed. TSA Pre-Check passengers at that concourse are now screened through the regular screening lanes.
TSA needs to take a hard look at how a process that was supposed to improve the screening experience now adds additional frustrations for those of us with certain medical conditions.
Would you like a response? : True
Passenger's Name (b)(6)
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 travel a lot and the past 3 weeks I have experienced rude behavior in two locations while interacting with TSA agents. The first was a person in Charlotte NC where the supervisor was directing me to the metal detector and bypasses the body scanner. Another agent was not paying attention to the conversation and used his elbow to block me from entering the metal detector passage. The supervisor was watching the entire event. The agent blocking me was very rude and his supervisor watched the entire event. His supervisor apologized to me for the behavior. The supervisor gave me a yellow card and I deposited it in the local collection box.

Today I arrived at the PHX checkpoint at 4A. The TSA pre checkpoint was closed. When I checked in at the beginning of the line I was told to keep my shoes and belt on. I placed my laptop, phone and boarding pass in the tub and put my bag and tub on the belt. As I passed through the metal detector, officer (b)(asked that I remove my shoes and belt. I told him I was TSAPre and he asked for my boarding pass. I informed him it was on the belt next to him and asked that he look at it. He refused and would not allow me to get to the tub. I commented that he had a nasty attitude as I went back to the belt to remove my shoes. He did not like my comment and called his supervisor. I explained the situation and she apologized for the attitude. I told her it was not a big deal but it was Officer (b)(6 attitude that excited the situation. I now know when the TSAPre lane is closed and I am in the regular lane to hold on to my boarding pass. If he had point this without the attitude, it would not have been a disappointing experience.

2014 2:14:1

I am taking the time to explain these events, as the trending negative attitude of the TSA is a new experience. I know the offices have a job to do and dealing with the public is not always a positive experience listening to the complaining. I do have an expectation the officials of the TSA to be courteous and professional, as do the officers of the TSA. Office (b)(could avoid these type confrontations with a little bit of politeness. I will also be a little more on guard to tolerate the few negative attitudes of the TSA agents now that I have experienced these two events. 99% of my experience with the TSA staff has been supper and I feel a little guilty about bringing these situations up but I feel it is very important to give feedback. I like to get this sort of customer feedback about my organization.

Regards,

(b)(6)

Feedback Type : Security Issue
Categories : Other; Advanced Imaging Technology Current Date/Time : 10/6/2014 12:15:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/06/2014 8:30 AM Airline & Flight Number : United 457 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : Dear sirs, I'm contacting you to complain about the complete disregard for procedure at the Phoenix airport today, October 6, 2014. Terminal 2.
My brother (b)(6) and I arrived for our United flight to Newark at 8:30AM, following your web page recommendations we repeatedly reported to the TSA agents that my brother has two hip replaced and therefore requested a scan instead of metal detector. In spite of our repeated attempts the TSA agents directed my brother to the metal detector which naturally went off.
2014 2:15:0 The triggering of the detector initiated a series of searches which consumed 20 minutes, all easily avoided if the agents listened to us and our repeated appeals for a scan.
The behavior of the TSA agents concerns me at several levels: disrespect for passengers with implants, excessive time wasted on a futile search, and the overall reduction of effectiveness in securing travel.
Appreciate your attention to this matter and hopefully it prevents future incidents.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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: 10/6/2014 1:46:57 PM

Name: (b)(6)
2014 4:24:1 Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ua1469 Denver to Ord
Comments: (b)(6) was very unprofessional during a recent screening. He decided he needed to lecture me on pat down procedures long after I had complied with the request to remove my belt, shoes, and items in my pockets. He continued to deride me for several minutes after I had passed the metal detector and was waiting for a pat down.

I have been in the pre-check,program for 1.5 years and fly weekly.

Most TSA officers are fine examples of dedicated employees working to keep the traveling public safe. (b)(6) at DIA is not among that group.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/6/2014 6:42:55 PM Airport : SRQ - Sarasota-Bradenton Date/Time of Travel : 09/23/2014 Airline & Flight Number : DL 1297 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : After being cleared as TSA prechk by CBP, I was then put through an extensive body and baggage check because my boots contained large metal ornaments. I offered to remove the boots and suede jacket, only to be told to keep them on
2014 8:15:0 and proceed into the cylindrical radiation/metal detector. Then I had to remove the boots and jacket and go through the extensive body check and was even offered a private screening room.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 10/7/2014 8:58:06 AM Airport : MCO - Orlando International Date/Time of Travel : 10/04/2014 7:45 PM Airline & Flight Number : AirTran Checkpoint/Area of Airport : B concourse, wheelchair lane TSA Employee: (If Known) :
Comment : The TSA staff at Orlando international have never been very friendly, but this past incident was over the top. We were traveling as a party of 5, consisting of me, my husband, my 6 year old son, my 4 year old daughter, and my 15 year old sister. We were put in the wheelchair lane because of our stroller and children. After putting everything on the belt, my daughter walked through the metal detector and I followed. My sister was in line next, but when it was her turn, the agent jumped in front of her, towering over her, and demanded to know why she was in that line, very aggressively. My sister is multiracial, and while she may not look like the rest of my family, there was no reason for that agent to be so aggressive. She was waiting quietly in line with my family. Only after she told the agent several times that she was a part of my family and me telling him from the other side of security that she is my sister did he reluctantly let her pass.

!014 10:05: He should have handled the situation very differently. She was not running, shoving or trying to get through the line. There was no reason to be so aggressive. Orlando international is just that. International. You get thousands of guests everyday who have all sorts of different looking families. Your agent should have politely asked if she was was in our group, or asked me, or my husband. We could have even shown him our boarding passes, which clearly showed that she was sitting with us in the same row on the same flight.

His lack of professionalism shocked me and my sister.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 10/7/2014 12:21:30 PM Airport : BOS - Logan International Date/Time of Travel : 10/02/2014 Airline & Flight Number : Delta 2501 Checkpoint/Area of Airport : Security checkpoint (metal detector and walk through) TSA Employee: (If Known) (b)(6) (not sure on spelling of last name).

2014 2:10:4

Comment : After going thru the metal detector my bag was put off to the side for an additional inspection. I noticed the TSA agent was allowing bags to go thru without looking at them (Belt was still going) as he was talking to a female (b)(6) My bag sat on the side for a minute or so and I asked what was going on, at this point (b)(6) very tersely says "We are waiting on someone to check your bag, SIR" I was taken aback by not what she said but how she said it. I responded back tersely with "Hurry up". At this point another TSA agent walked up and pulled my bag for the check. I said to (b)(6) as she walked by that "Her customer service skills needed improving" To which she tersely responded and very loudly "WE ARE NOT A CUSTOMER SERVICE AGENCY, WE ARE A SECURITY AGENCY". At this point I remained quiet. My point in writing is I recognize the importance of security but 2 have 2 agents chatting with bags going thru without being looked over and then the response I got was unacceptable. The TSA has to improve it's ability to handle travelers and have the professionalism not to get upset when questioned. I find this wasn't the case and want something done. You are more than welcome to call me for further information.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2014 3:28:0

The caller recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very through over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flys, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanded to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

I explained that any time a passengers goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

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

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

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Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/7/2014 3:05:27 PM Airport : LAS - McCarran International Date/Time of Travel : 10/07/2014 12:30 PM Airline & Flight Number : Southwest 526 Checkpoint/Area of Airport : TSA Pre-Check TSA Employee: (If Known) : African American Male at Metal Screeners, 11:43 AM Comment : First time at pre-check upon approval of application Female employee at enrollment center in mcCarran Airport, on Tuesday September 30, 2014 at about 11:45 AM specified cell phones wouldn't be an issue through pre-check.

Today, Tuesday October 7, 2014, at around 11:43 AM, the African American Male at the pre-check metal detectors belittled me on discovery of my cell phone in my pocket. After stating it was my first time and that I was told prior to the day of travel that cell phones were not an issue, he continued to heckle me further by adding "Woooooow. Cell phone. Metal detector. Who would have guessed." He then continued further with choppy, broken phrases, and slight lisp on certain syllables,
2014 4:01:5 implying a stereotype to Asian American speakers, much like myself. He never even included instruction to what to do with my cell phone. The TSA Asian American Male sitting nearby instructed me on what to do with my cell phone.

If I was told differently by the female member at enrollment center, this wouldn't have been an issue. However, not knowing, I found it extremely embarrassing and belittling they the male TSA agent acted the way he did, stereotyping Asian American Male vernacular and talking as if I was a child and should have known better.

While I do not expect an apology of any sort, I would appreciate a confirmation of any action, disciplinary or not, that will be taken in this matter, so it can be prevented by both the female at enrollment center, and the male at the metal Screeners by travelers in the future.
Would you like a response? : True
Passenger's Name (b)(6) 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 formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file compliant, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

2014 5:26:3 The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. Twos are trained to conduct these procedures professionally and respectfully.

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Airport: Colorado Springs
Airline: Delta
Flight Number: 4630
Date: October 6, 2014 6;30 and 6:45 a.m. incident
Individual Contact: (b)(6)

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: 10/8/2014 6:22:11 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Lambert St Louis, Terminal C
2014 8:43:1 Comments:Hello -

I am writing to express my disappointment with your employee, (b)(6) On the morning of October 8, 2014, I arrived at Lambert St Louis' Terminal C Pre-Check security line wearing a light jacket. I attempted to pass through the metal detector when (b)(6) told me to step back. I asked why and she said that I needed to take off my coat. I was surprised given that I fly 2-3 times each week and have never been asked to remove this particular jacket by any other TSA employee, so I asked "Even though I'm pre-Check?" She responded very rudely by saying, "That's for light jackets, don't you know the difference between that and a coat." This was particularly confusing given the number of men passing through the screening wearing sweatshirts and fleeces that are far heavier than my jacket. I took off my jacket and, upon reaching the other side of the metal detector, asked for her name. She then sighed and told her colleague that they had a "white woman with an attitude." This is unacceptable. Not only is (b)(6) inappropriately applying the pre-check policy, seemingly in favor of men, but her explicit gender and race related comments are not appropriate coming from anyone, certainly not a government employee.

I do hope that you will speak with (b)(6) before she treats more citizens this way and that I will receive an apology.

Best,
(b)(6)

Caller signed up for precheck recently via TSA and had a bad experience the first time, he has a bad leg and doesn t know what is in his leg other than metal, informed TSOs and still had to remove items from his pockets and remove shoes, belt, etc. and was patted down completely. He was the first one in line and last one to get through because he had to have additional screening.
Departing from PHF and said he stood with his feet on pads and arms above head for screening technology.
He doesn t know what is in his knees, has had 4 joint replacements, if he presents his medical card does that allow him to not go through the removal of everything for screening?

Response:
2014 8:57:0 Informed caller PHF airport doesn t participate with the Precheck program, therefore, not eligible at that location. Must be flying via airline assigned to the departure airport. Not a guarantee for anyone, should be allowed on a more consistent basis, but, TSA doesn t guarantee anyone they can use precheck everytime they fly. Random selection only.
If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available

Can present documentation, not required and doesn t exempt anyone from screening process. Cannot allow anyone to circumvent the system by learning how it works and be allowed to get something through that could be detrimental to safety of aviation.
Caller called about 3 and a half years ago about this. Caller wears a defibrilator with three wire leads going to the heart and she flies once a month and TSA never detects the device. She goes through the WTMD and beeps but it doesn t seem to be a big deal. She is worried that someone could bring a bomb in their body and be able to get through security. She is not happy about that.

Advised:

2014 2:36:5 Asked the caller if she ever gets a patdown and she says only if she is wearing her watch on her arm. Asked the caller how she knows they don t detect the device and she says she doesn t get a patdown.

Advised the caller that TSA has many layers of security to detect bomb threats including the AIT, WTMD and the ETD testing.

Advised the caller that she should notify the TSO of the device because the screening technology might affect the calibration of the device. The caller says it is safe to be screened that way.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/8/2014 2:17:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/01/2014 6:30 AM Airline & Flight Number : southwest #1901 Checkpoint/Area of Airport : last check point before boarding gates TSA Employee: (If Known) : Some old cantankerous man yelling at everybody Comment : Upon entering the last checkpoint I asked the TSA employee if I should take off my belt because it had a big metal buckle. I even lifted up my shirt and showed it to him. He yelled at me to leave my belt and shoes on. Well after the metal detector went off that I tried to pass through he yelled at me again to take my belt off like I should have known to take it off instead of listening to him. Then I got blindsided by another TSA agent who yelled at me from the other side of me to put my belt on the conveyer belt to my left when my other items were put on the conveyer belt to my right. I had to wait for my items to come through both conveyer belts at different times in order to gather all of my items. It was totally ridiculous, it was like the left hand doesn't know what the right hand is doing with these employees. They don't respond to common sense because they are on these power trips to boss and push you around and literally yell at you instead of talking to you. I'm not a child I am a 61 year old business man that doesn't appreciate being yelled at like a child that isn't listening to his mother or something. There is no common sense and professionalism with these TSA employees. If I absolutely didn't have to board this plane I would have turned around and asked for a refund on my ticket and taken a bus or a train instead. It is totally ridicules to be treated like this when you are paying exuberant amounts of money to travel.

2014 3:27:2

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

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response:I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

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

2014 9:46:2

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

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the xray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

His or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

Incident Details: He has a defibrillator implanted and traveled from LaGuardia to Chicago ORD on Sept. 14 and he said he needed a patdown but the Officer at ORD told him he could go through the wtmd and he said eventually they let him have the

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Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/8/2014 8:59:45 PM Airport : LAS - McCarran International Date/Time of Travel : 10/07/2014 1:45 AM Airline & Flight Number : hawaiian 17 Checkpoint/Area of Airport : screening
TSA Employee: (If Known) :
Comment : I am tsa precheck, and when i walked through the metal detector to the beltway to get my stuff, the agent their said that i needed to get my hands swab, i told her and the male that was standing there with her why when i am tsa precheck,
'014 10:03: his comment to me was (because you are holding an infant) what the hell does that have to do with you pulling me to the side to get swab, you seen my bags throught he monitor and i walked through the metal detector without any problems and because I was holding an infant, i became a target. I did not appreciate the way the female had talked to me and made comments when she knew I was from HAWAII, she further said that I had a bad attitude and that i was SHAME..... I believe that the agents are only suppose to speatk to passengers in regards to what needs to be done and not have any personal comments to tell us. She was rude and unprofessional and her whole demeaner towards anyone is disrepectful.. Do something about your agents. I walked into the checkpoint at 1145pm she has dark hair 5/2 and a bad attitude....
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passenges with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can t do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific indcident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, omedical conditions, or devices. Such assistance can faciliate the screening process for the passenger.

2014 9:18:1 Incident Details: The caller indicated that she had a negative experience on 5 22 at PIT. The TSO swore that insulin pumps were okay to go thrugh the AIT. The TSO threatened her with a full body patdown if she didn t go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA s policy.
United flight 3541 PIT to Chicago departing at 6:35am
The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to i nsulin pumps going through the xray machine. She stated that the verbage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to webiste that she has used for her research in regard to the screening of insulin pumps.

Disability Description: Caller is Blind and needs to file a complaint.

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

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

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

!014 11:35: Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

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

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail.

Your complaint will be handle by the OCRL and I don t have information as how soon you will get a resolution.

Called the caller back to obtain her e-mail address and flight time.

Incident Details: Caller said she needs to file a complaint about an incident on 10 02 14 that happened at ATL she was traveling with US flight# 461 departing at 7:00am.
Her husband is partially blind and she is blind they were selected for precheck she was on the wheelchair was told she could kept her shoes on she heard when her items were screened by tsa and the her dog alarmed the metal detector she said normally the dogs gets check because the harness sets the alarm off but in this day her and her husband were selected for additional screening they both received patdowns in public and feel like they were targeted because of their disability and need to be compensated.

Caller lives in the US and has friends who arrived in the US and dont speak good English, everytime they board a flight in the US they have excess screening. What is the problem?
Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn t sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc.
Caller said at BUF they had to be double checked and they are traveling with small children.
Asked why they are having to have the additional screening?
Caller disconnected the call at 11:47 AM.

Response:
!014 11:35: 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.

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Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information.
(b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals?
No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights.

Response:
(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
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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.

No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.
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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: 10/9/2014 11:24:47 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK, going from DL477 from Barcelona to DL2577 (JFK to MSP) on Tuesday, Oct. 7, 2014. About 3:30 pm. I believe this was a security line on the first floor (not the 4th floor precheck) that is for incoming international travelers who are catching a domestic connection. There was one metal scanner at this checkpoint.
Comments:My wife needed a patdown because her artificial knee set off the metal detector, as it always does. No female TSA employee was available. When one showed up, she was very rude to my wife, stating that she had been in the restroom and was entitled to do so. My wife just said we were concerned about making our flight. I was present, and my wife did not speak in a rude or angry fashion. The TSA employee (Agent (b)(6) a female) then told us to talk to her supervisor and walked away! She then went on to stack up bins and then did a patdown on another woman, leaving us just standing there. The supposed supervisor, a male agent named (b)(6) pretty much just laughed at us. It was very clear that the intent was to make us wait or miss our plane. I asked agent (b)(6) for her badge or employee number and she refused to give it to me. She then accused me of trying to interfere with her job duties (of patting down the other woman) because I was asking her for that information. She told me to talk with her supervisor. I asked agent (b)(6) whom I could speak with about this problem and he told me to go upstairs somewhere and find the TSA office. Obviously, this was impossible as my wife had not yet been cleared and we were trying to catch a flight. After about 10 minutes of just standing there, being ignored by all of the TSA agents in the area (clearly intentionally), I told Agent (b)(6) "OK, we give up, we apologize for anything, please just let us get out of here." We got the patdown and we did make our flight.

I have never filed a complaint before and feel that the TSA does a great job and is very professional. This incident amazed me. Agents (b)(6) and (b)(should not be doing such a difficult and sensitive job.

To make matters worse, my wife reported that she overheard Agent (b)(6) being rude to another passenger while we were standing there waiting. I did not overhear this, so I can't comment further.

Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger s temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn t on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings.
Should be looked into for everyone s safety and states she is a socially conscious person and concerned for everyone s safety.

She may be flying soon because they are moving down south for health reasons and she has a pet cat which will be in a carrier, is she allowed to travel with the cat?
She has a neuro muscular disease, which requires her to be on Oxygen 24 7 and she will be traveling with a POC, will she be allowed to take the cat and the POC or is that an airline issue?

!014 12:26: Response:
Advised caller no information regarding the additional screenings planned for select airports in the US.

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.

The FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. Please visit www.faa.gov about initiatives cabin_safety portable_oxygen to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger s temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn t on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings.
Should be looked into for everyone s safety and states she is a socially conscious person and concerned for everyone s safety.

She may be flying soon because they are moving down south for health reasons and she has a pet cat which will be in a carrier, is she allowed to travel with the cat?
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Caller stated that he went through the checkpoint in DEN at 10am 9 OCT 2014 he thinks that he dropped his cell phone so he was looking for this. He asked all the TSOs in the area and they helped him out but no one can find this. He got upset because the TSO told him to just go through screening so he did. when he got done with the WTMD his jacket went missing. The officers told him that there has not been any jackets missing and to just wait and see if comes through.
Out of no where, his cell phone was found and his jacket was still missing. It then went through the xray screening and just happened to come out of the device.
!014 12:32:
He feels that they were doing this on purpose and when asked to get their names the officers refused to give that to him. If they didnt do it on purpose he thinks that someone tried to steal this and when he rose chaos they acted like they found it.

This happened at Gate A in the far right side going through the checkpoint (1 isle from premier access line).

CCR informed him that this information will be sent to the airport CSM for additional looking into,
Caller wants to file a complaint. She asked if she can obtain a policy of the rules and regulations for searching. She said her boyfriend was heading to his flight and he would have filed a complaint at the Airport but he did not have time. She said that he said that 2 officers approached him and they randomly searched his bag and he let them search it. They asked him questions about his trip. She said he feels that he was racially profiled. She said there was not a metal detector or dogs or
2014 10:53 anything. He was at Fort Lauderdale. She said they were undercover TSA agents. They were not in uniform but they did show him his bag.

RESPONSE: You can find information about TSA policy at tsa.gov. Advised caller that I will transfer her to MB that could better assist her.

Caller said he has a KTN, he had an incident at DFW when he was returning to San Jose. He went through the precheck line. He has a prosthetic metal shoulder and it set off all the WTMD and they patted him down. The reason he got the KTN is because he travels often so he can go through quickly. This time when he went through all this additional screening did not help anything. So he is not receiving the precheck he paid for, he is 65 years of and deserves to receive it. He stated we obviously need to change our system.

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

'2014 5:38: The most familiar of TSA's risk-based initiatives, TSA Pre\u2713™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre\u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

Explained to the caller that if he went through the precheck line, he was receiving the precheck incentives. But once he alarmed the machine they made him remove his shoes, that is additional screening. Any passenger regardless of precheck status, if they alarm are required to undergo additional screening. Told the caller that for future reference he needs to inform the officers before he goes through screening that he has a Metal Implant so they can direct him to the AIT machine that he would need to go through.

Caller hung up.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/10/2014 4:59:15 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/10/2014 4:00 PM Airline & Flight Number : DL2019 Checkpoint/Area of Airport : East checkpoint terminal C TSA Employee: (If Known) :
Comment : There is no one collecting the bins after the X-Ray machine, making for a big fucking mess. As many TSA agents as I see standing around doing absolutely nothing or getting paid to do overly simplified or menial tasks (such as standing in front of the metal detectors to direct people towards the scanner instead) I don't see why the bins can't be collected often enough to keep the process efficient. By the way, in this case an agent was casually browsing the internet and talking to another agent.

'2014 6:23:

Way to keep up the shitty, inefficient tax wasting work TSA.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Circling back to see if I could receive feedback and thoughts concerning the issues I sent just over a month ago.
Please follow up.
Thanks

On Sep 8, 2014, at 9:55 PM, (b)(6) > wrote:

2014 10:06 > Today I flew our of Lunken airport in Cincinnati Ohio. I flew on Ultimate Air and found it disturbing that I did not go through a metal detector nor was my luggage checked. The same thing occurred when I flew back from Chicago. This seems to be an issue to me and I cannot understand why this airline is governed differently. Very concerning as we sit today on a high terror alert. When we left Midway today at 5pm a different aircraft was landing and while I cannot recall the distance that is supposed to be maintained between aircraft (I think it is 3 miles) I can tell you the other aircraft was well within a mile of us. I would appreciate a response and follow up.
> Thank You.
(b)(6)

From: (b)(6)
Sent: Saturday, October 11, 2014 12:45 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: 10/11/2014 12:44:50 PM

'2014 3:17: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inconsistent TSA airport instructions

Comments:

On Oct 5, at a TSA security checkpoint at Dulles (IAD), I had emptied my pockets into my briefcase, had taken off my shoes, removed my belt, etc. as I always do. Before I went thru the metal detector, the TSA agent told me I had to have my boarding pass IN HAND, and I had to retrieve it from my briefcase. On Oct 10, the LAX security checkpoint agent told everyone to put everything, Including boarding passes SPECIFICALLY, in the trays and to not have anything in our hands going into the metal

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/11/2014 4:36:38 PM Airport : MDW - Chicago Midway Date/Time of Travel : 10/10/2014 9:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Gate B
TSA Employee: (If Known) :
Comment : I arrived at Midway Airport at 8:30 PM on Friday, October 10. Despite having a Precheck boarding pass, I discovered that the TSA Precheck lane was closed. I have three complaints about this.

First, why must Precheck passengers undergo regular screening when the Precheck lanes are closed? I understand the need to close Precheck lanes during off-peak hours when costs dictate having fewer TSA Agents on duty. But TSA already has Precheck without dedicated lanes in smaller airports. In Milwaukee, for example, Precheck passengers get issued a card that lets them go through the metal detector in the regular lane. Why does TSA have no similar procedure in larger airports when the Precheck lanes are closed?

The closing of the Precheck lane should not mean the cessation of Precheck benefits. Like Milwaukee, Midway has metal detectors in the regular lanes. During off-peak times requiring closure of the separate Precheck lane, Midway could operate Precheck just like the Milwaukee airport does: hand the passengers a card and let them go through the metal detector in the regular line Why doesn't off-peak Precheck operate this way?

'2014 5:06: Second, I am unable to find online what hours Precheck lanes are available. TSA obviously knows its staffing and it should share that with the public. Unlike unpredictability dictated by security requirements, not knowing the hours of available Precheck lanes places unnecessary unpredictability into the Precheck system that harms travelers who rely on Precheck to proceed through airport security quickly and efficiently.

Third, when I went through the regular line, no TSA agent at Midway knew the hours of the Precheck lane. It's bad enough that TSA does not have this information readily available online. It's worse than the agents themselves do not know this basic information.

Thank you for addressing these three concerns.

Robert
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 traveled to SFO from MKE last weekend. I had broken my Femur almost 4 weeks ago and had to travel with a wheelchair. When I left Milwaukee I had a TSA member squat down to me to ask a few questions and to explain to me what we needed to do. I was able to Crutch up to the scanner, so the TSA member told me he was going to send my Crutches through the x ray and have a member bring me my crutches. I was able to crutch up to the scanner and hand my crutches back to the member and was able to stand and get scanned. Everything went smoothly and we were on my way.

When I was on my way home in SFO. First the TSA members tried to have me walk through the metal detector while holding a TSA's members hand. I had to explain that I had a metal rod running from my knee to my hip and it wouldn't work. I tried to explain to two members how things were done in Milwaukee and how I was in and out in 5 min. They both said it wasn't in their polices and they couldn't do it. I was sent through to a supervisor to get a pat down. Getting told that each city sets their
'2014 7:02: own polices. How can I feel safe if each city can make up policies? Shouldn't each and every city fallow the same rules? Which city was and is right?

I'm free to talk about this and don't feel like I was treated right. You can reach me at (b)(6)

Thanks,
(b)(6)

personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint.

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, October 02, 2014 12:56 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of
2014 10:10 their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

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

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

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot 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

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

Have an insulin pump
Need assistance
Have difficulty raising your arms
Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

Be filed within 180 days of the alleged act of discrimination;
'2014 6:44: Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

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

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

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

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the x-ray machine. She stated that they sent the pump through the machine anyways. She stated that she does have a back up pump for use.
Caller wants to file a complaint because she flew from JFK to MCO on 9-2 and during screening process the TSO was very rude and told her to keep moving in a nasty way, told her they didn t need anything from her. She was trying to watch her bag because it had a lot of money in it and the bag went through the machine and she didn t see her items because she was having a patdown. She went through the WTMD and had a patdown in the general area. The money was in her purse, she didn t see anyone hand inspect her bag, but, there is $100 missing from her purse. She contacted Jetblue who said they didn t have anything to do with it.
Thinks she went through security at approx. 8AM.
Caller was wearing a scarf and a long dress, solid black dress and she thinks the scarf was pink.

1. Date and Time of the flight----9-2-14, departed at approx. 9:00 AM going through security, departed at approx.
2. Gate or Terminal----Doesn t remember, thinks terminal 5
'2014 8:25: 3. Baggage description---The purse was a black leather look purse, had zippers and a snap close in the middle, it was closed when she placed in the bin, when she retrieved it was still closed but turned over in the bin.
4. Bag Tag # (10 digit)---Preferred for phone calls.
5. Flight #---Doesn t know, can t remember
6. Airline----Jetblue

Response:
Advised caller information will be provided to the CSM at JFK for review. If additional information is required may be contacted by email.

Feedback Type : Complaint
Categories : Other
Current Date/Time : 10/14/2014 1:04:17 PM Airport : DAB - Daytona Beach International Date/Time of Travel : 10/13/2014 2:36 AM Airline & Flight Number : Delta 1087 Checkpoint/Area of Airport : TSA Screening Area TSA Employee: (If Known) :
Comment : When I used my smart phone boarding pass I was given my license back with a small paper encased in plastic that I gave to the TSA (female) agent. I was told I didn't have to take off my earrings, watch or shoes. I'm assuming the pass I was given exempted me from doing it. From my past travels, I've learned this pass is randomly given. I did open my carry on and gave the female TSA agent, my hand cream, toothpaste and liquid soap I had in a plastic bag for her to review. At that time, I thought I was going to go through the Advanced Imaging Technology (AIT) Equipment that swirls around your body vice the regular metal detector but I wasn't. I was directed to come through the metal detector which of course sent off alarms
'2014 2:11: because of the jewelry I was wearing. The male and female TSA agents kept sending me back to take of jewelry, then my shoes and was proposing to do a full body search if the detector went off again. After taking off my shoes, the metal detector didn't alarm when I went through the metal detector. At that point, I was really confused and wondered why they would send me through a metal detector when I was initially told I didn't have take anything off. I thought my pass bypassed the metal detector. I was the only one in the TSA screening area and felt like I was under some kind of assault. I don't like to play race cards but I almost felt like I was being harassed by TSA because I was black. The TSA Caucasian staff at Daytona Beach needs to be more professional and follow the rules in place. I should not have been subjected to a metal detector and should have been allowed to go through the AIT because of the pass I was given. The experienced left me feeling truly assaulted.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom so ever it may concern,

Respected,

I am a frequent domestic traveler in the United States and I travel to one of the most busy airports in the United States. I am not a TSA pre, which requires me to take my shoes and other stuff like any other normal traveler.

Yesterday (Oct 13, 2014), I took a United Flight 4605 from Cleveland to LaGuardia, NY and went through the usual security check around 6.25PM via the central security check area in the Hopkin's International Airport. I prepared myself for the normal security check, with my Laptop on a separate tray and all the other stuff out for screening. One thing that I for got remove was my waist belt and due to the fact that I was wearing a longer shirt to cover my waist belt, the person before the screening machine was not able to advise me to take it off.

I went through with the screening with my belt on without knowledge and the detector did not make any discovery for some reason. I was not even checked by the person right after the screening machine. Later when I am settling my stuff back I discovered that I never took my belt off for the screening. I was amazed to know that the metal detector did not do any discovery on this. I am scared after a while that someone can actually board the plane with a knife or some sort mini metal tool that
'2014 4:09: can kill people. Please do verify that the machines do work and do their part to avoid another 911.

People trust you and I do the same. We all love everything you do to save this nation by puting your lives in stake for ours.

Hope this world is a safer place.

Thank you,

(b)(6)

A non-immigrant to the United States.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/15/2014 7:06:46 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel
Airline & Flight Number : United
Checkpoint/Area of Airport : Gate E
TSA Employee: (If Known) :
Comment : The TSA needs to get its act together at this airport.

I had my boarding pass on my phone and the agent who was verifying my identity told me I didn't have to take my shoes off because I have Pre Check. Once I'm ready to walk through the metal detector, the agent orders me to take my shoes off because "I didn't have proof" that I have precheck. I told him that my boarding pass is on my phone and that it's already gone through the scanner but he can ask the agent who verified my identity. He said he has to see it himself, implying he doesn't trust his colleague.

'2014 8:46: After I go through the gate, unsurprisingly, I'm "randomly" selected for a security screen. I'm sure it was a coincidence even though I was the only middle eastern person going through the checkpoint at that moment, but I couldn't help but feel uncomfortable.

The agent proceeded to throw away cologne I've traveled with for 3 years. The very same bottle of cologne that this very airport has seen in a security screen twice before (I travel to DFW regularly). The agent was robotic and not empathic at all.

What type of message does this send passengers? TSA is universally hated, and your agents make it impossible to be supportive of this administration. What are your standards for people you hire? They exhibit no empathy. They bark orders at passengers. They lack humanity. They contradict their colleagues regularly.

Don't just respond acknowledging you've received this -- that's patronizing. Tell me what you guys are doing about instances like this. Tell me what your criteria is for hiring.
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 : 10 15 2014 11:42:27 AM Airport : SEA - Seattle-Tacoma International Date Time of Travel : 10 15 2014 7:45 AM Airline Flight Number : DL 128 Checkpoint Area of Airport : Security Screening for Arriving Intl Flights TSA Employee: (If Known) : Yes , see description below Comment : There was a female TSA employee working the metal detector screening area for connecting flights from China amp; Hong Kong that was being very rude and demeaning to Japenese and Chinese Visitors who had little understanding of English and we re not able to understand her instructions. The employee was short in stature; short blonde hair and wore dark glasses. She
2014 12:17 appeared to be late 40 ss to early 50 s . It was embarrassing to see foreign visitors being treated in the manner she was treating them. Several US passengers commented how rude and obnoxious she was to the foreign visitors.
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

Good Morning,

I am writing in regards to an experience I had at the Atlanta International Airport in Georgia this past Monday (10-13). While proceeding to go through the TSA security checkpoint I was told by one of the TSA officers to remove my "shoes" before going through the metal detector. I was wearing cloth flip flops with no socks. I looked at my feet and then at him again. He told me again to remove my "shoes". I said I did not have any socks and questioned him about walking through the security area with no socks on. He and another TSA officer were very quick to tell me that I had two choices. One being to walk barefoot or basically, leave. They were quick to take an aggressive tone and left me no option. Without knowing what else to say, I said "that is disgusting". Again I was told I had two options. With no other choice and feeling very flustered, I had to walk barefoot through the security check and wait for my flip flops to come through the x-ray machine. While I was standing and waiting for my flip flops, one of the female TSA officers yelled to the rest of the folks waiting in line. "Don't forget your socks people!" I felt it was very condescending and was quite embarrassing.

2014 12:18 With that being said, I have much understanding, respect and appreciation for all of the security measures throughout the airport. It is not the security measures themselves that left me feeling upset and embarrassed, it was the way I was treated. I had to walk barefoot through a very high traffic area of a public environment with no protection on my exposed skin.
Is there no policy about having "booties" available for these types of situations? I just find it very hard to digest that I was not offered any protective gear for my feet or given a moment to step aside to possibly figure out another option to protect my feet from exposure. In times of worrying about disease in our country and others, again I just have a hard time digesting this.

I thank you for your time and would appreciate any feedback. I can provide more details if necessary.
Thank you again.

(b)(6)

What is the propose of having PreCheck if the general population is being sent through the same metal detector? It is set too high in sensitivity to allow you to go through with items other than cell phones in your pocket. It is also the first time I had to go through the x-ray scanner.

I have previously been randomly selected to have my hands wiped for explosives, but it is annoying and intrusive to be forced through the X-ray scanner.

I should not have to remove a normal belt buckle (not the big emblems) and u should not have to wait in a line waiting to go through a metal detector when I have been awarded pre-check. Someone needs to look into the operation and staffing at Indianapolis. There should have been other scanner lines open for non-PreCheck customers. You need to do a better job.

2014 12:07 I am not new to this. I am Diamond in Delta and Premier 1K on United

Regards,
(b)(6)

Sent from my iPhone

Dear Sirs:

I just recently completed travel through Pensacola Airport and had a very bad TSA experience.

NOTE: I am a frequent flier and have a Pre Check authorization as a retire military officer.

I approached the initial TSA Official, using the Pre Check lane, presented my ticket and DoD ID card and was then directed to the full scan line. Thinking this was a random check, I had no concerns. Following my placing my belongings in the various baskets, I informed the official that I did not want to pass through the Body Scanner and had opted to go through the metal detector instead. When I informed the official, I was told that I did not have the option to pass through the metal scanner, though it was in operation at the time, but would have to go through the Body Scanner or receive a complete "pat-down". When I questioned the removal of the metal detector option, I was given no answer. Not seeing an option I stated that I would rather have the "pat-down" rather than go through the Scanner. I was then asked again if "I really didn't want to go through the Body Scanner"; that it was completely safe and that if I didn't, I would have to go through the "pat-down". I again stated that I was aware of what she was saying and would not go through the Body Scanner. At that time, in a loud voice, the official announced that "We have an opt out" and that I should stand next to the entrance gate. By now all of my scanned items have passed through the scanner, and been on the other side out of my sight, for 2 minutes. After another minute to minute and a half a second official (male) came to the gate and escorted me to the inspection area. I stated that I wanted my belongings at the
2014 12:08 table and he indicated that he would take care of it, as everything was going to be "thoroughly inspected". At that time, all of my belongings were inspected and checked for residue by 4 individuals. Comments like, "Let's see what we can find" and "I'll show you what to do", where heard. This was in concert with a poorly executed "pat-down" which took 6 minutes. I have now been in this process for approximately 10 minutes; was treated poorly and generally felt like I was used as an example for anyone else to NOT opt out of the body scan.

To the best of my belief, I was not singled out as a RANDOM inspection, but rather was made an example of or used as a training source for new officers. I did not appreciate the treatment and question the mandatory "pat-down" when other options were available. While this may be within the purview of the TSA officials, it shows poor support of the public. The inspection was excessive and not in concert with the established standards of the TSA for a "random" or "routine inspection. I believe a retraining session is warranted and that a verbal counseling should be made.

The supervisor on duty was (b)(6); who though cordial, did not control the process of the inspection at all.

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/16/2014 5:05:53 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/16/2014 4:00 PM Airline & Flight Number : Austrian Airlines flight OS088
Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) : badge # (b)(6)
Comment : Our security checkpoint was filthy and in total disarray. We were kept waiting for an extended period of time while all the TSA people were just standing around. They were on cell phones cracking jokes, flirting with one another and not paying any attention. I was horrified. Everyone in line was commenting to eachother about how unprofessional and insecure the station was. They appeared to almost be on strike. After waiting and waiting 30+ min without the line moving they finally just decided to start working again. Nothing changed in terms of a new employee arriving or a machine being turned on like they will probably claim. I waited quietly and passed through security and then I asked to speak w a supervisor. The supervisor quickly dismissed my comments and pushed me off to officer (b)(6) who was amongst the least professional people I've ever encountered. I told him the state of the station I had just passed through he told me I was lying and just
/2014 6:07: complaining to feel better about myself. He told me they wouldn't clean up the garbage lying about because it's not their job. To which I told him if someone dropped garbage next to my desk at work I would pick it up even though it's not my job. This infuriated him. He then told me I was lying and I probably only waited a few minutes and it's only because they had to shut down a metal detector. The metal detector was in fact shut down but there was cause for the delay. The working scanner wasn't being used either and the metal detector had been turned off prior to my arrival on the line. He insisted he had been over there and he saw none of the joking or unprofessionalism and continued to tell me I'm lying. When I asked for his badge number he declared, "be sure to write it down and don't forget it". It was a horrific encounter. You can clearly see the culture of no pride permeates all the way to the top. Even if he thought I was wrong in my perception of the situation there were a million better ways to handle it and because the actions pertained to a lack of focus it certainly merited an inquiry if nothing else. I'm horrified at the lack of security and oversight.
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 he went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they padded down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

'2014 7:10: RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

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

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explaint the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of
2014 10:39 factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. (same sex officer patdown and a private screening if asked)

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

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

I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone:

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I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone:

Hello,

I was flying through the Detroit Airport's North Terminal on the morning of October 5, 2014. I went through the checkpoint around 5am and was very disappointed by the service provided by the TSA team.

First, The TSA Precheck line was merged with the general boarding line so that they shared one x-ray machine and one metal detector while the First Class/Premium Passengers line had a dedicated x-ray machine and metal detector for just that group of passengers. As the TSA agents at that checkpoint explained, some general boarding passengers are randomly selected to go through the Precheck lane; however, from my observations, it was all of the general boarding passengers merged with all of the TSA Precheck passengers which completely defeats the purpose of TSA Precheck, especially while the First Class/Premium Passengers had their own lane. I pointed this out to two TSA agents and was brushed off and told that what I observed/experienced wasn't actually happening.

Second, while going through the security line, I took off my jacket and put it and my purse in a bin to put through the x-ray machine. My purse was too full to zip closed so I would have preferred to have it in a bin so that nothing would fall out while going through the machine. But a blonde, female TSA agent came over to the xray machine, removed my purse, without my permission, from the bin I had already placed it in, handed me my jacket and very impolitely told me no bins and to put my jacket back on.

/2014 2:14

Lastly, when my husband asked for a comment card, neither the TSA agent we asked for one, nor her supervisor were able to provide one to us.

I understand different procedures may be in place depending on the time of day and the traffic through a security checkpoint. However, I feel this checkpoint could have been improved in a few different ways. First, by switching the First Class and Precheck lanes so that Precheck had their own separate lane. Second, by making passengers aware of alternate procedures that may be in place (i.e. keeping jackets on and not using bins) and the purpose for these alternate procedures. Lastly, the overall attitude of TSA agents - I understand 5am is not everybody's best time of day, but the tone used to inform me not to use a bin, being brushed off by the supervisor telling me that what I observed and experienced about the lane separation just wasn't happening, and the agents being unable to give me a way to provide feedback made for a very frustrating morning. This was by far one of the most disappointing security checkpoints I have ever been through.

While security checkpoints are a necessary step in the airline travel process, passengers are still customers of the airlines and of the TSA. As such, customer service should still be a primary focus.

Thank you for your time.

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

i would link to file a complaint against the inexcusable behavior of one of your TSA agents just a few moments ago at the Pittsburgh International Airport. I went through the alternate TSA check point upstairs at approximately at 4:20 PM. There was a security guard near the B line that was instructing people what to do. He was a black male, slightly older. He disliked the way that I sat my purse in the bin, which was flat, then threw it back in. I then stood in line to go through the X-ray machine, because of his accent I could not understand what he first asked me, which turned out to be do I have any medical implants, which I thought he said do I have metal on my pants. He then chose me and another female and had us go through the metal detector because he was sick of us looking at him like "retards" when he was talking to us. He then continued to complain to the male behind a counter that we were "retards". I did say out loud that most people consider that offensive.

/2014 6:19:

If there was someone with special needs, it could have been offensive. What I find appalling is that a government employee was name calling American citizens offensive names. Had I not been in line going through the security checkpoint, I would have been more vocal about his behavior. I fly fairly frequently and I am not ignorant to the rules of the TSA line. This person needs to be educated on customer service and what is appropriate. If this were a law enforcement officer, the behavior wouldn't have been tolerated. If I were to say this to him, it could become racist. Maybe it was sexist because I am a female and the other individual was a female. Regardless it shouldn't happen and needs to be fixed.

Thank you,
(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/18/2014 9:31:27 PM

/2014 9:36:

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:While going through security at DIA, Pre line at 6:45 pm on 10/18/14 I was treated rudely by a pory gray-haired TSA agent. After setting off the alarm he asked of I had a cellphone in my pocket. I did not. He then asked if I had anything in my pockets. I answered that i had a wallet, pen, comb. He interrupted me sayin, "sir, this is a metal detector. Do you have any metal in your pockets?" I asked if I sjould take my belt off. He said "you can take anything off you'd like as long as you don't set off my alarm." There is no need to be rude to travelers.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 10/20/2014 9:23:22 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/17/2014 8:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : southwest terminal, left of the counter TSA Employee: (If Known) :
Comment : i arrived an hour before my flight was to start boarding. I got in line for screening and the line was long, that is ok. Pre-Check was empty, so the agent started moving people in the back of the line to the precheck line. however, only one of the 3 metal detectors was in use. so by moving the people in the back of the line to the front, it caused a large backup in my line and I spent an hour to move through 3 of the back and forths just to get to the agent checking ID and boarding pass. if
2014 10:09 you have a dedicated pre-check line, don't have it feed to a common xray machine. sure the line seemed short, but one line was backed up while the other moved quickly, security is one thing, but delaying some passengers almost to the point of missing their flight is incompetent. what are you going to do about unnecessarily delaying passengers, and using pre-check properly?
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

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 9:37:30 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/20/2014 9:30 AM Airline & Flight Number : United 1120 Checkpoint/Area of Airport : Hand swabbing station TSA Employee: (If Known) :

Comment : Today while entering the security checkpoint area I was asked to step out of line and have my palms swabbed. The machine showed a bright red light, which said something like, "Explosives Identified." There were two young TSA employees at the station. I asked what happens next and initially got no reply from them. I asked the woman who had performed the swabbing, again, what happened next. She informed me that she would have to call a supervisor. I asked her how long this process would take, since I had a flight to catch. The other employee, a young male, responded and said, "We don't work on your schedule, you follow ours." He then proceeded to lecture me on how they were doing their job to keep me safe and that I was inappropriate to ask how long this was going to take. I informed him that unless he was her supervisor, this did not involve him, and that I would prefer that he remain silent until the supervisor came. He continued to lecture me. I asked his name, at which point he shoved his ID badge in my face and said, "Here." The supervisor arrived several minutes later. She took my boarding pass and walked away but did not say anything. I asked her if I was supposed to come with her, and she indicated yes. I was then taken past the ID check and to the X-ray machine. At no point was I given any instruction as to what I should do. I put my coat, shoes, laptop, etc. through the metal detector. Still, the process was not explained to me, and only when I began to retrieve my belongings was I told that additional screening would be done. The supervisor was extremely courteous and pleasant, but I must say that she did not make it clear what I was to do. When everything had been taken from my carry on and swabbed, and my shoes, belt, jacket, phone, etc had all been swabbed, I then went to retrieve my belongings. Two men then came up and informed me that I was to have a pat down. I was not told or indicated where to go and had to ask. When I went to collect my belongings, they were placed in plastic tubs and carried by the two TSA agents. The older one said, in a very loud voice to the younger one, "Keep him between us." I must admit, I felt like a criminal as I was paraded to the pat down room. Many people were staring, and it was humiliating. I was led into a room and the door closed. The older of the two agents described the pat down procedure, and he spoke extremely fast and was very difficult to understand. I remember hearing the words "beltline, buttocks, sensitive, and medical implants." He then patted me down and was quite thorough but never inappropriate, and I did not feel as though I was ever touched improperly. When he was finished, he stood there looking at me, and I had to ask what next. He then told me I was free to gather my things and go. I asked again what had been detected. He said that he did not know, but that frequently lotions with glycerin will give a positive test.

2014 10:09 This was a horrible experience. I am a 55 year old physician, a 10-year Army veteran, and I have seen and been through a lot in my life. I realize that these people have an important job to do, but there must be a way to do it without making people feel so abused. Frankly, the communication was horrible. I was left to guess what was going to happen and when. When I expressed my concern about the time factor and missing my flight, I was told that my schedule meant nothing to TSA. When I asked what compounds were detected, I received no answer. I asked to see the printout and was refused.

In the interest of continuous improvement, I wish to make a recommendation. At the hand swab station, a sign explaining the process would be very helpful. If a passenger does test positive for compounds being screened, he should receive a printed information sheet describing the rest of the screening procedure, so that the plan is clear. There are plenty of people who may be exposed to compounds which yield a positive test but who are completely innocent of any wrongdoing. They should have their rights honored. I cannot imagine what it would be like to be a young woman traveling with her children and be put through this ordeal.

I suppose that the young man who was so rude to me was tired of people complaining about being screened. I understand that. But he should be better trained. Telling me that I will adhere to his schedule and that TSA doesn't care about mine does little to promote cooperation. If that young man were my employee, today would have been his last day on the job.

Thank you for your consideration. I sincerely hope that my future experiences with TSA will be less traumatic.

(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

I loveTSA precheck which I pay for, but find the procedures in consistent particularly in Memphis. This morning in Memphis (Southwest flight) I'm told I'm expedited after scanning my BP from my iPhone. Then asked to remove my laptop and iPad, and I put my cell phone in my briefcase. I'm directed to go thru the metal detector...agent does not know I'm "expedited"...I tell her (why would she accept my word ?), she asks for my boarding pass, which is now going thru the conveyer! Have to retrieve my phone and then go back to the agent at the metal detector to show her. BTW the person in front me was also expedited and left her boots on, but when she goes thru the metal detector, it goes off and she is then told to remove her boots and put them one the X-ray conveyer !!! this is not and expedited process. Please review and make your process standard regardless of the airport if you are going to charge customers. Also I find it interesting that you provide this service randomly to many how do not pay for the service which is a slap for those of is who do pay

'2014 8:29:

Sent from my iPhone

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

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Remote Client IP (b)(6)

Date Time: 10/21/2014 10:55:35 AM

2014 12:06

Name: (b)(6)

Email (b)(6)

Complaints:Inconsistent Screening (Different Practices between Airports)

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

Comments:TSA screening is very inconsistent airport to Airport. I recently experienced discrimination to the handicapped. I have two knee replacements and two hip replacements. I had a precheck ticket, I asked to opt over to scanner and The TSA representative said no. I said all due respect but I have knees and hips. She just shrugs and said I am the manager. Knowing I will set off metal detector. I did as I was instructed and the alarm sounded. I then had to remove shoes and belt and get the full pat down. this is noway precheck.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/21/2014 2:56:04 PM Airport : EWR - Newark International Date/Time of Travel : 10/19/2014 6:15 PM Airline & Flight Number : AA 1691 Checkpoint/Area of Airport : American Security Entrance TSA Employee: (If Known) :
Comment : I fly through Newark often and your security procedure has always been sub-par compared to other airports. Yesterday, I actually missed my flight because of your incompetent staff. The line was incredibly long, you had no pre-check open, and your screeners seemed to take pleasure in watching people miss their flights as nearly everyone in line was in danger of missing flights since the line moved so slowly. While the majority of your screeners showed little in the way of efficiency, or empathy, the screener at the metal detector was the worst. While we stood in line for 20 minutes, we could hear him barking orders at the line, in excess. While we are all eager to cooperate with the TSA, he was clearly taking things too far with his instructions, further holding up the line. When it came time for me to go through the metal detector, even with pre-check (which is always shut down at EWR when I travel through) I was given a 5 minute diatribe about my jacket. When I offered to remove it to expedite the process, he just kept talking. Clearly he has mental issues and is abusing his power as a TSA agent. It's horrifying that he is employed with TSA.

'2014 4:21:

I am pretty upset that I missed my flight because your EWR crew is ALWAYS so incompetent. I will definitely start booking out of LGA until you guys get your act together. Sadly, I know this letter will fall on deaf ears. I've been around long enough to know that you truly don't care about the flying public's opinion. But at the very least you need to know that EWR TSA is truly the worst in the industry.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number: 222222
Address: Fg
Zipcode:

'2014 4:21:

Are you 18 or over? Yes
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? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?

Good Evening

My name is (b)(6) I traveled on Jetblue today from San Juan Puerto Rico to New York City today with my wife and my 17 year old son. I was asked to go through the metal detector because I was carrying my son. I had the explosive exam on my hands and it came out okay. I had my laptop in one of my carry on luggage which was put aside to get inspected. A TSA official did the explosive exam on the luggage and it detected explosive. My wife and I where asked to get an extreme pad down exam as well as the explosive exam. The explosive exam came out detecting explosive on my hands when a few minutes ago I was okay on the other test machine they had. TSA when ahead and tested the strips on the test machine I
'2014 8:07: was first tested on and they came out okay. TSA came out with the conclusion that the machine we tested positive for explosive was dirty. Now I say why wouldn't TSA check if the machine is working properly before going forward with the extreme body exam. Specially when I just had been tested okay on the other test machine.

Sent from Windows Mail?

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/22/2014 12:04:09 PM Airport : MEM - Memphis International Date/Time of Travel : 10/22/2014 10:30 AM Airline & Flight Number : Southwest 1113 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Officer (b)(6) Comment : We were treated very rudely in the TSA pre-check security point by officer (b)(6) She did not provide a trash receptacle for my coffee cup and split up my family of four (children 10 and 4) as we went through screening. She separated my wife and made her go throughout the body scanner or have a pat down when the children and I all had gone through the metal detector. She was verbally rude to my children as well. What is the point of body scanning a pre-check passenger separating them from the family? We have had our background checks and fly frequently. This was obviously racist harassment. When I asked to speak to the supervisor officer (b)(6) ran over to the
/2014 2:17: desk yelling in her defense. I have never been treated like this before and I fly 2 times per month.
Would you like a response? : True
Passenger's Name (b)(6)
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 the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I herd over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wanding a 79 year old man is GROSS INCOMPENTENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui. but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes late the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

/2014 4:15: My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

The information contained in this transmission is intended for the personal and confidential use of the individual or entity named above. This information may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you receive this transmission in error, please notify the sender and delete this e-mail. No employee or agent is authorized to conclude any binding agreement on behalf of another party by e-mail.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/22/2014 2:52:24 PM Airport : EUG - Mahlon Sweet Field Date/Time of Travel : 10/10/2014 4:00 AM Airline & Flight Number : Alaska Airlines: Flight 2330 Checkpoint/Area of Airport : Baggage Check TSA Employee: (If Known) (b)(6) Comment : I seldom fly. My last trip was a year ago. I was traveling with my 7 year old granddaughter and carrying a CPAP. I was getting directions from two people at the time and was unclear about what specifically I was to do with our luggage.

I accidently went through the metal detector with my phone in my pocket.

/2014 4:17: (b)(6) said to me, "if you have a piece of metal on your hip you might consider taking it off before you go through a metal detector". This was said in an unkind way and when I replied that he didn't have to be rude about it, he responded with another rude remark.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 10/22/2014 5:34:39 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/22/2014 7:00 PM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) : All of them Comment : As I was going through the security screening, I noticed that there were no plastic bins to place loose items upon (such as jackets, laptops, and tablets). So, I placed my laptop (MacBook Pro, worth $1600) on the belt without the plastic bin. When it got to other end of the machine, my laptop got pushed around and ended up with half of it hanging off of the ledge of the conveyor belt. As I was about to walk through the metal detector, my laptop was pushed and it fell to the ground. It hit the ground so hard that the cover that was protecting it flew off. Naturally, I ran through the metal detector to try to pick it up. However, the TSA staff member at the metal detector yelled at me to get back behind the line and go through detector again.

The TSA staff should should have been paying more attention to the belongings. Passenger luggage should be TSA staff's responsibility when it is on their equipment. It seemed like the staff did not care about what happened to the luggage as long it went through the screening machine quickly.

'2014 6:05: I was so angry that none of the staff members were mindful enough to make sure the luggage was well taken care of on the equipment.

My laptop does not appear to have any major damage, but I have not checked thoroughly yet as I have a flight to get on. If there is any damage, I will seek compensation.

I just wanted to inform the staff to be more mindful about passenger belongings and to be more professional. There is no need to have a bad attitude or yell at people. Airports are stressful enough and the TSA staff should not add to 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

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 10/23/2014 7:59:10 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/22/2014 4:00 PM Airline & Flight Number : Southwest flight 613 Checkpoint/Area of Airport : Connecting from Mexico to Pitt via atl. Thru xray TSA Employee: (If Known) : Lane 5 Comment : We have been traveling with our daughter with type 1 diabetes for over 3 years since her diagnoses and have never had a problem. Even in other countries, we always have her letter from her doctor and she has always been patted down and hands checked. Once they even checked our hands which I'm fine with! But the man putting the carry ons thru X-ray was so rude and bullied my daughter trying to get her to go thru metal detector with her insulin pump on. We explained we did not want to take a chance and she always gets patted down. He then tried to intimidate my husband saying she doesn't need to she can go thru. I realize some places think it's ok to use metal detector on with pump but this is what my daughter lives on and I will not take any chance that her devise May malfunction afterwards. It clearly states in your rules -Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.
'2014 8:37: So it is our right to only do the pat down!! Thankfully the lady working the person screen line was very helpful and after arguing with the guy she took my 9 year old aside and patted down and checked hands. My daughter was upset and we would have stayed to complain then except we almost missed our connecting flight since it took so long thru X-ray and southwest lost one of our bags, but that'll a whole different problem. Needless to say, we will never be connecting thru Atl again. I don't know maybe he just likes to bully kids but my daughter goes thru enough everyday just living with her disease and she shouldn't have to be treated poorly. It was very unprofessional to say the least!
Would you like a response? : True
Passenger's Name (b)(6)
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 : Miscellaneous/Other
Current Date/Time : 10/23/2014 10:42:25 AM Airport : MCI - Kansas City International Date/Time of Travel : 10/23/2014 9:45 AM Airline & Flight Number : American 1284 Checkpoint/Area of Airport : Checkpoint for gate 79 TSA Employee: (If Known) :
Comment : I went through the FirstLine checkpoint for gate 79 at MCI at approx 8:30 this morning. The passenger in front of me left a bag on the rollers prior to the X-ray scanner. I have always been told not to push other passenger's property into the scanner since I do not know what is inside of it. I made the screener at the metal detector aware of the issue and he instructed me to push it in and that he could not walk through the metal detector to do so. I told him I would not and he made me do it
2014 12:13 anyway. I had no other option but to comply. I feel this was not a safe practice and the screeners need to be retrained as to proper safety protocol.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 10/23/2014 4:50:06 PM Airport : GRK - Killeen-Ft. Hood Regional Date/Time of Travel : 10/23/2014 10:30 AM Airline & Flight Number : AA3184 Checkpoint/Area of Airport : security checkpoint TSA Employee: (If Known) :
Comment : I want to state that I am aware of the reasoning behind slotted boarding times and though I do not travel by airline frequently I am also aware that there are certain items that are prohibited on flights and the means of assuring boarding is a smooth seamless process. I also understand that you should be competent and thorough in your screening process for security reasons.That being said I will own up to the fact that I began the boarding process late and overlooked a few items in my carry on luggage. Upon going through the screening process at GRK today the individuals there were not clear in their screening. Maybe it's due to complacency or lack of work ethics. I was asked if I had anything liquid in my bags and stated no and I didn't understand, that I had no water. Instead of clarifying what the question meant the representative proceeded to push my bags and containers into the xray machine and as the personnel verifying my ID is asking me to pass thru the walk thru metal detector the original representative tells me that I had bottles in my bag. I stated I thought the question was about drinking water. My items are then hand searched and run through the machine again. This is 3 min to final boarding. The items are run through again and a utility key and wrench are discovered. I'm advised I can not board with the items and I either need to through them away or take it into the designated gift shop now with 2 min to final board. The representative can not unlatch the utility key and I offer to remove it an initially she resists this. I then have to collect my items up and drop off the key and go through the screening process a full 2nd time for them to realize they overlooked items that they had already looked through on
/2014 6:09: the surface of bags. The attendant at the gate is waiting to see if I'm going to go through finally on the second try and they signal her no. She waits for definite assurance that I'm not clearing the check point while my items are exiting the conveyor rails but hasn't closed the gate yet. The individual who went through my items by hand takes my items for a third time and states she didn't scan them properly and now the gate is closing. Now again I realize I had started the check in late and my reasons are not going to change my contribution to the overall outcome but once I was in compliance why couldn't the representatives do their job correctly the 1st, possibly the second time not three times causing all possibility of me making my flight possible. If the items had all been caught on the first sweep through I would have been able to board considering a family of 5 was inline this. They came through after the second sweep and boarded and that might have been what prompted the wait at the gate for a second confirmation. I missed the gate closing by seconds due to delayed thoroughness. I don't think it's fair or should be tolerated. I was able to get the next boarding and had no issues getting through the gate a fourth time but I now have lost a day and my car reservation for 3 days due to the next flight being delayed and no available connecting flights because of this type of passenger processing. I know the website offers information on what to bring and how to pack so again I own up to my portion but when all the inappropriate items are grouped in one location why should it take 3 separate scans to find them and delay a passengers flight? Please offer better employee mandates on being thorough by your employees especially in that airport. I've never ever experienced anything like that in my flying experience. And no apology for their error. That's not very comforting nor proper customer service.
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 because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

2014 10:02 Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you,

(b)(6)

Feedback Type : Security Issue
Categories : Duration of Screening Process; Other Current Date/Time : 10/24/2014 8:29:40 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 10/24/2014 5:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A
TSA Employee: (If Known) :
Comment : The TSA precheck system did nothing but add confusion to my travel experience this morning. There were two lines in the CHS airport security screening. One line was being used for pre check flyers and the other lane was supposed to be for everyone else. However, since very few people had purchased the pre check option, tsa agents were funneling people without pre check into the pre check line. I appreciated the increased efficiency, however there were two tsa agents standing at their respective metal detectors shouting out orders of "take off your shoes, take out your laptops" or "don't take off of your shoes, don't take out your laptops". Because the lines were full of people and curved, it was hard to tell
2014 10:07 who was saying what until you were next in line. The agents were getting angry with passengers who were rightfully confused by the shouting and short tempered agents. It was chaotic and frustrating in and of itself. However, I had a greater security concern. Why were half of the travelers required to take off their shoes, take out their laptops, and take out their liquids? Either these are necessary security precautions or they are not!!!! If they are deemed not necessary, don't make anyone go through the hassle. If they are, make everyone go through the same measures. Just because you pay an extra 20 dollars you should not get out of security precautions!! What is going to stop terrorists from paying the extra money and sneaking something bad past security? When I looked online, it says pre checked passengers were suppose to have a background check through homeland security but this was obviously not happening if people were just being randomly sent to either line!!!! This program is a joke and is some profit seeking scheme implemented with little regard for the security of all Americans!!! Decide what is necessary and make EVERY passenger go through the exact same measures!!!
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 on July 15th from LAX to JFK and he had placed his brand new laptop on the belt going through the checkpoint. He had to place it separately on the tray. The TSA officer was moving the xray machine forward and backward over an over, which caused him to drop his laptop on the floor and caused much damage. So teh caller placed the laptop back on the belt, and the caller tried to go through the WTMD and had to run back and catch his laptop again because the man was dropping it again. He spoke to the (b)(6) STSO Supervisor, she suggested that he take it to the Apple store to see about the damage. This is a brand new machine, and now he is supposed to get it fixed. He cant use a refurbished machine, he is in the filming business and the quality wouldnt be good enough on a refurbished item. Caller stated that Apple told him it would be over 1,000.00 dollars. He is online right now filling out the claim form and asked for assistance writing what happend at the
2014 10:37 checkpoint on his claim form to ensure he didnt leave anything out from the story he told. Caller asked about some claim

Advised the caller that for specifics over the claims process he can contact the Claims Management Branch (CMB) 571-227-1300. The office hours are from Monday to Friday, 9 am until 3:30 pm EST. Explained to him that he still needs to file his claim in paper form and send it to them for investigation. They will investigate to see exactly what happened while tsa had the laptop and the claim would be for reimbursement.
The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her iPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:
Have an insulin pump
Need assistance

'2014 3:50: It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

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

TSA Precheck will not negate the necessity of additional screening.

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

At the PHX terminal 2 on Oct 25th at 5:45am, Alaska Air flight 663 I talked to Shift Supervisor (b)(6) badge (b)(6) He suggested I email the following to you.
As I approached the security screening area I noticed a sign that asked for feed back on my TSA experience. Here it is: one agent said, leave your coat, belt and shoes on. There were no gray tubs so I emptied my pockets into the small dish and put my belt in as well.
When I stepped through the metal detector arch the alarm sounded. The man at the arch barked at me to remove my shoes. No gray tubs so I set them on the conveyor. Again the alarm sounded. The man at the arch barked again to go back out, step right and wait to go through the full body scanner. It was roped off and no other agent near. I waited a long time while my bag, dish of pocket items and shoes were waiting unattended. Finally I got back in the arch line and the grouchy agent snapped at
'2014 3:17: me to go back to the unmanned full scanner. As I waited there 2 Asian women, mother and daughter maybe, approached the arch. The grouchy arch agent raised his voice and order them to proceed and when the alarm sounded ordered them back to try again. In the confusion the older one did not do exactly as ordered but was trying. More raised voice barking followed and the daughter pleaded for patience because the older one did not speak English. Each passenger was subjected to continued rude contempt. I explained to the agent that arrived to operate the big scanner that I think my watch may have tripped the arch alarm. He was courteous and completed the scan with no problem. After I retrieved my personal belonging, I asked the 1st agent I saw if I could speak to someone about the sign I saw asking about my experience. She directed me to the Shift Supervisor. (b)(6) (badge (b)(6) said this is not the first complaint on this individual and told me how to contact you. When I told him I did not know the grouchy agents name , he said to direct questions to him (b)(6) and he would identify the agent for you. The grouchy agent is an older man, tall, thin with gray hair and a terrible attitude. Please remove this agent from service. Several commented on his attitude and he doesn't care. If not removed I am afraid a disaster awaits you should a short tempered passenger encounters this agent.
(b)(6)

Dear Sirs,

While recently traveling with my wife, daughter in law, and my granddaughter, we flew out of JFK and Jet Blue to San Diego. Although the whole trip was great, we did experience HIGHLY unprofessional behavior, by your staff, @ the check in @ JFK and TSA screening as compared to the outstanding professionalism exhibited @ the San Diego site coming home.

My daughter in law had a 9 month old baby, a car seat, stroller and carry-on bags/baby things, and the TSA staff @ JFK check in were very, very unprofessional, very pushy, telling all passengers to hurry up and move along faster before going into the metal detectors and scanners, while not helping this young women, holding an infant to @ least collapse the stroller they were insisting she do, while holding a baby. I nor my wife could help because we were already through the screening line on the other side. While in San Diego, the staff there couldn't be more helpful by helping us with the car seat and the stroller while we handled the baby and their needs. WHAT IS WRONG WITH YOUR NY JFK JET BLUE STAFF???? I only wish I could ID those members so you could RETRAIN them because they are certainly in need of SENSATIVITY TRAINING. I realize we need these screenings, being the sick world we live in, but knowing this, you, the TSA, and your staff needs to exhibit some
'2014 9:33: much, much greater care, courtesy, and assistance to passengers, during these processes. FOR GOD's SAKE, WE LIVE IN AMERICA, NOT A COMMUNIST SOCIETY, OR DO WE??????

I employ you to please consider retraining your staff to be a lot more professional, courteous, and helpful, when we Americans are traveling within our own country. I hope I don't have to experience this again.

Thank you for your time and consideration on this important matter.

Disappointed American Traveler

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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) Honolulu, Hi

Are you 18 or over? Yes
'2014 9:34: 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?
Lihue Airport

What was the date and approximate time of the incident?
10-25-2014 13:00

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/26/2014 4:08:24 PM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 10/24/2014 3:00 PM Airline & Flight Number : AA 382 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am TSA pre check but have a prothesis that goes to the hip so I get a yellow card and go through the scanner which is easier for everyone rather than going through a metal detector and getting a full pat down etc. Everyplace but OKC checks my hands and prothesis for chemicals. In OKC they do my shoes as well which one time picked up traces of something (previous complaint in which I believe it was a failure of your machine since it did not work after that). I was told emphatically shoes had to be checked however I travel every week and last week was through DFW and ORD and they never swabbed my shoes. In the last month I was in LGA, DCA, IAH along with DFW and ORD and the only place that ever
/2014 5:09: swabbed shoes was OKC. Is this required? If so you better inform all the major airports they are doing it wrong. If not please inform OKC of that fact. I'm sure the nice agent who just checked my hands and prothesis got yelled at because she did not check my shoes. I was ordered to halt and have my shoes done. I respect the job TSA does and 95% of my interactions are very positive. This is my third complaint to OKC in 4 weeks. I've probably made 4 in the last 4 years for other issues. Thank You!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

Date and Time: 10 25 14 11:05
Airport: BWI
Airline: Southwest 4407
2014 10:16 Gate or Terminal: D 13
Officers Name: He did not get it

Resolution:

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

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

Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

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Airport: BWI
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2014 10:16 Gate or Terminal: D 13
Officers Name: He did not get it

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

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

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

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

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

He can request a private screening of the money if he has concerns.

The most familiar of TSA s risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

'2014 2:49: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

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

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

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having touble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO became upset. He cant bend over but he had him remove his shoes. He is 72. He did not have to remove his 3-1-1 bag or remove his laptop. He wanted to just complaint on the event. He does not have an email address.

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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) Boise ID
Zipcode: 83706

'2014 4:23: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? 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?
I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of this year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my medically issued joint replacement identification care was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

Believe me when I say I understand security, but I also understand abuse of power and a violation of the Fourth Amendment of the Constitution of this great country.
2014 10:05

All of this stated, what would it take to obtain a REAL trusted traveler registration. Something that recognizes that people like myself have served their country for decades and should be able to pass through check points like they did BEFORE the terrorists won. Yes, the very actions taken in the name of our safety indicates that they have accomplished what they intended from the beginning. They have changed our way of life in a negative manner.

Sincerely,

(b)(6)

To Whom It May Concern:

I am a flight attendant. Every time I travel through Las Vegas McCarran Airport with a crew badge while not in uniform and go through regular security they make me go through the X-ray machine vs the metal detector. I have gone through several US cities TSA security out of uniform, with a crew badge & LAS is the ONLY station that will not allow me through just a metal detector. Why the inconsistent policy? It is extremely frustrating and they are never very polite about it. The only reason that
'2014 8:22: has been given to me is that I'm not working. Well, if I was working or in uniform, I'd go through known crew member. The uniform doesn't change my status w/my company or my background check.

Sincerely,

(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/28/2014 5:02:46 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 10/28/2014 5:45 AM Airline & Flight Number : United #1012
'2014 8:23: Checkpoint/Area of Airport : Delta/United Terminal TSA Employee: (If Known) :
Comment : The employee checking ID was very polite when he greeted passagers. Not so with the young man who was at the metal detector he was rude to a working crew member. I was shocked. The young lady asked something about her shoes. His reply to her was very rude.Not the first time. This airport has some of the rudest TSA employees Would you like a response? : False Passenger's Name (b)(6) Phone Number (b)(6) Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 10/28/2014 8:52:03 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A
Comments:To Whom It Should Concern,
On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air Canada 7735 scheduled to depart at 20:25. We were at the airport in plenty of time for the scheduled time of departure but the flight was delayed many times over due to and you can take your pick here: mechanical difficulties with the inbound aircraft, weather conditions at LaGuardia, etc., etc. In order to establish contact with Air Canada staff who'd deserted the secure area we were forced to leave the secure area and return to the concourse and at the time I wasn't worried about clearing security
2014 10:10 again as there is a scanner which I'd already gone through once that day. As a sexual assault survivor and owner of an artificial hip due to serious injury I prefer the scanner and as a matter of course I only fly into and out of airports that have scanners. This limits my travel options but I'll live with it.
When we finally returned to security to wait for our flight I was informed by the young man manning the security area that the scanner had been shut off at 8:30 p.m. and I would have to submit to a pat down. He called for a female TSO as he was the only person past the metal detector at the time and after some minutes she showed up.
She asked all the correct questions about privacy (I would never volunteer to go to an enclosed space with a complete stranger regardless of whether my husband was present or not in order for that stranger to touch me) and about sensitive areas (my hip was extremely painful by this time from walking all over NYC as well as the airport). I told her my hip was very sensitive. She asked me if I'd ever had a pat down as well, she didn't say 'enhanced pat down' just pat down which I have had before many years ago and it didn't involve touching my genitals or mauling my breasts so I had no idea what she was going to do. Had she used the term 'enhanced pat down' I would have asked some questions. She didn't explain anything as far as I remember except when she was sticking her fingers in my pants. What followed was a sexual assault.
Feet shoulder width apart, arms up with palms facing the ceiling as she ran her latex encased fingers through my hair, over my shoulders and over my face. Her fingers then delved roughly between my breasts running under all the edges of my bra through my sweater with a firm squeeze here and there then I was allowed to lower my arms. She lifted my sweater and ran her fingers next to my skin under the waistband of my pants front and back and then she went lower, hands roaming aggressively and roughly up both legs front and back, actually they went everywhere eventually banging hard against my genitals and I do mean hard. It hurt all the way up to my very painful hip.
The final indignity of course was when she tested her gloves as I stood there waiting while nightmarish memories resurfaced and my husband was forced to stand by unable to help me. I'm very proud she didn't reduce me to tears while I stood there; they came as soon as we started walking towards our gate.
I am a slim, fit fifty five year old woman who has never had more than a speeding ticket and that was when I was seventeen. As a matter of fact the reason for our trip to NYC was to celebrate my 55th.
I fully understand the need for security measures and am happy to pass through the scanner but what I don't understand is why I was sexually assaulted (and that's what is was no matter how you cut it) by a sullen young woman when a perfectly functional scanner is right there within reach. Perhaps it can't be turned on easily, I have no idea but would have been willing to wait had the option been given to me. At no time was I rude to her, at no time did I raise my voice to her; I cooperated fully and completely then had my breakdown later. I just wanted to get home which eventually I did at 2:00 a.m.

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

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Remote Client IP (b)(6)
Date Time: 10/28/2014 9:52:29 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines, Flight #1829, Orlando International.
2014 12:12 Comments:On 10/25 my family and I were taking a flight from the Orlando International Airport. Our party consisted of myself, my wife, my parents, our 4 year old daughter, and 15 month old twins. My wife took our daughter through the metal detector. My parents each took a twin out of their stroller to walk through the metal detector. I was behind, with the stroller, moving it to the designated area. Once my parents, still holding the twins, were through the metal detector, they were informed that they would have to have their hands tested. Thinking she was going to make things easier, my wife went to take one of the twins from my father, so that he could have his hands free to be tested. At that point, a female TSA officer named (b)(6) yelled at my wife, telling her she was not to take the baby, and to stay where she was. My wife tried to explain that that was her child, but the agent continued to, quite literally, scream at her to stay where she was. At this point, my four year old began to walk away from the security line, and my wife went to get her before she got lost. The TSA agent AGAIN screamed at my wife to stay where she was, which of course my wife would not, as our child was wandering away. When I, still on the other side of the metal detector, asked what the problem was, (b)(6) put her hand up in my face and, once again LITERALLY screamed at me to stay where I was. She continually yelled about protocol. However, we had no idea what was going on. Once everyone was through, we asked to speak to a supervisor. While speaking to the supervisor, (b)(6) STILL continued to scream and yell that we were at fault.

Is this how the TSA instructs their agents to treat the public? As New Yorkers, we understand how incredibly important and stressful the job must be. However, if this officer had simply explained to us that the people who were carrying the babies needed to have their hands tested BECAUSE they were carrying the babies, we would have been completely amenable to that. We certainly want everyone to be safe while flying and are happy to abide by any precautions necessary. But, when someone screams and yells at you as if you are an animal, and then refuses to let you have your own child, it has gone too far. This woman has no business being in this position. We were literally verbally harassed by this woman, who followed us when we went to speak to her supervisor, continually yelling. She kept screaming "I'm not getting written up for this!" It was such a disturbing experience, and terrifying for my wife, who was prevented from taking our child, that I simply cannot let this go. Something must be done about this woman. I am sure there are others who would be more qualified to do this job.

Transgender Travelers verses disabled travelers. Why are there different rules for a Transgender traveler and a disabled traveler? I have to be degraded and lift my pant leg to show my prosthetic leg but per your web site a Transgender traveler does not have too???? Per your website under Transgender traveler.

Prosthetics: Travelers should neither be asked to nor agree to lift, remove, or raise any article of clothing to reveal a prosthetic and should not be asked to remove it.

'2014 4:07: Then under, Passengers with Prosthetics:
Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. If a passenger voluntarily removes his or her prosthetic during screening, it will be screened by X-ray.

Can you please explain why there are to different standards?

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 10:46:23 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/29/2014 7:15 AM Airline & Flight Number : Southwest 1698 Checkpoint/Area of Airport : Checkpoint near A gates TSA Employee: (If Known) (b)(6) I think) Comment : At this checkpoint there were two x ray lanes. It appeared that one was feeding into an AIT scanner and one into a traditional metal detector. The metal detector was apparently open for use and there was an officer staffing it. I was in the apparent metal detector lane. When it was time to go through the officer instead said that I had to go through the AIT instead. This was inefficient (long line at the AIT) but fine. However, I did not have everything out of my pockets since this is not required for metal detector. This resulted in my getting patted down after going through AIT, test for explosives residue and having to send my wallet through xray. While this was all fine, it was a big time waster and would have been completely unnecessary if it had been clear I was going to go through AIT. NO ONE was telling passengers on the metal detector side that the metal detector was in fact not open; it was not blocked off; and no one on that side was telling passengers to take everything out of their pockets.

After this incident I asked to speak to whoever was in charge of the checkpoint. I spoke to Officer (b)(6) and explained what happened. He could not have been less interested and did nothing to address the situation. He also claimed that there was a policy that prohibited blocking off the metal detector when it wasn't in use. This does not seem correct because I travel frequently and see that blocked off lanes and devices are routine. In any case, I asked (b)(6) what the reason for the policy was and he stated that he had no idea what the reason was. In my view, no one should be placed in charge of a checkpoint who doesn't understand not only what the policies are but also the reasons for them. Otherwise, you'll get mindless adherence to
2014 12:16 supposed policies and bad customer service.

I would like to know -
(1) Whether it is consistent with policy to have no one telling people to take everything out of their pockets before going through the AIT
(2) Why the metal detector cannot be blocked off when not in use so that people will know in advance that they will be directed to the AIT
(3) Whether the officer in charge can be counseled to actually listen to customer feedback and address it
(4) Whether the officer in charge can be informed of the reasons for TSA policies so these can be explained to customers.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Advised caller:

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

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

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

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.

'2014 5:20: Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost $30 worth of jewelry It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

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

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fail out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

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She is just reporting it. I emphasized with caller

The caller is a FF and he flys a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

'2014 5:42:

Escalation Notes (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

Caller is upset about the patdown she got at the Las Vegas airport. She wanted to speak to the supervisor. She is pregnant and refused to go through the AIT so she ask to use the WTMD. She was told she cant ask for the WTMD and was told she could not use it and she would have to have a patdown. She was asked about areas that were tender or painful to touch. She says she told the agent about the tender areas, yet the agent was very rough. She said the agent stuck her hand in her pants for screening, the caller was very upset about this. The patdown was done between the conveyor belts and was very embarrassing to her. It was in front of all the other passengers.

She would like for the agents to have more education and if something can be done for the staff. She says the officer did not tell her she were going to put her hands in her pants. She had to remove her belt and she did not have her pants buttoned since she was pregnant so she was standing there with her cloths undone infront of other passengers. She said she wasnt told they were going to stick their hands in her pants, just that she would feel a tug. She was told if she refused the patdown by the agent she would have to have someone else come over to give her a patdown.

Told caller
'2014 6:18: I was sorry for her experience.
I can take her complaint and send it to the CSM so they can be aware of this for her.

Airport: McCarren
Airline: Alaska
Terminal or Gate: Terminal 3 Gate E
Date and time: 10-29-14 She was at screening about 3 and her flight is scheduled to depart at 5

I ask if she had gotten the agents name, she had not.
She did have a description of the agent, she thought she was hispanic, about 5 3 or 5 4 or so, she had her hair pulled back and did not have on glasses, she was a more stockier lady

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 10/30/2014 4:07:11 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 10/30/2014 3:00 PM Airline & Flight Number : Usairways Checkpoint/Area of Airport : Terminal A B TSA Employee: (If Known) :
Comment : I was randomly selected after making it through metal detector. They then sent me through millimeter wave telling me I could go as is. My belt caused a problem with millimeter wave and then I had to be frisked and the man stuck his hand
'2014 6:02: down my pants because he told I didnt need to take off my belt. This was ridiculous for someone who went the screening for Global Entry.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller just signed up for TSA precheck and got his KTN. He went to use it today for the first time. He travels almost every week and he wants to use the service. He traveled from PHX on SWA. A lady TSO sent him to the precheck lane but after he went through the metal detector and it went off the lady on the other side of the metal detector told him he had to take off his shoes. He has another flight tomorrow. He states that he had made the reservations previously before he got his KTN. He states several times that he is upset because the only reason he signed up for the program was so that he would not have to take off his shoes and belt and if this is not guaranteed then he wants a refund.

'2014 8:12: I advised the caller that when TSA scans the barcode or observes the TSA Pre\u2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Pre\u2713™ lane for expedited screening.

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, and gender are an exact match to the information you provided TSA at the time of enrollment. I informed the caller that precheck is not guaranteed every time he travels and I cannot answer why the first agent told him to go to the precheck line since it was not on his boarding pass. We have to perform secondary screening to clear alarms from personal screening.

I advised the caller of the UES number if he wants to call them to discuss what he signed up for. 855-347-8371.
I am a known traveler who just spent about an hour going through security for reasons that are not clear to me. You have done a background check and taken my money to put me into the TSA Pre-Chek lane but there are more people in that lane than in the standard lane. I suspect most of those people did not pay you for access to the pre-chek.
That was one component of the delay.

The othe componet of the delay was caused by my insulin pump. I have passed through security and announced my insulin pump only to have your agents shout to other people down the screening line that I had an insulin pump. That is a HIPPAA violation I think. Not to mention embarrassing. Because many times they just passed me through, I started just going through the metal detector which did not detect the insulin pump.
2014 12:05
Lately, the metal detectors are kicking me out for reasons I am not sure I understand. When I refuse to go through the full body scanner because my pump manufacturer says it will injure the pump, I have to go through a full body search which causes me to be back to a full search like you didn't take my money and provide me expedited screening.

I suppose I could take off the pump and go through security but it defeats the purpose of having a pump. I am not sure what suggestions to give you but this is a ridiculous scenario for me to go through. I have flown about 34 round trips with 8 weeks left in the year. There has to be a better way.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 10/31/2014 11:03:25 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) (b)(6) & another female agent Comment : I went through precheck at checkpoint 2 at SeaTac. I walked through the metal detector and went to collect my belongings. Because I have type 1 diabetes, I have a small bag of juice boxes (4.23 oz each) that I travel with. As a courtesy to make screening for TSA easier, I had that ziplock bag of juice separately in a tray that went through the metal detector after my 2 carry on bags. Both my bags came through without a problem. The agent at the X-Ray ran my juice boxes through the machine again, with me notifying him that it was medical liquid for diabetes. After they came through again, he asked an agent to screen the juice. The agent (b)(6) said I needed a full pat down and told me to take off my shoes and coat. She then asked for another person to assist her. The other person mentioned screening me and using the back of her hands etc.,then started the screening. This other agent was in the process of patting down my backside when I told them both that I didn't need it, but that they were supposed to offer me a private screening. They stopped and asked me if I wanted one (I said no again) and if I wanted her to start the pat down over. I said no and she continued. Meanwhile, agent (b)(6) looked at my juice boxes and then started screening my shoes; my laptop; and then proceeded to pull things out of my laptop bag and screen the entirety of my laptop bag. For some reason, she then moved to my carry on suitcase and screened it including opening it and digging through it. Again, nothing was flagged or alarmed on the X-ray and I did not alarm on the metal detector. The other agent screened my hands after the patdown. The other agent walked away. (b)(6) then walked away without saying that she was done or that I was free to go. I heard her ask my fiancée (who was standing by and watching this experience) why he was looking at her name tag.

2014 12:06 This experience was disrespectful from the beginning (agent doing my patdown said dismissively "I know what that is, I see them all the time" when I pointed out my insulin pump when she asked about sensitive areas on my body), and violated my rights as a traveler when I was not offered a private screening. I am also pretty sure it is inconsistent with TSA screening policies - since I did not alarm in the metal detector and my bags cleared screening, why was I given a) a full body patdown and b) all of my belongings searched when I had a small bag of medical liquids that were easily screened without having to go through any of this?

I am a frequent traveller through SEATAC and I am frustrated at this experience, especially because it is an outcome of a medical condition. Not to mention that I am a participant in TSA's pre-check program and have already been thoroughly screened.

Please train your agents in TSA on actual TSA policies, including respecting the rights of travelers and always offering private screening; plus knowing how to handle medical liquids.
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?™ ; Disability or Medical Condition Current Date/Time : 10/31/2014 10:56:30 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:00 AM Airline & Flight Number : DL108 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) (b)(6) Comment : In the Seattle checkpoint 2 (The one serving A and S gates) pre-check line, (b)(6) separated and declared her quart-size bag of medical liquids (juice boxes for type 1 diabetes / hypoglycemia). Agent (b)(6) was called over to check the liquids. Despite no other alarms on the metal detector or X-ray, she additionally decided to give (b)(6) a full pat-down, in public, without offering a private screening. After (b)(6) courteously mentioned that, while it didn't matter to (b)(6) (b)(6) should've offered a private screening. (b)(6) further decided to do a full manual inspection of all (b)(6) belongings (which had not alarmed on X-ray). When she finished that, she failed to indicate that (b)(6) was
2014 12:06 free to leave. Further, when I decided I needed to get (b)(6) name for this report, she demanded to know why I was looking at her name tag.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 10/31/2014 12:58:32 PM Airport : DEN - Denver International Date/Time of Travel : 10/28/2014 11:45 AM Airline & Flight Number : Delta 4469 Checkpoint/Area of Airport : North TSA pre-check TSA Employee: (If Known) :
Comment : I participate in TSA pre-check and GOES, I recently had a full knee replacement or implant. Upon arriving at TSA pre-check I was asked to pass through a metal detector, I explained that I had an implant and asked if it would be better to go through a millimeter wave scanner. I was told I could not change lines and must go through the metal detector. This subsequently led to me having to remove my glasses, my shoes, my belt, my hearing aids pass though the metal detector again and again, having it beep each time, I was asked to step aside and join two other men and three women waiting to be searched by a short staffed TSA.
'2014 2:03: I believe that having a metal detector and not a millimeter wave scanner at TSA Pre-check is absurd, when I am told I don't have to remove my belt or shoes and end up doing so and require a body search when I had already announced I had a metal implant. At least every other passenger went through the same process.
Not to be told, suggested or allowed to change lines and be scanned after making this announcement is ridiculous, in my opinion.
I would think that a millimeter scanner would be a minimum requirement for TSA pre-check in order for the program to honor it's claims, other wise, why bother? A failed effort on your part Would you like a response? : True Passenger's Name : (b)(6) (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 : 11/1/2014 12:13:32 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/31/2014 1:45 PM Airline & Flight Number : Jet Blue 1729 Checkpoint/Area of Airport : Terminal 5 Screening lines 14 and 15 TSA Employee: (If Known) : tall bald black employee Comment : My party of 3 were directed to a line which did not move for 20 minutes while the TSA girl just sat there. The adjacent line was moving rapidly. I asked what was the problem and she replies tersley "there is no problem. —(uninteligable—just doing my job". Finally we were released and directed to the baggage xray machine ,ine at line 14 and 15. The sign said no need to remove cell phones keys coins etc. All ok Then went through metal detector. It beeped.

Now I will try to paraphrase what happened next as accurately as I can recall.

"Get back. Empty pockets. Cell phones coins rings glasses take of shoes" all in a loud, agressive, arrogant manner.

Why? I ask the sign says I don't need to.

2014 1:07:4 Reply, in same manner as above, "Because it's a metal detector you must remove all metal. It's the requirement" I repeat "Why shoes? No one else is removing shoes or anything else for that matter" Your black officer " Cell phones, coins rings, anything metal?....(something unintelligible)...

Finaly I get through. I stop and try to read the employee number on his badge. He turns and raises arm to obscure the badge. I ask for his number or name he answers ".(uninteligable)...." I decide to give up and leave as I have an aircraft to catch.

Behind me was another man who received similar treatment and was equally annoyed at the treatment.

Meanwhile. the rest of my party went through without having to remove their cell phone or anything else.

Over 55 years off travelling around this world extensively, this was the worst display of public arrogance I have ever witnessed, or been party to. People like this do not deserve employment. He seemed to be an example of how some respond to donning a uniform and a badge.And I'm sure that this is not a person that is retrainable.

Then there is also the question of why the entry line was stationery for so long with no logical explanation Would you like a response? : True Passenger's Name : (b)(6) 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 : 11/2/2014 3:42:12 AM Airport : LAX - Los Angeles International Date/Time of Travel : 10/31/2014 5:30 PM Airline & Flight Number : Virgin VS008 Checkpoint/Area of Airport : Terminal 2 #1 = Bag scanner near virgin check in desk #2 = security bag scanner at top of stairs TSA Employee: (If Known) :

Comment : I was traveling through LAX to LHR with my wife on Fri. After checking in with the Virgin Desk I took both my suitcases to the x-ray machine. Both of my suitcases have straps around them for extra security. Because these straps are locked we were required by TSA to wait near the back of the x-ray machine until they were scanned. When both suitcases came out the other side a TSA employee grabbed the cases by the straps and pulled/lifted the cases (by the strap) onto the moving conveyor belt. These straps are not designed to be used in this manner and could easily be broken if treated like this. It is very annoying as both suitcases had handles which could have been used and additionally he could have simply pushed the cases along the roller with minimal effort which would have easily accomplished his task of getting them to the moving conveyor belt. Secondly on going upstairs to the scanning area after placing my carry-on luggage onto the x-ray machine I made my way towards the people scanner. I had a pair of light desert boots on (no metal) which I wear for travel through airports as I know they will not set metal detectors off. Obviously this people scanner is of a different type. I was unaware that I had to take my shoes off (are there signs stating this at this security checkpoint?) My complaint is that a TSA employee (for want of a better word(BARKED)) at me. He pointed at my feet and barked "SHOES"! I am ex-military and I know how it feels to be barked at and this was it! I am now not in the military and am a middle aged male and I do not appreciate being shouted/barked at by a security guard! I felt embarrassed and treated like a child! I would not let an employee of a company in the UK (where I come from) speak to me like that, however the TSA has such a bad reputation amongst foreign travelers that one is scared to challenge them on their behavior as one is frightened that they will throw you out of the airport or call the police and have you removed. I definitely have the feeling that if I tried to say anything I would be met with the response of "This is our country and if you don't like it don't come". I understand security personnel have a job to do (I work in the security industry)but this job can be done with courtesy and politeness which is something which seems to be lacking with TSA personnel. This is not the first time I have had cause to be upset by them but on the other occasions I have not bothered to make a complaint. However this time I felt strongly enough to write in about my experiences because unless you get this feedback you will never change the attitude of your front line personnel.

2014 9:26:0

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?™ ; Professionalism/Customer Service Current Date/Time : 11/1/2014 10:54:19 PM Airport : LAS - McCarran International Date/Time of Travel : 10/29/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On Wednesday the 29th, I was on an afternoon flight from Vegas to Charlotte.

The gentleman in front of me in the TSAPre line had clearly never been in it before. In fact, he acted like he'd never boarded a plane before. He was very confused that he had to empty his pockets, and once he did, left his bin on the table and tried to walk through the employee door. After being herded back by the employees, who acted like he should know what he's doing (why?), he set off the metal detector. When they asked him to check his pockets again, he joked that he 'had a gun,' - your employees did nothing but herd him through the gate and go about their lazy days.

2014 9:26:2 Now I ask you, given the spirit of why the TSA was created in the first place, and then the TSAPre program, does that sound like where we want it to go? What criteria are used to allow people in the line now? Because watching from afar, it appears there is none. That gentleman was confused, possibly drunk, and clearly had no idea what he was supposed to do. It's not his fault he didn't know what to do, because why would he? You're taking people who never travel, have no idea what they're doing, and forcing them into the lanes with people who travel every week of their lives. Is that the future?

Please consider where the program is headed before you ruin it. Everyone I know that travels regularly says the same thing. The program was so great when it first started, and now is getting bloated, watered down, and as frustrating as when the TSA first started.
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- today, November 2, 2014 at 9:50am in Houston Texas, George Bush Airport, United terminal, planning to leave on United flight 373 from Houston to Dulles, boarding to begin at 11:05. The TSA supervisor for the TSA pre-check area who would not give me her name, was very physically rough in a body pat down. Not only was I precheck but I advised the agent on the line I was wearing a knee brace prior to going through the metal detector. I was directed to the body scan machine which I went to with no complaint. I understand the need for security and I have never complained about the body scan machine. Once the brace appears on the screen, most agents simply feel to check that a brace is present. This women insisted I remove my pants to show her the brace which I was NOT going to do in line. Once I explained that I could not remove my pants she proceeded to very roughly manipulate my knee brace from both sides repeatedly. I told her I would scream if she continued, she pushed the brace one more time and actually moved my kneecap within the brace. This caused tremendous pain and left me limping to a chair crying so hard I could hardly see. Unfortunately, she WAS the supervisor so there was no one else to complain to, although she did hand me the complaint form as I was trying to walk out of the area. If I was not a known traveler, with Pre-check, whose palms had already been swiped, perhaps some excuse could be made for some of her behavior. If I were not heading out of town immediately, I would have contacted the police to swear out a warrant for an assault and battery. There is no excuse for physically causing such incredible pain to a passenger. I would like to be advised of the action taken
2014 1:05:4 to discipline this agent. I have also copied a fellow traveler who witnessed much of the abuse, on this email.

(b)(6)
Ashburn, VA 20148

Sent from my iPhone

NOTICE:

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

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

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

2014 3:12:1

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? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?

I was traveling with my father in law, mother in law and my 4 month old baby girl who was visibly ill with a cold (she was crying and sniffling and had a runny nose, it was very obvious she was unwell.) (b)(6) (supervisor, apparently?) pulled me aside for additional screening. She was initially very unclear about why I was being screened, when I asked her to repeat herself she said it was because my hands were flagged (I had walked through the metal detector with my baby and I understand that a hand swab is then required.) I had no argument with this, and I followed her to a small room for the additional check, which I had experienced before when I was pregnant (ironically enough, with (b)(6)) - so I had no problem with it.

However, no regard was given to my child (b)(6) asked me "is this your stuff" in reference to my bags, I said yes, and she asked my in laws to "watch it for me", but she said nothing about what I should do with my baby. Not having been given any direction, I handed the baby to her grandma. When I arrived into the room for the check, I was upset and I said "I really don't feel comfortable leaving my sick baby with anyone else right now". (b)(6) then turned to her co worker, sighed loudly, and said "I don't have time to deal with this right now", in a very rude and impatient tone. She then went and brought my baby and my family over to where we were, brought the stroller into the room and told me to put the baby in it. I said "thank you. This is not your fault, I have just had a rough morning." Without looking at me or acknowledging me (b)(6) then said to her co-worker "I can't wait til I'm off!" She was so insensitive and rude to me that she made me cry.

While I don't expect "customer service" from any TSA employee (I know better than that, it's generally just not your MO to treat people with much courtesy - as an organization you pretty much seem to take delight in treating people like idiots and I get it - most people ARE idiots) but I'm actually NOT an idiot, and what I experienced just wasn't appropriate or called for at all! My baby was sick and needed me, she was crying and clearly distressed, but no one gave her or me the consideration that I feel we deserved just as human beings - forget "customers". There is always such a huge deal made about customers treating TSA employees with respect, but why doesn't it work the other way around? I shouldn't have been talked to so rudely (not even talked to - talked AROUND) especially by someone who, if I remember correctly from my prior experience with her, is a mother herself and should know better!

Frankly she should be ashamed of herself & you should be ashamed that someone in a supervisory position was a) very unclear with her directions, b) blatantly rude and inconsiderate of my situation, c) assumed, without asking, that I had someone to take care of the baby for me while I was getting checked (luckily I did!) and d) setting a pretty poor example for her subordinates.

2014 5:09:0

You'll find a summary of this complaint written on a yellow card in the box at the TSA area of Long Beach Airport.

I don't expect anyone will bother responding, but if you would like to I'm happy to elaborate & discuss the situation further. Feel free to call or email me.

Hope you are having a better day than me!

Sincerely,

(b)(6)

Sent from my brand new iPhone 5S bought for me by my generous husband!

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/3/2014 4:20:47 PM Airport : LAS - McCarran International Date/Time of Travel : 11/03/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Screening for a-b-c gates TSA Employee: (If Known) :
Comment : Allowing people who are not familiar with the pre-check line interferes with the efficiency and security of the pre-check line. This interference also impedes the effectiveness of screening and TSA employees, as well as diminishing traveler cooperation.
Example: I travel a lot. I was passing through the pre-check line, which then got merged with non pre-check travelers. The non pre-check people caused crowding and frustration when they didn't understand the process. I was trying to move quickly through the line but apparently got too close to another guy at the metal detector. The TSA agent tried to stop just me but the unfamiliar guy also stopped, causing more delay and frustration for both me and the TSA agent. A tense and crowded situation like this one diminishes airport security. And undermines the pre-check program.

2014 6:18:4

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

Date and time of Flight: 10/8/14 6:17 am
United Airlines flight to MCO from Newark Airport
TSA employee: (b)(6)

I am currently 20 weeks pregnant, at the time of travel I was 16 weeks pregnant with my second child. I requested of (b)(6) that i may accompany my 2 1/2 year old daughter through the metal detector in lieu of the millimeter wave machine, as I saw other parents doing this. (b)(6) insisted that I either go through the millimeter wave or get patted down. He then left and returned 10 minutes later carrying a Dunkin Donuts coffee. He was completely unprofessional, rude and inconsiderate. Perhaps he is a misogynist. I was in TEARS. In my opinion, nobody especially natural born US citizens whom are pregnant should be treated with this amount of disrespect!. He should be fired. It was very telling that his co-workers
014 12:08: gave up his name so quickly.

I expect a response to this email.

Thank you,

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2014 11:02:54 AM Airport : DLH - Duluth International Date/Time of Travel : 11/03/2014 6:00 AM Airline & Flight Number : Delta 2385 Checkpoint/Area of Airport : TSA security check TSA Employee: (If Known) : supervisor Comment : I was held for 40 minutes after passing through the metal detector (prosthetic knee, which I mentioned to the TSA agent)apparently because a faulty machine registered false positives about me and my carry-on after pat-down. (I was told by an FAA employee that the machine was faulty.) The supervisor made no effort to correct this problem, being absorbed in some problem of his own. I was patted down and my carry-on carefully visually examined after X-ray but continued to be held nevertheless, as I stood within six feet of the supervisor, who carefully ignored me, and was then patted down again but more thoroughly for no reason that I can detect. I should add that
014 12:09: the entire area was chaotic and improperly organized, without clear direction. The agents acted as if they were trying to figure out what to do next, in the absence of any supervision. This is a disfuntional security point and I think the disfunction is the direct result of poor supervision. I had nearly an hour to evaluate what I saw as I was processed and then detained.
Would you like a response? : True
Passenger's Name (b)(6)
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 : Disability
Current Date/Time : 11/4/2014 12:46:52 PM Airport : PIA - Greater Peoria Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
2014 4:07:5 Comment : I would like to talk to someone about how people with disabilities are screened. It is totally unacceptable what the TSA puts handicap people through. I liken it to legalized groping. The rules need to be revamped immediately. I have GOES and pre-tsa and it does no good because I cannot walk through the 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

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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:

2014 8:45:3 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?
The caller indicated that she is flying tomorrow from MSP with Frontier to DEN at 2pm. She asked if there is someone who can assist her to the gate. She indicated that she recently had a cardiac event and would like transportation to navigate the airport that will include her nine year old son. She doesn t want him to have to walk behind the wheelchair. I mentioned that TSA Cares can provide assistance through screening for those with disabilities or medical conditions. She indicated that she does not require assistance through screening.

She asked if she should advise of her defibulator before screening begins and if snacks are permitted through screening.

I advised that she would need to contact the airline in regard to assistance in navigating the airport and getting from point A to B. I advised that they may be able to provide some type of transportation or cart.

She should advise of the defibulator before screening begins.

2014 8:57:3 Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

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.

Her son can walk through the WTMD on his own.

Solid food Items are permitted in carry on. They should be securely wrapped or in a spill proof container.and must undergo xray screening.

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Her son can walk through the WTMD on his own.

Solid food Items are permitted in carry on. They should be securely wrapped or in a spill proof container and must undergo xray screening.

Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6) The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

!014 10:09:

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)
The TSA team working this morning, 0645, was a generally disagreeable bunch; very rude, barking orders at travelers. It was clear that what they wanted removed from carry-ons and what should be placed in a bin was not clearly communicated, as almost each traveler's belongings were repacked by a gentleman who was not disposed to kindly let the traveler know the discrepancy, but rather inclined to engage in verbal sparing. Unlike other airports, expectation and procedural signage/verbal instruction was not clearly available at the front of the line causing a back-up at the metal detector...downstream issues are best solved managing the flow upstream.

!014 10:10: Thank you for your time.

V/r
(b)(6)

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don t do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: (b)(6) She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

2014 6:06:3

RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Disability Description: Caller is a disabled vet who was sexually assaulted so she has PTSD. She had a bad experience at SAN.

Response Details: I advised the caller that you cannot request the WTMD in lieu of the AIT, or patdown.

I advised the caller that I will send her the information and I could forward this to the appropriate office to the CSM at the airport.

I empathized with the caller and explained that it is standard operating policy and procedure that passenger s even with disabilities may not request the WTMD in lieu of the AIT, or patdown.

Incident Details: Airport: SAN to Bull Head City, AZ
Airline: Republic
:014 10:10: Flight Number: Caller does not know
Date Time: 11 3 14 departing 4:30pm
Terminal Gate: 34
Email Address: (b)(6)
Person Involved: STSO (b)(6)

Caller went through the checkpoint and was forced to either go through the AIT, or a patdown procedure. Caller stated that she is a disabled veteran who was sexually assaulted and has PTSD. Caller stated that going through the AIT, or patdown causes symptoms of the PTSD. Caller stated that she presented her card and explained the situation and was not permitted the option to go through the WTMD. Caller stated that she frequently has TSA PreCheck and goes through the WTMD with no problems. Caller stated that she was told by the STSO (b)(6) at the checkpoint that she must either go through the AIT, patdown procedure, or leave the checkpoint. Caller stated that at other airports she has went to the WTMD just fine and they have offered that to her. Caller stated that when she gave her disability information and showed her card she should have been presented with other options that did not cause her stress.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/7/2014 3:57:18 PM Airport : MRY - Monterey Peninsula Date/Time of Travel : 11/07/2014 8:00 AM Airline & Flight Number : Alaska Airlines 2437M Checkpoint/Area of Airport : This only one TSA Employee: (If Known) : Name unknown (woman) standing just in front of metal detector Comment : More than once I have been hassled by a TSA agent regarding going through as a TSA Pre-check at this airport. It is already a hassle with Monterey's Pre-check because you still have to take out your liquids and CPAP machine. What should be good news is that they still allow you to leave on your light jacket, shoes, and belt. But the TSA agent behind the metal detector told me to take my jacket off even though I explained that I am pre-check and the other agent told me to leave it on. She said it didn't matter, "she" was not "comfortable" with the size and that I needed to take it off. So I had to go back against traffic of the line waiting to go through the metal detector to put my jacket on the conveyor belt then come back to go through the line to the metal detector. When I came back and went through the metal detector to no surprise my belt buckle set off the detector, but they said that I did not
2014 4:30:3 have to take it off as part of my TSA pre-check status. Now she holds me up to have my hands swabbed and tested and to not touch my stuff until cleared. This process was much longer than if I had not been TSA pre-check. Don't get me wrong, I like the pre-check status at other airports, the issue here I believe is either this agent's zealous over use of her authority or not being properly trained or both. Bottomline is Pre-check should generally not take longer than regular security check and this almost exact situation has happened to me at Monterey before.
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 last time I flew I was completely humiliated because I was told I had to receive a pat down after going through the imaging device. I felt completely violated and disgusted by the entire experience. I am a very private person and I do not like being touched like that. I was never given a reason for having to undergo both screenings. I was wondering is there anyway to just go through a metal detector? I am being forced to fly this December and I am dreading it. I had an appointment with T S A pre
2014 9:19:3 check but it wasn't 45 days before my flight. Will I be forced to through the imaging scanner? Some people didn't the last time I flew. Will I have to have a pat down? Will someone explain why I have to have both? I absolutely hate that because of the incidents of the past I must be treated like garbage. Please answer my questions. Thank you.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 11/8/2014 8:18:06 AM Airport : CMH - Port Columbus International Date/Time of Travel : 11/08/2014 8:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : Gate B
TSA Employee: (If Known) : Supervisor
Comment : CMH NEEDS An OPTION FOR PEOPLE WITH ARTIFICIAL JOINTS TO Avoid THE METAL DETECTOR. THERE NEEDS To BE A POINT OF ACCESS TO the other SCANNER SO TSA PRECHECK PEOPLE WHO HAVE ARTIFICIAL
2014 9:20:2 JOINTS DO NOT HAVE TO BE DELAYED AND PATTED DOWN. THIS SYSTEM DISCRIMNATES AGAINST THE DISABLED.
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: Saturday, November 08, 2014 9:12 AM
To: tsa-contactcenter@dhs.gov
Subject: Universal or Individual Ban -Unprofessional Treatment

TSA:

Please see attachment with detailed inquiry and concerns regarding treatment at Puerto Plato Airport.

A response to my inquiry is greatly appreciated.

(b)(6)

014 11:02: ATTACHMENT:
LETTER

(b)(6)

(b)(6)

Brooklyn, New York 11226

November 8, 2014
TRANSPORTATION SECURITY ADMINISTRATION
Contact Center

I would like to share an experience that occurred while passing through security screening at John Wayne Airport (Orange County/Santa Ana) in California on Friday, November 7, 2014 at 12:15 pm. I was scheduled to depart John Wayne Airport at 1:45 pm on Southwest flight number 2591. I appreciate the work TSA does every day to maintain safety in air travel, and safety is of the utmost importance.

During my experience at John Wayne Airport, I was returning from vacation with my husband and young son. While having our boarding passes and IDs checked, the TSA agent informed me that I was "pre-screened" and that I did not need to remove my shoes at the next step in security screening. After placing my carry on items on the x-ray conveyer belt, I proceeded to walk towards the metal detector with my son. I encountered TSA agent (b)(6) who informed me that I needed to remove my sandals. I communicated that I was prescreened and informed by the prior agent that I did not need to remove my shoes. He insisted that without my boarding pass, I must remove my sandals. I was unaware that I needed to present my boarding pass. I asked him if he could reach my bag that contained my boarding pass before it went into the x-ray machine so that I could obtain my boarding pass. He stated that he would not. He informed me that my only option was to remove my sandals to proceed through security. I told (b)(6) that I did not want to expose my bare feet on the floor due to health risks of walking barefoot in public settings. I again asked to have my bag. He was adamant that this was against the rules and said that under no circumstance could he retrieve my bag, which was now on the other side of the x-ray machine. I asked a third time and he again said that he would not assist. At that point, I was very upset. I informed (b)(6) that passengers need to be told to hold onto their boarding passes when "pre-screened" and I wanted to communicate this feedback. (b)(6) response was condescending, rude and he simply smirked at me. Ultimately, (b)(6) stated that I had to walk
'2014 8:42: through security barefoot or I would not be permitted through security. I felt bullied and humiliated.

After proceeding through security barefoot, I was so upset by this experience that I asked to speak with a TSA supervisor. I met with a supervisor who was calm, respectful and he apologized on behalf of TSA agent (b)(6) noting that my request was reasonable and should have been accommodated. I am sorry that I do not have this supervisor's name and would like to thank him for his professionalism, sense of reason and kindness.

I am a physician. I am very aware of the health dangers of walking barefoot in public settings. I take precautions to NEVER walk through security barefoot by carrying a pair of socks with me (which were also in my bag, along with my boarding pass). I am now at risk for developing infections (athlete's foot, common plantar warts, etc.) as a result of walking through security barefoot.

I have several concerns about this experience and how I was treated, which highlight systems failures:

The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The callers wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the callers wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO.

Flight Information:

Date and Time of Flight: November 9, 2014; 5:45 PM
Departure Airport: LAS
Airline: American Airlines
Flight Number: Not Provided.
'2014 9:31: Terminal and Gate Number: D11
Name of TSO: Philece Early or Farly
Time of Incident: Around 3:00 or 3:15 PM

Advised Caller:

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

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

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

Caller appreciates the job that TSA does. He says some rules were broken yesterday as his family went through screening, in regards to his children. He, his wife and child of 3 years old were traveling together. He understands the rules do allow families to stay together. He has been on tsa.gov for information and he clearly understands what it says. He was asked to do something to separate him from his child. His wife and child went through the WTMD and he was ask to go through the AIT. He said he understood that families were permitted to stay together and he was upset he had to go through the AIT. His child and wife were upset that he had to go through the AIT instead of the WTMD along with them. His wife was left to get his daughter and the bags together alone, so she was distressed as was his child. He says they have traveled many times and has always been permitted to go through screening along with his wife and child.

Told caller:
2014 10:04 I understood it did say parents wont be seperated from their children, I did not know if it meant that both parents would be able to use the WTMD or just one parent could with the child.
I would take him complaint and forward it to the CSM at the airport and let them address this for him.

Airport: Melbourne, MLB
Airline: Delta to Atlanta
Flight number: 2213
Date and time:about 11-09-14 Departed at 2:17 but they were at screening at 1:30
Terminal or gate: Gate 2

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN) (b)(6) Status as of 10 28 2014
ELIGIBILITY DETERMINED
TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

/2014 2:00 https: universalenroll.dhs.gov workflows?workflow=service-status

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

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/10/2014 4:36:24 PM Airport : MCO - Orlando International Date/Time of Travel : 11/07/2014 11:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) Comment : Hello,

It is not often I file a formal complaint, but the interaction with a TSA employee at MCO on the above mentioned date was upsetting. My husband and I were traveling back to Baltimore with 3 children. I moved ahead through the metal detector with them, and he was behind me loading the rest of our stuff on the belt. He apparently did not hear one agent talking to him because he was talking to the other TSA agent at the time waiting for the instruction to walk the metal detector. Once he got
/2014 6:14 through, one of our bags needed to be checked because we accidentaly put the water bottle in the bin. My husband was greeted with "Now you hear me huh?" from (b)(6) a smart response follwed with a smart look. They exchanged words, and while trying to calm my husband down and asking him to be quiet, she says to me "I feel sorry for you Mami" and "Lets see how long you two last." Her behavior was rude and completely unprofessional. I understand the TSA employees probably interact with some difficult customers on a daily basis, but I feel a big part of the job is customer service and customer interaction, and with that should come knowing how to appropriately deal with a situation in which you felt slighted.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 3013

'2014 9:10: Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?

Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

Told caller that it is random that they do this sometimes, however if they are not able to get a reading that would be the reason that they do the explosive trace detection. At that point he ask to speak to a supervisor.
(b)(6) notes:
'2014 9:21: Caller said that he has tourettes. When he flies, because his hands shake, he s told that he can t go through the AIT. He flies primarily through GSP and HOU. He said that everytime he goes through they tell him that he has to go through the WTMD and he receives an ETD because they cannot get an accurate reading through the AIT. He doesn t understand why this is happening to him and no other passenger behind him. He wants to know if there is a card that he can use to exempt him from this. He said that he doesn t want to have to file a complaint with the ADA, which is why he contacted us first.

I informed him that there is no card that will exempt him from any type of screening, but we do have assistance we can set up for him and a Notification Card he can print from www.tsa.gov that he can show to the officers to make them aware of his condition. There is no way for us to tell him why he is receiving this screening every time and other passengers aren t, but if the officers tell him they can t get an accurate reading, he would have to undergo additional screening. The AIT is set up for the passenger to stand still for 5-7 seconds while he is screened, and if he cannot do this, he would have to go through additional screening. It would be based on the individual passengers, so I can t give him a reason for why he is receiving it at these airports.
Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

Told caller that it is random that they do this sometimes, however if they are not able to get a reading that would be the reason that they do the explosive trace detection. At that point he ask to speak to a supervisor.
(b)(6) notes:
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Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/11/2014 11:05:06 AM Airport : LAS - McCarran International Date/Time of Travel : 11/11/2014 7:00 AM Airline & Flight Number : Southwest flight 610 Checkpoint/Area of Airport : TSA Pre-check TSA Employee: (If Known) : Officer (b)(6) Comment : Have been through normal TSA check enough times to know what to do. Was selected for TSA pre-check at gate. Had never heard of it. Waited in line and tried to figure out difference from normal screening. No clear signage posted explaining rules, and Officer (b)(6) recited rules in a monotone to herself. Went through metal detector and set it off with phone still in pocket. Line was held up as I was asked to "guess" what had set it off. Did not get name of officer asking me to guess. Then was sent back to conveyor belt to place phone in dish. Office (b)(6) told me she had said "I told you no phones four times. Four times." then rolled her eyes. I did not understand the different procedures of pre-check and lacked the mental acuity to pick it up at 7 in the morning and was then publicly humiliated and made to feel like a child. Got the feeling from their exasperation this happens often. Should necessitate a rethinking of policy instead of increasing frustration on all sides.
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

'2014 1:08:

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 11/12/2014 7:13:35 AM Airport : MIA - Miami International Date/Time of Travel : 11/12/2014 7:00 AM Airline & Flight Number : DL 1460 Checkpoint/Area of Airport : Terminal H PreCheck TSA Employee: (If Known) :
Comment : I was precheck eligible. I requested to go through the body scan machine because I knew my shoes and jewelry would alarm. Agent asked for me to "make sure" and sent me through metal detector. As expected, it alarmed. I then went to body scan. Agent who was staffing magnetometer told the agent staffing body scan that my shoes alarmed and they needed to send them through the belt to be xray'd. I have gone through body scan with these shoes and other heels that alarm on many occasions and never have been asked to remove my shoes. What was different in this case? Isn't the point of the body scan that it can detect if there is anything on me of concern? Why the redundant process to xray my shoes. Very frustrated with inconsistencies. I actually traveled through same airport same precheck checkpoint 2 days prior for same flight, went through body scan with heels on that also alarm in metal detector and was not asked to remove them. Either need better training or staff who can explain why they are doing what they are doing.
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

'2014 8:27:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/12/2014 5:17:25 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/12/2014 6:15 AM Airline & Flight Number : Southwest 3326 Checkpoint/Area of Airport : B-Pier AM TSA Employee: (If Known) : Officer (b)(6) Comment : I travel every week; sometimes more than once a week. Quite often I am TSA approved. I was TSA approved this morning. I have inserts in my shoes that sometimes set off the detector. As I went through the metal detector this morning the alarm went off. I explained that it was my shoes and started to take them off. Officer (b)(6) got belligerent and told me I had to take everything out of my pockets. I told her I travel a lot and I was sure it was just my shoes. In her belligerent way she yelled that she had been a TSA agent for ten years and just do as she said. Another TSA agent tried to calm her down and told her that it was probably just my shoes. Instead of making a scene, I just did as she asked. She then made me go through the full scan. It all happened around 5:00 am and I am sure it is on tape. There was only one other passenger there at the time. I had a blue plaid shirt on. I asked for you to review it; along with the professionalism Officer (b)(6) displayed after it was over. All of the other agents were very professional and apologetic about her behavior. Supervisor (b)(6) gave me her name and let me know how to file a complaint. Officer (b)(6) does not represent TSA very well and her behavior needs to be monitor. I can assure you I am not the only one she treats this way; just one of the few that take the time to report. After you review the tapes, I would like to be contacted. 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

'2014 8:27:

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/12/2014 9:36:34 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/12/2014 9:00 AM Airline & Flight Number : Security for gate 29 Checkpoint/Area of Airport : Security for gate 29 TSA Employee: (If Known) :
Comment : I just had one of my worst screening experiences. I opted out, and the woman standing near the metal detector would just occasionally say "female opt out" at a level barely audible. I watched for 10 minutes as there were plenty of female agents but they were all chatting, carrying magazines and not paying attention. The woman that finally came took her time, and was very flippant and rude. At the end of the screening I asked to speak to her supervisor an she said "speaking". No, I want to speak to your supervisior, and there was a male aget right next to her and she pointed to him , and then he pointed to 2 other agents and she flipped her hand and said "over there". Which one? The one with the glasses. They both had glasses. So i went over and asked which one was the supervisor and te pointed to the original guy that was standing by the female agent who screened me. Then one said he was agent (b)((I think) but he was in the middle of something and I had to talk to the original male agent. I started to tell him my issue but I was frustrated and he clearly wasnt interested so I just left. I travel a lot and I am so sick of the TSA being populated by unprofessional, don't give a crap type people. This gives me no comfort in our security, makes me not want to use DCA, and adds to my dislike and distrust of the agency. I imagine you get a lot of these complaints because poor attitude is the majority in my experience, but it would be nice if something was done to make these people a little more pleasant to deal with.
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 10:13

My name is (b)(6) I am writing concerning:

1. The screening process in the Pre-Check lanes

2. The degrading customer service I received from a TSA Agent.

Passengers Name (b)(6)

'2014 3:55: Phone Number: (b)(6)

e-mail: (b)(6)

Date: 11/11/2014

Time: 5:15PM

Airport: Midway Airport – Chicago

Date/Time if Travel: 11/11/2014, 5:35pm

Airline & Flight Number: Southwest Airline, Flight 1426

Checkpoint/area of Airport: TSA Pre-Check Lines

'2014 6:03: Hi I first want to request that this goes high up into this dept, as also considering to write Obama Dept as well.I work for a major airline IAD, I have a security concern.If you think of all those Postal employees over the years as well as Suicidal pilots! Why are we (you) Not one step ahead of Ramp areas I'm talking specific about going from BAGGAGE area main terminal to out to other areas .WHY is there not a METAL detector and so on??? Why do we need a tragedy to occur before something is done ? I think with all of the employees hired its s matter of time .This is real concerning to me and sCaRrY ! Please pass this SUGGESTION to implement Highly Secured doors to ramp access that gives carte blanch to all employees to carry on them what ever they want with them.I live in fear over this HOLE in a system.I thank you for your time.I know from exp that there are Tsa sometimes there to check badges but NO detectors ! By those doors . Thanks (b)(6)

Sent from my iPhone

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: 93101

'2014 6:04: 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?
George Bush Intercontinental Airport

Caller says she was told to call this number to verify what documents are needed for her to go through the PreCheck line. She flies with Frontier, which she says hasn t got their systems ready to accept PreCheck yet. She says that she went to Cleveland Hopkins and presented her paperwork, but was denied entry into the PreCheck line. She said that we should give a PreCheck card that can be scanned at the checkpoint to verify that she has been precleared for PreCheck, so that this can be used when flying with an airline that doesn t participate. She said that people who work for Key Corps or Eaton can just show their business card and go through the PreCheck line in CLE with no questions asked, but her with all of her documentation cannot. She was very upset and said that she is being penalized for flying with a lower cost airline. She wants to know where to go from here. She stated that these individuals she mentioned earlier are showing just a plain paper business card. She says that if she had an employee from one of these two companies give her a business card, she could do the same. She stated that TSA does not look at an ID of any sort or a boarding pass for these individuals. She refused to allow me to speak to a security specialist during the call regarding this. She says it is not her problem and she doesn t want involved.

Advised caller:

I advised the caller that unfortunately there is no documentation that she can present to go through PreCheck when flying with a non participating airline. PreCheck status has to be confirmed on a higher level and the officers at the checkpoint don t have the discretion to review her documentation and make this type of determination. Advised caller that when a reservation is made with a participating airline all of the information is submitted to the TSA Secure Flight system, where watch list information is checked, PreCheck information is checked, airline information is checked, as well as a lot of other information. This system then decides whether a passenger will get PreCheck or not. There will be random security measures where a passenger doesn t get PreCheck. If we gave her a card to show at the checkpoint, her information wouldn t go through this extensive checking before each flight and she would get it each time. At this point, she needs to either fly with a participating airline or express her concerns to Frontier about them not participating. The information has to be embedded in the barcode of the boarding pass for her to get PreCheck. The only way this can happen is if it is with a participating airline and has gone
2014 10:12 through the TSA Secure Flight system.

I probed her further about the incident she mentioned about the individuals going through and only showing a paper business card instead of ID and boarding pass. I obtained the information above. I asked her if she would allow me to place her on hold, so I could speak with a security specialist. I advised her that this is a security concern and that we really need to handle this with a security specialist. I advised her that they may want to speak with her for more information, and asked her if she would allow me to put her on hold, so I could check with them. She continually denied as noted above.

CSS Hoskins notes: Contacted caller back she advised people at Cleveland Hopkins are being allowed to show business cards and gain access to the precheck lane. Caller is very upset because she paid the fee to enroll in precheck and people can show a business card that work for the big companies in Cleveland and get precheck. Caller stated there was boards located at terminals that state that employees who work for Keycorp, Eaton and other companies can be sent down the expedited screening lanes.

CSS Hoskins advised caller TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures.
Would forward to CSM for review at Cleveland

Disability Description: Caller is blind and has a service dog.

Response Details: If you believe you or someone else was discriminated against or received disparale 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.

Airport: LGA - Charlotte
Airline: US Airways
Time of Incident: ~3:00pm
Date: 11 11 14
Terminal Gate: C37
Email Address (b)(6)

'2014 1:19: 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.

I advised the caller that I would forward this information to the Customer Support Manager (CSM) at LGA for review.

Incident Details: Caller is blind and has a service animal that is a dog. Caller stated he flys frequently from LGA. Caller stated that Tuesday flying from there was a horrible time. Caller stated that they did not assist him with being blind, or having a service animal. Caller stated that there were no wands. Caller stated that he was separated from his service animal. Caller stated that they did not receive the proper security screening from LGA. Caller stated that his items went through the machine and him and his wife did not have line-of-sight of the items. Caller stated that the first lady taking ID s was upset because he did not have his ID out and his wife stated that he was blind. Caller stated that the woman rudely stated that she guesses that is a good excuse. Caller is very upset over the issue. Caller stated that it is not so much of a complaint as a resolution process. Caller stated that he must travel from there often and would like for the issue to be corrected. Caller stated that the agents were not aware that hand detectors were not being used anymore.

in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why dont they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer s name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the paldown and the hand swabbing.

COMPLAINT:CSM
Claims Complaint

Airport:Seattle
Airline:Alaska Air
Flight Number:67
Departure Time: 11-11-14 at 1:40 pm
Arrival Airport and Time:Ketchikam at 4 pm
Location:Security Checkpoint
'2014 8:27: Terminal: unknown
Gate:N 6
Contact Information:she declined her phone #.

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

Response:The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtmd or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advisd her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics

refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather to pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown.The caller indicated that that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near hear as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aide and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

'2014 9:47: She asked what type of follow up would be occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary sunder him that handles customer service complaints. and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I m sure that Mr. Pistole has secretaries and Administrative Assistants, however we don t have their names specifically.

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) Chicago, IL, USA
Zipcode:

'2014 8:27: Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

Which U.S. airport were you traveling through?
Chicago O

What was the date and approximate time of the incident?

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:
Apologized for the inconvenience.
Will forward to CSM
Airport: Orlando Sanford
Airline: Allegiant Airline
Flight Number: 706
Date Time of incident: November 14, 2014
Departure Time: 1:17pm
Arrival Time: 2:52pm
Specific Location (Terminal-Gate): gate 6
Individuals Contact Information (phone number-email) (b)(6)

2014 11:31 Advised caller:

Search Results For:

candles

Check or Carry-on
http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsawebsite

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) (TSO) at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn t get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a paldown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

Caller has a knee replacement. How does this affect PreCheck?

2014 12:05 Caller Advised:
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.

These alarms still have to be cleared.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 11/17/2014 9:51:21 AM

Name (b)(6)
Email (b)(6)
2014 12:07 Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United 391/OGG(Maui)
Comments:I am a captain for United Airlines. Maui(OGG) is very busy and to your credit security has been expanded. It used to be a huge bottleneck, now its just normal congestion. I have been flying to OGG multiple times a month for over a decade. Recently with the expansion you added a precheck line that the crew has been able to use. (right side as one faces the terminal.) That helped things a little. Even more recently, a crew line has been added(left side as one faces the terminal). The first few times using the crew line were great as no one was in the line. However, recently we went through it, it was congested with passengers, and the metal detector was not in operation, only the body scanner! Flight crews do NOT have to use the body scanner. When I inquired if metal detector would be turned on I was given a dirty look and we waited several minutes. Based on this experience, yesterday I asked if metal detector was on. Screener looked befuddled for a minute and told us to exit crew line and go all the way around to the precheck line. This is inefficient and inappropriate. The crew line should have the metal detector on at all times to expedite the crews. Would you please consider opening KCM(Known Crew Member) at OGG? It would make life easier for everyone. Then crews would get through quickly, and the passengers would not have to suffer crews cutting ahead of them in a very congested area. Or at the least make the crew line a real crew line and staff it appropriately and have the correct machine in use. Thanks for listening. Aloha!

Disability Description: Caller is a cancer patient and has had a double mastectomy. She says that she has broken her foot in the past and is currently learning how to walk on it again, so she has to use a cane.

Response Details: I probed her asking her multiple questions to find out if there was something that caused the additional screening or if it truly was random selection. I did explain during this process that sometimes mastectomy scars can be detected with AIT; however, if she went through a WTMD this wouldn t have done it.

TSOs can choose passengers at random to receive additional screening, so it may just be unfortunate that she has been the one selected on these last few flights. I will forward this over to the CSM for their review since it has happened three times in a row and she has the other related complaints.

For her failure to accommodate complaint, I will forward that to our disability and multicultural department to let them know about this. Also, I will forward her some instructions on filing a formal written complaint regarding the failure to accommodate.

Sent email.

Incident Details: Caller has PreCheck and it is showing up consistently, but she is also getting chosen for random screening while in the PreCheck line. She says that today made the third time, but today it took much longer. She says that today they detained her for a half an hour. She says that she has never been put through so much screening. They kept telling her that she wasn t doing anything wrong. Each time this happens they tell her that she was just randomly selected. She had a patdown
2014 12:19 ETD and her shoes were swabbed. She says that they just continued to do it over and over, which is why it took so long. They didn t do any additional screening on her bags though. She says that she is a cancer patient and has had a double mastectomy. She says that she has no internal implants, does not wear any prosthesis, or bring any liquid medications or anything. She says there was no alarm with the machine or anything. She says that she broke her foot in the past and is currently learning how to walk on it again.

She says that she told them she needed her cane and they wouldn t let her have it. She had to stand the entire time on the previously broken foot that she is still trying to relearn to use. She says that this was a failure to accommodate. She says that they were also training someone on her, so that caused it to take longer. She says that she doesn t mind someone training on her; however, it caused her to almost miss her flight today because once finished, she still had to get to her gate. Since she uses a cane and has a bad foot she walks slowly.

Airport: DAL
Airline: Southwest
Flight Number: 2768
Date and Time: 11 17 14 6:20 a.m.
Time through screening: 4:30 a.m.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/17/2014 1:18:20 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 11/17/2014 10:00 AM Airline & Flight Number : AA 1076 Checkpoint/Area of Airport : TSA PreCheck TSA Employee: (If Known) :
Comment : I asked for a tray to put by coat on. No trays were immediately available. They said that "people don't normally ask for trays" and that I should just put my coat on top of my luggage. I again requested a try and they finally got me one. The person working the metal detector had a very unprofessional attitude. When I thanked him for asking for a tray, he simply pointed at the X-ray belt and shouted "Go!". I am a frequent traveler and Global Entry customer. It's been
'2014 2:07; years since I've experienced such unprofessional 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

Sent: Tuesday, November 18, 2014 10:21 AM
To: TSA-ContactCenter
Subject: Complaint letter to Mr John S Pistole

Dear Mr Pistole,

Please find attached a letter of complaint from (b)(6)

Thank you,

(b)(6)

HYPERLINK "http://www.ibanet.org/"Description: Description: Description: IBA logo email signature
Attachment:
2014 12:16 John S. Pistole
Administrator, Transport Security Administration

Dear Mr. Pistole:
On Monday 10th November 2014, I travelled from Boston Logan Airport on Delta flight 1901 to Atlanta. I arrived at TSA Security at approximately 11am and entered the TSA approved security line (I am also part of the Global Entry system).

I was standing by the start of the security belt waiting for a basket in which to place my carry-on luggage. The TSA representative, who was standing next to a stack of baskets at the end of the belt, did not respond to my verbal request and instead motioned me to come forward without providing me with a basket; she told me that I did not require one. I mentioned to her that I thought it would be helpful to have the baskets, since I needed to place both my heavy jacket and my carry-on inside a basket. The representative seemed agitated that I had questioned the procedure.
As I went through the metal detector I heard her calling out to her colleague that I needed to return back through the metal detector. Nothing was detected on me to require me to return when I initially went through the medal detector. As I came back, she instructed me to move my bag forward by six inches onto the conveyor belt. Her actions were both vindictive and an abuse of power. It was a clear example of a TSA representative carried away with her perceived authority in order to "teach me a lesson."

I immediately asked to see her manager. I was told that she was not available but that another officer would meet with me. I then explained to him what had happened. He agreed that his staff member should not have asked me to return through the metal detector for the sole purpose of moving by bag forwards onto the conveyor belt and that her actions were inappropriate. He said he would review the security video. However, I was concerned that his remarks were more likely made in order to get me on my way.

Caller flew from Rutland VT yesterday. She said she wants to complain about one of the workers at the Airport. She said the lady had on a uniform and a badge but she did not get her badge number. She said she flew on Cape Air yesterday. She said the lady s name was (b)(6) and she wore glasses. She said there was only about 5 or 6 people that work there. (b)(6) was watching the xray. Caller said there was a lady that went through and she was standing at the end and her tray was already through xray but it had stopped before it went completely out of the area to the end. She said (b)(6) said, Can you not read that sign posted that says you cannot reach in. (b)(6) said, that is why we have it there. Caller said then a man went through the WTMD and he buzzed. She said (b)(6) asked him, do you have any electronics. The man told (b)(6) no. She asked the man, is this your laptop and he said yes. (b)(6) said, the last time I looked a laptop was an electronic. Caller said it was embarrassing for them because (b)(6) made them look like idiots. Caller said (b)(6) was rude. She said (b)(6) has no right working with the public.

/2014 1:44: RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Nov 17, 2014 At Security between 6:15 to 7:00 a.m. Departed at 7:00 a.m.
Gate or Terminal: Only One Gate or Terminal
Airline: Cape Air
Flight Number: Not Sure
Airport: Rutland
Email: (b)(6)

boarding pass and is wanting to know if there is a way it can be fixed.

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.

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.

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.

'2014 4:29:

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

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

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

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

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

boarding pass and is wanting to know if there is a way it can be fixed.

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.

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• 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.
'2014 4:29: • Difficulty printing a boarding pass at home or at the kiosk.

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Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/20/2014 1:28:43 PM Airport : DEN - Denver International Date/Time of Travel : 11/20/2014 12:00 PM Airline & Flight Number : AA125 Checkpoint/Area of Airport : South 421 TSA Employee: (If Known) : Multiple Comment : Your employees are unprofessional and unreasonably demanding, while having no concern for the valuable property of passengers.

Background: passengers are selected to go through Pre-check line at random. This line has an entirely different protocol from what those passengers are expecting. Among the changes is an apparent attempt to eliminate bins.

Issue: passengers come prepared to place items in a bin. The TSA employees argue and refuse to give bins, while hurrying passengers along and telling us to place items from our pockets in our bags (because it is apparently more convenient for TSA not to deal with bins by placing the burden on passengers to have spare room in their bags, and then sort through their bags after getting through the metal detector).

Because passengers are told not to remove items, they can lose track of what might set off the metal detector. TSA employees then reluctantly provide bowls as the passenger's items become separated on the belt. Further, rather than allowing the belongings to be consolidated, the employees just toss belongings around and force the passenger to keep track of all items while being patted down and having a second hand swab.
'2014 2:05:

The process is disjointed and poorly planned. The attitude of your employees, who do not have a customer service attitude but pretend everyone is the next big terror threat (which means their ability to screen and identify threats is compromised), makes the process even worse.

Screeners should never demand a passenger explain why a bin is needed--the purpose is self-evident, the bins allow the passenger to keep the belongings they cannot take through a scanner or metal detector in one place.

Passengers have no way or reason to know of new ideas being tried out. Your employees need to be trained to understand this and treat the passengers with respect.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening.

Advised,

I advised that he would want to speak with UES about the TPAP process. 855-347-8371

'2014 1:26: Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

• Have metal implants that may alarm the walk-through metal detector;
• Need assistance;
• Have difficulty raising their arms; or
• Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.
Caller applied for PreCheck and this flight does not have PreCheck on his boarding pass for this next flight. Caller did contact Delta to see why he did not have PreCheck on this flight. Caller does not remember how he got PreCheck. Caller also has metal implants and they set off the alarms and cause his to get a patdown most of the time.

Response:

'2014 1:41: 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.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

• Have metal implants that may alarm the walk-through metal detector
Caller will be flying to Portland, OR with his wife to visit his son.. He will be bringing a portable oxygen tank as a carry on. He will Des-connect. He is wondering if this will cause problem because it is not clear from website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used inflict for medical purposes. If a portable oxygen concentrator is not approved by the FAA for inflight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for inflight use by the FAA, please visit www.faa.gov about initiatives cabin_safety portable_oxygen

Offered to email this information.

Caller asked if he could just carry it on

Advised:

2014 12:53 A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

• Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
• Need assistance;
• Have difficulty raising their arms; or
• Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with airline.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/23/2014 2:53:23 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 11/23/2014 1:45 PM Airline & Flight Number : AA 1590 Checkpoint/Area of Airport : terminal C TSA Employee: (If Known) :

Comment : Pre check was on the right but the lines weren't divided. The walk through metal detector was on the left. After a few minutes in line they decided tha PreCheck had to scan their computers separate and backed out the entire X-ray machine. People had to come back through. Then you had to sh your boarding pass. So mine is on my phone then I had to scan my phone. I had my phone on the left belt and my stuff on the right belt with about 20 people in between. Had I gone back to the
/2014 3:10: right belt I would have had to get back in line for the detector. My computer, backpack, and suitcase (all on the right) each had two other suitcases separating them although they didn't when I pushed them all the way through to the X-ray belt. It was ridiculous. I travel for work and have never gone through this mess.
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 TSA

On November 13 at approximately 11:30 am at The Chicago O'Hare airport's terminal 3 TSA Pre security check point the following occurred.

I went through the metal detector and after stepping through the detector and being told ok proceed the TSA agent reversed himself and said I was selected for additional screening and had to go through the body scanner. Why would there be any additional screening if I was TSA PRE??

Then a female TSA agent took my bag off the conveyer and asked if I had two lab tops in my bag which I did. She stated that one of them would have to be taken out and it and the bag would have to be run through the conveyer again. She took my bag with the two lap tops in it and preceded to slam the bag down on a metal table.
She took one of the lap tops out and ran them through the conveyer while I waited at the table. At that point she disappeared. I took my bag and my laptop and left the area to put the laptop back in my bag.

The agent was unprofessional and uncourteous in the way she dealt with me and my properly. I did not take her badge number but she was a tall young Hispanic woman.

The last statement I will make is this, I am 54, I was born and raised in the USA. I have no criminal record, I am a business owner and have been traveling by air for 30 years.
/2014 8:33: Why, if I was TSA PRE,
was this the procedure. If you are TSA PRE you are suppose to leave your laptop or laptops in your bag.

I would strongly suggest that the female TSA agent be made aware of her behavior.

Thank You,

(b)(6)

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mail2web - Check your email from the web at (b)(6)

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number.
Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:
If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

I advised caller:
2014 10:51 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.

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number.
Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:
If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

2014 10:51 I advised caller:
In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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

I am writing to complain about the screening process at the Ronald Reagan airport in Washington, D.C.

Today, November 24th at 9:45 am, I prepared to go through the security screening. I was asked to go through the scanner but asked to have a pat down because I am pregnant with a history of miscarriage. I was told by the TSA agent that there was no one available to perform the pat down and that she had no idea how long it would be. I was not allowed to go through the metal detector either. While I made it to the airport early in order to make sure I had time to receive a pat down, I was denied this right, which your website says I am allowed.

I understand you believe this scanner to be safe for pregnant women. However, the studies you cite are sponsored by you. I have not found any 3rd party studies that have been large, or positive, enough for me to feel comfortable with what I was
'2014 2:17 forced to do today (unless I wanted to forfeit my flight).

This type of behavior is unacceptable. You claim to have the safety of passengers as your priority, but yet we are not allowed to look out for our own, and our unborn children's safety.

If pat downs are an option, and are told they are, then they should truly be an option. Lies about this makes me further doubt what you say about the safety of the scanners.

(b)(6)

Sent from my iPhone

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:
Zipcode: 188948

'2014 8:31:

Are you 18 or over? Yes
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?

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: San Jose
State: California
Zip Code (Post Code): 95127
Other: United States
Email: (b)(6)

'2014 8:31

==Incident Information==
When did this happen? 11 23 2014
Where did this happen? ALABAMA - HSV - Huntsville International
What happened? I was traveling with my wife and infant and a child under 12. My wife and kids went through the metal detector while I put the last of our bags onto the conveyor belt. Then I was held back and the agent told me that they were going through a shift change. I don t know why a shift change warrants me being separated from my children. I was then told to go through the imaging detection instead of through the metal detector as described on your website, traveling with children. I opted out of the imaging because I did not want to be separated from my family. I was never given the option to go through the metal detector. Instead, another agent that did the pat down search even asked if my wife (who was carrying the infant, the one who
Please be more up front with the requirements!!!!

Numerous articles are being spread around talking about how wonderful this program is, but they are not honest assessments. I am a frequent traveler enrolled in Global Entry. When I go through the PreCheck line, I still have to remove my shoes, which have a steel shank in them (because good shoes do!), my belt, empty my pockets completely, and I've even had to remove my hat once. Twice I have had to be scanned as well, (something I try to avoid exposure to). Once was due to a false reading on the metal detector. The other time was "random" additional screening. And I've had my camera bag unpacked one time as well.

'2014 4:07

Don't promote the program as something it's not. Don't forget the human element either. For example, if I go to the airport and the PreCheck line has no one in it, I'll go through. However, if there is a line of people and the airport is busy, I might just as well go through the regular line to avoid being embarrassed and glared at for taking off my shoes, belt, etc. Others who pack or dress differently become quite annoyed at someone who has to do these things in order to get through the "fast lane." Perhaps there should be two levels of PreCheck lines. Just an idea.

(b)(6)

Prescott Valley, AZ

To whom it may concern:

I just arrived at seatac airport. There are apparently new procedures at the airport where they are not using bins to put items in. When I asked officer mckennan where to put my phone and wallet, she rudely replied in your pocket which is of course incorrect. Realizing her error, she then rudely gave me explanation of what a metal detector is for and that I should put my items in my luggage. Her rudeness and incompetence is unacceptable especially given the responsibility of her job. I hope she is reprimanded for this behavior and fired if this turns out to be a pattern.

/2014 2:18:

Regards,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/27/2014 7:07:19 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 11/27/2014 6:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : A gates
TSA Employee: (If Known) :
Comment : I have the ap for delta but I lose service in small cities so I always have a backup image of my ticket. It does not always have my name listed. In every major airport I'm never asked to present my name in the image, but smaller airports need to see the name, why? An image is more reliable than the most counterfeited item in the world, PAPER. The image always shows my name on the TSA screen that is verified by my id, so why would my name need to be present on the image? The statement given to me is, I may have a counterfeit image. If I'm smart enough to create an image that has a bar code that is encoded with TSA info to get me to show up on the scanner, how would a name matter (text added to an image)? If an airport is small enough to need additional security measures then they also have to realize that they are small enough to not have service when your by their metal detectors etc. if at all possible please trust your scanners over my image, because telling me that I'm smart enough to counterfeit a bar code that shows my name but not smart enough to add a name makes TSA seem flawed. Please note that I do appreciate TSA and think they do an awesome job overall!
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

/2014 9:25:

NOTICE:

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

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

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

/2014 8:25:

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 : Screening
Current Date/Time : 11/28/2014 5:35:16 PM Airport : LGA - LaGuardia Date/Time of Travel : 11/28/2014 12:30 PM Airline & Flight Number : United flight 685 Checkpoint/Area of Airport : terminal B - C gates TSA Employee: (If Known) :
Comment : My 12 month old daughter was forced to walk through the metal detector on her own. I have traveled many times with young children and never experienced anything like this from the TSA. My daughter (who is young to be walking) could
'2014 6:03: have easily fallen and injured herself!!
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

Airport: PHX.
Security for gate: A in terminal 4 (American Airlines flight 663)
Date: 11 29 2014
Time: approx 9:30 am
Tsa Security guard desc: appeared Caucasian, female, older (probably 50 s), blond very curly hair. She was checking initial tickets with id prior to entering the check point where bags are scaned and travels go through metal detectors. She was checking the quick line.

Complaint:

The TSA agent was rude to travelers going through. I did not want to go through her to have my ticket and ID checked however I was unfortunately unlucky enough to get her. It was my first time using a mobile ticket on my phone, I asked the lady what
'2014 1:04: I should do and showed her the phone. She responded I don t want it I then advised that it was a mobile ticket so what does she want. She just starred at and with indignation stated scan it

I did not know where to scan, I had not seen anyone do this before. Another person had to help me. This lady was absolutely rude and should not be in a job dealing with people. I only wish I had gotten her name so she doesn t continue to be a problem.

I hope that the agent can be located and appropriate action taken to improve her performance.

(b)(6)
Goodyear, AZ 85338

Hello!

I have recently been TSA Pre approved. In the past 2 weeks, I've gone thru 5 TSA -Pre screens at 4 different airports.
My home airport, BWI, does an awesome job. Reno and Providence also treated me very politely and professionally.

Unfortunately, in DIA (Denver), my experience was not as positive. I have titanium in my back and wear a leg brace so I request screening thru that AIT. Everywhere else, I am willingly accommodated. At DIA, I was told that if I didn't go thru the regular metal detector, I couldn't use TSA-Pre! I was told to gather my belongings and go to a regular security queue. I protested and a supervisor did let me remain in the TSA-pre queue, but I didn't appreciate the delay and the drama.

'2014 3:07: I have flown out of DIA once or twice a year for the past 5 years. Unfortunately, every experience has been unpleasant. In my experience, the TSA agents there are the most inclined to make up their own rules. They scolded me for keeping an iPad in my luggage, insisting that it was a "laptop". When I explained that it is a tablet, not a laptop, and therefore allowed to remain in my carry on, they insisted that it be removed.

You might want to give those agents more training. Otherwise, your staff at the other airports were top notch.

Thanks

(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/29/2014 2:14:01 PM Airport : LAX - Los Angeles International Date/Time of Travel : 11/29/2014 10:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : We went through the marked pre-check line and had our IDs and boarding passes checked by a TSA officer. We then followed the others entering through the line to security. As we put out bags down we were told to take off our shoes - I informed the officer I had pre-check and she re-checked my boarding pass and then let me through a side scanner. My husband had already placed his phone with the boarding pass in the scanner and was not allowed to go through the metal detector.
/2014 3:07: Both of our laptops remained in the bag (as allowed), but both bags and laptops were tested and re-scanned. After speaking with another officer, we were informed pre-check is another line and someone should have informed us where it was. If there were signs, they were not clear. It would be helpful to have additional signage at the Southwest terminal.
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 : 11/29/2014 5:45:37 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number
Checkpoint/Area of Airport : terminal 8
TSA Employee: (If Known) :
/2014 6:17: Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.
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 : 11/29/2014 5:45:54 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number
Checkpoint/Area of Airport : terminal 8
TSA Employee: (If Known) :
/2014 6:17: Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.
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 : 11/29/2014 5:45:32 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number
Checkpoint/Area of Airport : terminal 8
TSA Employee: (If Known) :
/2014 6:17: Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.
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

Passengers Name (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AITm must under go a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until the meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

'2014 1:45:

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

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:
Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could t go through screening since she could t raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she shouldn t have taken a wheelchair if she could t do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she rammed under her arm, and pulled out the hurt arm. When she pulled her arm out, it s not shooting pains up and down her arm and her muscle is frozen. She just thinks it was unnecessary for her to be that rough and tell her that she didn t need a

Caller is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) is on the GE card, which is the same on the ticket. KTN (b)(6) This number was included and the airline confirm its in the record. Caller has two artificial knees and has to get a patdown every time.

'2014 4:54:

Advised Caller:

While some airports may allow individuals who are traveling with a TSA Pre\u2713™ eligible passenger to access the TSA Pre\u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u2713™-eligible passenger should not expect to be directed to the TSA Pre\u2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

I am writing to provide feedback from our recent traveling experience. To start off, immediately below is what I submitted, as I always do, prior to my wife, (b)(6) flying anywhere.

From (b)(6)
Sent: Saturday, November 08, 2014 1:40 PM
To: tsa-contactcenter@dhs.gov
Subject: Pre-Flight Notification, (b)(6) 22-28 Nov
TSA Cares,

'2014 5:06: I am writing this as a pre-flight notification for an upcoming flight from Norfolk, VA (ORF), to Orlando, FL (MCO). My wife (b)(6) suffers from Reflex Sympathetic Dystrophy (RSD), a debilitating neurological disorder. I typically call the TSA Cares line and provide this information over the phone, but have found that for one reason or another TSA Cares Notifications of our itineraries or requests for a Passenger Support Specialist (PSS) have not always been established. I will follow this up with a phone call with the respective sites the day prior to each flight.

RSD is a condition where the skin is super sensitive to touch, even clothing, and the nerves cause the muscles to constantly contract without relaxing. My wife does not have the ability to raise her arms and hold them over her head and she has a metal device implanted which prevents walking through the metal detector. Due to these conditions, she requires the pat down. She will be in a wheel chair as she cannot walk distances. She can stand but is unable to stand on the designated footprints. The PSS' we have dealt with on each occasion have taken all of this into account and handled her accordingly. We have been very pleased with the service we have received from TSA Cares and the PSS program.

Itinerary

Southwest Airlines Flight 4346 Nov 22 7:05 AM Norfolk International Airport (ORF)

Southwest Airlines Flight 2868 Nov 28 5:40 PM Orlando International Airport (MCO)
Hello. I just flew from sea tac to lax on an air Alaska flight. While going though security my wife and I, who were on separate lines, saw big security holes.

I fly about 100 k miles a year so I have a good idea how security is supposed to work tho I am by no means anything close to an expert.

My wife was on a non pre check like and they did not ask her to take off her shoes of take her lap top out. She also heard tsa agents asking each other if they were running a pre check line or not.

I was on pre check line and saw a supervisor came over and had a small breakdown to the guy running the metal detector. The gist of the problem was that he had not been supposed to be running a pre check line but was. I am 95 percent sure this was the problem. But I am 100 percent sure the supervisor was visibly Freaking out.

2014 8:38:3 Also while I was at gate n1 a waitress from the bar near by came up to the gate agent with a large and full black back pack and said she found it in the bathroom and did not know what to do with it. The agent had to repeatedly tell her to call the cops and I bet the odds are less than 50/50 she did. She seemed utterly clueless as to what to do in a scenario that I think is as cliched a airport security problem as it get.

I have never sent an e mail this before but thought I should report it.

(b)(6)

Sent From An iphone As I Wait For Blackberry To Get Its Act Together

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/1/2014 12:22:45 PM Airport : MSN - Dane County Regional Date/Time of Travel : 11/30/2014 2:15 PM Airline & Flight Number : Delta 788 Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :
Comment : I was traveling from Madison to MSP with my 90 year old mother and several of the tsa staff were very disrespectful to my mothers mobility issues. She must use a walker or she will fall and on several occasions she was told to use a cane to go thru the metal detector (which would have resulted in a fall) and then when she was pat down she was told to stand with out using her walker, I intervened and was told to stand back. they then again told her to stand without aid, this went on 3 times. Finally they got it, then she was subjected to a 10 minute pat down by a new female tsa agent. Come on really a 10 minute pat down of a 90 year old woman in Madison WI. Hardly a terrorist threat. I am very disappointed in the care given to my mothers safety and fall prevention care.
2014 2:22:1
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is wanting to make a complaint regarding her recent flights. She stated that from NY to Chicago on United Wednesday, there was a man acting up at the airport being disruptive. She stated that he was permitted on the flight. She stated that the pilot had to speak with the passenger before the flight took off and he told him that he would be arrested. He stated that he should not have been allowed to fly. She stated that he laying in the middle of the aisle and not letting persons board the plane. She stated that he was either high or mental issues were present. She stated that this was jepordizing the flight.

She stated that security today from Chicago was entirely lacks. She stated that passengers were able to leave on their shoes, and leave the laptops in the case at all checkpoints. She stated that this is a complete lax of security, and she is concerned. She stated that the shoe bomber years ago was able to get through the metal detectors. She stated that the passengers were not going through the AIT, only the WTMD. She stated that she wants to know why this happened, when on any other day of the year everyone would have to remove their shoes and everything for screening.

2014 8:40:2
I explained that I spoke with a security specialist regarding both incidents. We would recommend contacting the airline regarding the passenger on the flight, since he was screened by TSA. We are not a law enforcement organization and we are not able to seize individuals. She can also contact ACPD regarding the matter.

I explained that regarding the situation for screening today at the Chicago airport, all passengers were screened as is our objective, therefore it is not an issue. However, she can contact the CSM at that airport if she wants further information. We have expedited screening benefits that allow passengers to leave on their shoes and leave the laptop in the case, that they may have been taking advantage of.

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.
The caller is wanting to make a complaint regarding her recent flights. She stated that from NY to Chicago on United Wednesday, there was a man acting up at the airport being disruptive. She stated that he was permitted on the flight. She stated that the pilot had to speak with the passenger before the flight took off and he told him that he would be arrested. He stated that he should not have been allowed to fly. She stated that he laying in the middle of the aisle and not letting persons board the plane. She stated that he was either high or mental issues were present. She stated that this was jepordizing the flight.

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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.

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? No, I m filling this form out for someone else
==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact: 11:00 am - 1:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

2014 9:05:1

PO Box or Street Address: (b)(6)
City: Miami
State: Florida
Zip Code (Post Code): 33185
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.
==Complaintant Information==
Relationship with Complaintant: Father
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Miami
State: Florida
Zip Code (Post Code): 33185
Other:

From (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

Date: November 24, 2014
Transportation Safety Association
HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov
!014 10:01: Dear TSA:
I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone.
Ever since 9/11, Muslims especially have been looked as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different.
I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."
In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred… managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues?
The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others.
Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items," (TSA, Online). Often this is not the case. From personal experience, I have seen that officers pat people down when there was no alarm set off in the metal detector. There is nothing in these policies that say that an officer has the right to pat one down just because the person looks suspicious.
Caller had a terrible experience at JFK during screening yesterday and is wanting to file a complaint. She was in the Precheck checkpoint for American Airlines at 8:10 and her roll on bag was taken off of the conveyor belt and set to the side. She went through the WTMD and an alarm sounded so she had to go through a second time and her luggage had been sitting there for over 10 minutes. She ask an agent that was standing there if someone was going to inspect her luggage and the female agent rudely told her that someone will check it when they become available. A male agent came over and opened her case picked up a sweater and her deodorant and put them back in the case and said you better run and she started running
!014 11:13: to her boarding gate and at that point she heard the previous female agent saying in a sing song voice that she hoped that she missed her flight. She is very upset at the treatment that she received from the TSA agents at the screening checkpoint and is wanting to make sure this does not happen again.

I apologized that she had this experience at the screening checkpoint and advised her that I will forward her complaint to the CSM at JFK so they will be aware of this issue.

To Whom it may concern:

Date:12/03/14
Time: Approx 8:30 Am
Location: Phoenix Airport

Complaint: TSO (b)(6) was manning a walkthrough metal detector. He said with a loud voice speaking to two TSA female workers standing a few feet away from a woman who was moving slow (having trouble taking her shoes off), "Are you going to charge her rent?" She had not made it through security yet.

The woman was visually disturbed by the comment, but kept looking down as she tried to take her shoes off. It offended me and it embarrassed her. (b)(6) looked at me with a smile and holding back my frustration I told him that that comment was very rude. Also, the two TSA ladies he made the comment to didn't even ask to help her, they just chuckled at the comment made by (b)(6)

014 12:16: At this time of the morning there was not very many people going through security, in fact I did not have to wait behind anyone when I handed my ID and boarding pass to the attendant. I do not know what the two TSA ladies responsibility were at the time as they stood by watching and laughing, but I assume that they are trained to help elderly people as they see a need instead of laughing because a lady has trouble taking her shoes off.

I hope that this is an isolated incident. I travel through airports on a regular basis and this is the first time that I have seen a TSA worker belittling a person who was having trouble getting through security.

Request: I would like a report on what training was given to (b)(6) due to this incident. I do not want (b)(6) to lose his job, but I also don't want to see another person who has trouble taking their shoes off to be belittled like this again.

On a personal note, thinking about my own mother in a similar situation, this is very frustrating.

Thanks,

(b)(6)
Cell

Sent: Thursday, December 04, 2014 11:53 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12 4 2014 11:52:42 AM

Attachment:
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
2014 2:23: (b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Inglewood
State:
California
Zip:
90302

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed caller please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report this incident to her supervisor also.

2014 5:07:0

Airport- MCI in Kansas City
Airline- US Air
Flight number- 599
Date and time of incident- 12-02-2014 3:00 pm
Baggage and tag numbers- Not provided
Description of baggage- Not provided
Was there and NOI- Not provided
Anything on NOI- Not provided
Specific location of incident- Gate 83
Contact information (phone number or email)- (b)(6)

Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

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

2014 9:26:4

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

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

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

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If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.
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) Cambridge, MA 02139
Zipcode:

2014 6:03:2

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? Yes
Nationality? No
Gender? No
Disability? No

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

I am (b)(6) the person with CRPS/RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her so. The problem with CRPS/RSD is that the slightest wrong touch can cause a flare and at that time it doesn't matter if I tell her if it hurt or not because I am flared instantly at that point. That is why I need specially trained people to do the pat down. That is why we go through TSA Cares. That is why we e-mail TSA Cares before my travels. That is why we follow up with supervisors the day before we travel and are assigned a PSS. That is why we stop at our departing city and talk to the TSA supervisor at the desk when we land and let them know when we we be departing. That is why we explain my disease. That is why we handed the CRPS/RSD handout to PSS Officer (b)(6) and PSS Officer (b)(6) at Norfolk (no problems at all there). WE do not just show up at the gate and expect to be handled with care. We prepare, and prepare, knowing how the slightest wrong touch can set me off.

We have waited a week hoping to hear from (b)(6) in Orlando or (b)(6) before going up the chain but have not heard anything back, so I am filing a complaint. A flare can set back my Physical Therapy 3 weeks or more and the pain is excruciating. If you look at the literature you will see that CRPS/RSD pain is the highest pain on the McGill Pain Scale even beating that of Cancer. Having to sit here and write this complaint to accommodate TSA's request has increased my stress, which as exasperated my symptoms (note second sentence in this note). Thank you very much, TSA.

2014 9:16:1

(b)(6)
CRPS/RSD sufferer

-----Original Message-----
From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, November 30, 2014 6:56 PM
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

Begin forwarded message:

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

Date: December 6, 2014 8:47:34 AM EST

To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

Bcc: (b)(6) HYPERLINK (b)(6)

Subject: Letter from Complainant

2014 3:21:1 TSA Cares,

I am (b)(6), the person with CRPS RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

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We have waited a week hoping to hear from (b)(6) in Orlando or (b)(6) before going up the chain but have not heard anything back, so I am filing a complaint. A flare can set back my Physical Therapy 3 weeks or more and the pain is excruciating. If you look at the literature you will see that CRPS RSD pain is the highest pain on the McGill Pain Scale even beating that of Cancer. Having to sit here and write this complaint to accommodate TSA s request has increased my stress, which as exasperated my symptoms (note second sentence in this note). Thank you very much, TSA.

Dear TSA,

This letter is to request clarification of your current policy on airport screening for babies in soft carriers, and to describe an upsetting recent experience with TSA.

We recently completed a vacation to the Bahamas with our 1 year-old baby. At the airport in Nassau, Bahamas, we were screened by TSA agents and completed U.S. customs and immigration before getting on our flight home to Atlanta, GA. At noon on Friday December 5, before stepping through the metal detector in front of a TSA agent, I removed my shoes and put them on the x-ray belt with my carry-on bag. I kept my sleeping baby on my chest in a soft Ergo sling, which does not have any metal parts. However when I went to step through the metal detector, the TSA agent told me I needed to remove my sleeping baby and put the sling on the belt through the x-ray machine. I asked whether I could sit and wait for a few minutes until the the baby woke up, when I would be happy to remove him from the sling, but the agent told me there was no place to sit down or wait without leaving the security area, and furthermore my shoes could not be returned to me since they had already gone through the x-ray machine. We asked to speak with a supervisor, who was sitting on the far side of the metal detector, and to my surprise she said that TSA rules are that babies must be taken out of their carriers before going through the metal detector, and that it is a requirement that all baby equipment go on the belt through the x-ray machine. At that point I agreed to wake up the baby and remove the sling in order to go through the metal detector as instructed by the TSA supervisor.

2014 9:14:1 Unfortunately this was not the end of our encounter. The baby's father had politely asked for the TSA supervisor's name, which she refused to provide, hiding her nametag inside her black sweater so we could not read it. Then he calmly asked to see the written TSA policy that baby carriers are not allowed through the metal detector. At this point the supervisor began yelling at him that she did not have to provide their S.O.P. When I arrived on the other side of the metal detector and tried to calm down the supervisor by saying that I thought that the policy about baby carriers might be publicly available on the TSA website, she got more upset and called over a security officer, saying that we wanted to use the internet, which was not allowed in the airport security area (we had not tried to access the internet, only mentioned the TSA website). Although the orange-vested officers did not identify themselves to us, I believe this was Bahamas airport security (not TSA) and the main officer was (b)(6) from her name tag and there were four or five officers in total. I explained that we had followed all of the TSA instructions and we would like to go to our flight with our baby, who was now crying loudly. However they took our identification (passport and my military CAC card) and wrote down our names and dates of birth, explaining that if we ever tried to return to the Bahamas "then we will know who we are dealing with." After this threat, our IDs were returned to us and we were allowed to proceed to our flight.

After this frightening experience, I don't expect to be traveling to the Bahamas again. However, it would be helpful to understand your official policy about soft baby carriers so that I can be prepared to follow all the rules any time I plan to travel.

Respectfully,

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

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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) Missouri City, TX
Zipcode: 77459

2014 9:14:5 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? no
Nationality? no
Gender? yes
Disability? no

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

What was the date and approximate time of the incident?
Caller requested a supervisor.

Resolution:

I gave the call to (b)(6)

(b)(6) took the call. The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got ot the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was upset that he was scanned so many times and thinks the TSO did not know how to work the machine. They asked him what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also has gum in his pocket, which he states
!014 12:45: he never got back. The TSO asked to search his wallet. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience. He stated they were very aggressive, mostly the femaile TSO. Next, they told him he must have his hands tested. He stated he has never had such a bad experience before.

Date and time: Yesterday, 12-6, at 6:20 a.m.

The call was disconnected and I attempted to call him back at 12:57 p.m. The call immediately went to a voicemail box, so I assume his phone went dead. I left a message and advised him to call us back with his flight details and we could forward this complaint to the CSM at SMF.

Caller was on the phone with a Supervisor that he wanted to speak with, he was in the process of filing a complaint because he was treated so poorly by the TSA officers. He provided the Event ID (b)(6) and requested that I go over

The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. The caller was asking the officer, if he was merging the lines, why was he placing people through the line in front of him because he was running late. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut and keep his head down. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was did not understand why he was scanned so many times and thinks the TSO did not know how to work the machine. At that point another TSO had to come along and help the officer on how to operate the machine. They asked the caller what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also had gum in his pocket, which he states he never got back. The TSO demanded to search his wallet, he was really shocked that an officer would ask that because they never do, so the caller said he did not want the TSO to be digging through his wallet and it made the officer really mad so their solution was that they put it through the xray machine instead, but the other officer snatched the wallet out of the callers hand and the TSO kept saying everyone can see what is in his wallet regardless how it is searched. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience because they were holding up other travelers just to look at his things, they were only doing this because he had questioned them about the machine. They were making him feel like they were in charge and purposely making him feel uncomfortable. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. While they tested his hands, he asked if he could put his shoes on and the officer was very spiteful saying there is no way he could put his shoes on until he was cleared. Another officer told this officer to call the Sheriffs office to take care of the caller. The caller was hoping they would because he was needing help, and he stated he is a police officer himself and was really being abused at this point. Caller stated that when a situation gets this way they are supposed to diffuse the situation not add more hostility to it, just smile and be friendly and usually it will end well. He stated he has never had such a bad experience before. At the very end of the screening the female officer that was so difficult from the beginning shewed him away from the screening checkpoint. He
2014 1:05:3 stated they had no compassion, that they all just seemed to be rude to him for no reason and he understands that he shouldnt have been late, but he was and sometimes that happens. He pays to buy this ticket and travel through the airport, but these TSA officers are being paid to do this and they need to be able to do it professionally. He also wanted to add, that he will never use this airport again and he will write a letter to the Sacramento Administration to let them know he will never use it. He believes that the airport should be held responsible as well for how TSA treats people when going through screening because it is being done in their airport.

Airport: SMF
Airline: Southwest
Flight number: 1009
Date and time: 6:20am 12 6 14
Terminal or gate: Does not know
Time going through checkpoint: started the line at about 5:45 am
email (b)(6)

Apologized to the caller and told him this is not the way TSOs are trained, they are supposed to be respectful and professional during the process. Told him this flight information and complaint would be sent to the CSM at that airport, we track trends of complaints to address areas of concern. So hopefully the CSM will be able to ensure this never happens again to other passengers.

agreement described here: (b)(6) Please escalate this request to a supervisor.

---------- Forwarded message ----------
From: (b)(6) HYPERLINK (b)(6)
Date: Sat, Dec 6, 2014 at 10:21 PM
Subject: TSA screening for babies in Nassau
To: HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov

Dear TSA,

This letter is to request clarification of your current policy on airport screening for babies in soft carriers, and to describe an upsetting recent experience with TSA.

We recently completed a vacation to the Bahamas with our 1 year-old baby. At the airport in Nassau, Bahamas, we were screened by TSA agents and completed U.S. customs and immigration before getting on our flight home to Atlanta, GA. At noon on Friday December 5, before stepping through the metal detector in front of a TSA agent, I removed my shoes and put them on the x-ray belt with my carry-on bag. I kept my sleeping baby on my chest in a soft Ergo sling, which does not have any metal parts. However when I went to step through the metal detector, the TSA agent told me I needed to remove my sleeping baby and put the sling on the belt through the x-ray machine. I asked whether I could sit and wait for a few minutes until the the baby woke up, when I would be happy to remove him from the sling, but the agent told me there was no place to sit down or wait without leaving the security area, and furthermore my shoes could not be returned to me since they had already gone through the x-ray machine. We asked to speak with a supervisor, who was sitting on the far side of the metal detector, and to my surprise she said that TSA rules are that babies must be taken out of their carriers before going through the metal detector, and that it is a requirement that all baby equipment go on the belt through the x-ray machine. At that point I agreed to wake up the baby and remove the sling in order to go through the metal detector as instructed by the TSA supervisor.

Unfortunately this was not the end of our encounter. The baby's father had politely asked for the TSA supervisor's name, which she refused to provide, hiding her nametag inside her black sweater so we could not read it. Then he calmly asked to see the written TSA policy that baby carriers are not allowed through the metal detector. At this point the supervisor began yelling at him that she did not have to provide their S.O.P. When I arrived on the other side of the metal detector and tried to calm down the supervisor by saying that I thought that the policy about baby carriers might be publicly available on the TSA website, she got more upset and called over a security officer, saying that we wanted to use the internet, which was not allowed in the airport security area (we had not tried to access the internet, only mentioned the TSA website). Although the orange-vested officers did not identify themselves to us, I believe this was Bahamas airport security (not TSA) and the main officer was (b)(6) from her name tag and there were four or five officers in total. I explained that we had followed all of the TSA instructions and we would like to go to our flight with our baby, who was now crying loudly. However they took our identification (passport and my military CAC card) and wrote down our names and dates of birth, explaining that if we ever tried to return to the Bahamas "then we will know who we are dealing with." After this threat, our IDs were returned to us and we were allowed to proceed to our flight.

After this frightening experience, I don't expect to be traveling to the Bahamas again. However, it would be helpful to understand your official policy about soft baby carriers so that I can be prepared to follow all the rules any time I plan to travel.

Respectfully,

(b)(6)
Yorktown, VA 23693
(b)(6)

On Dec 6, 2014, at 1:30 PM, (b)(6) wrote:

Begin forwarded message:

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

Date: December 6, 2014 8:47:34 AM EST

2014 1:10:4

To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

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

Subject: Letter from Complainant

TSA Cares,

I am (b)(6) the person with CRPS RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/7/2014 9:44:06 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/07/2014 5:15 PM Airline & Flight Number : United 4704 Checkpoint/Area of Airport : Concourse C security checkpoint TSA Employee: (If Known) :
Comment : I have nearly always found TSA agents to be courteous and professional. One of the agents at this checkpoint was neither as we came through at approx 5:15 pm today. The agent was a black woman who was working with two white males at the station. I offered if we needed to remove our outer jackets and she said yes, which my wife and I both complied with. There were no bins at this screening station (there were plenty nearby) and I asked for a bin. The agent loudly said "there are no bins", at which point I asked for a couple of bins for our coats. She again said loudly "there are no bins.. put your coats on the conveyor belt". I objected that we didn't care to put our nice coats on a belt where lots of dirty luggage had been. She then loudy told us to put the coats in our carry-on bags.. In which there was no room for winter coats. We ended up complying and putting our coats on the belt. After passing through the metal detector, I commented loudly enough that I hoped a supervisor would hear that that was the worst TSA experience I have ever had. When we had stepped away with our belongings and (b)(6) was in the nearby ladies room, I could hear the female agent mocking my remarks to one of her colleagues. I did not feel that my polite request for bins to place our coats in was unreasonable, and there were many in nearby lanes. I found this agent's demeneur and attitude unnecessarily harse, unreasonable and unprofessional. In addition, the TSA Pre line was not busy enough at that moment to warrant rushing us through and denying us a simple request of bins for our coats. We appreciate the incredibley important and professional job that TSA does, and we love our Global Entry/TSA-Pre status as frequent travelers. Today's incident was unfortunate and unusual, and I'm sure that person was just having a rough day, but it was notable enough that I Tweeted about it, and someone at TSA promptly replied to my Tweet with the link to this page. Thank you for protecting us!
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2014 8:52:1

The caller filed a complaint on the TSA website and she never heard anything back. She is wondering if the complaint was ever received by DFW. Based on the event that occurred she is securing legal representation. In the incident the TSA agent asked her to put her arms out in front of her to review her tattoos. At the beginning of the screening she was asked to put her sweater, which was over a tank top, in a bin and she went through the metal detector and she was prompted to proceed and as she was picking up her belongings the TSO asked her to stop and hold her arms out in front of her. She did this and was asked to turn her arms over to see the underside of her arms and he said he was looking at her tattoos. She says that when she asked if this was normal the agent told her this is not standard but just want to see the tattoos. The only reason she lifted her arms was because of the authority the TSO held and he asked in an authoritative way. She would not have shown any part of her body if she knew this was the reason he was asking. She states that she will be filing a law suit and meeting with an attorney today because she feels violated. She filed the complaint over a week ago and never heard back from anyone. The officer was caucasian and had light colored hair medium size and build mid 30s.

AIRPORT: DFW to San Jose
DATE OF TRAVEL: 11-6-14
:014 11:01: DEPARTURE TIME: 0955
INCIDENT TIME AT CHECK POINT: 0830 - 0915
AIRLINE: AA
FLIGHT NUMBER: 1255
TERMINAL OR GATE: Not Available
CONTACT (b)(6)

I advised the caller that because the complaint concerns a screening process I will forward a copy of this record to the CSM at DFW. The caller is asking to be contacted about this incident as soon as possible. I provided the caller my ID number and the EID for this call.
To whom it may concern,

This morning, my mother arrived at the Lubbock International Airport to travel to Dallas to visit her grandchildren. She has traveled numerous times and is always cooperative. She also had her right knee replaced last year, the material in her artificial knee often makes the metal detector "go off" This morning the metal detector went off and she was asked to take off her boots. She communicated to the agents about her knee and suggested that she would rather just have the pat down. The agent that would need to do the pat down seemed irritated....either that my mother suggested how she do her job or the fact that she had to do a pat down....I don't know why, she seemed irritated and she started to do the pat down. As she did the pat down she ended up squeezing my mothers left knee 3 times, which needs replacement and is in poor condition. My mother let out a yelp and nearly lost her balance due to the pressure applied by the agent. No assistance was offered to my mother after she expressed obvious pain. This situation needs to be avoided.

Why were the agents impatience or upset? Why did the agents not listen to the customer who is explaining the reasons surrounding the situation and just abide and go with a pat down? Why did this particular agent take issue with the situation, I doubt it is uncommon for elderly to have replacement joints and go through security? What other factors played a role? Was my 68 year old mother a risk to security? Was the line so large at Lubbock on a Monday morning before 8am that there was
2014 8:06:4 a lack of time to to the job correctly?

I demand answers to this neglect.

(b)(6)

–

(b)(6)

Caller states that last Monday he had an experience that seemed strange. TSA made a mistake. Caller flew from LAX to MIA for a connecting flight. He went to Terminal 4 for American Airlines. They were doing additional screening of passengers and swabbed his friend s hands. His friend passed the ETD screening and they went to wait by the boarding gate. Neither one of them ever went through WTMD or AIT and their carry on luggage never went through x-ray screening. They had several carry on bags. His friend said that he did not have anything special to allow him to pass screening so quickly. Caller states that he is concerned about the lax security at the checkpoint because he realizes that is not correct. Caller will be leaving the country to Guatemala on 12 11 2014 and will return 12 182014 in case they need to contact him about the incident later. Caller states that he loves this country, he is a citizen, and takes security very seriously because he was in the military.

Airport LAX
Airline American
2014 9:11:4 Flight # 2260
Date Time 12 01 2014 955PM (flight) 745-830PM (screening)
Location Terminal 4

Advised caller:

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

This incident will be referred to a Security Specialist.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back.The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

He asked how they received Precheck prior to completing the enrollment process.
2014 3:01:1 He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening, TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis."

1.TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis
http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE
I have been picked twice for TSA Pre check. Both times have been a disaster. What they told me would be easier was a mess. When I went through the metal detector I had to come back three times to take off my watch, then belt, then back through for shoes. That was supposed to be everything I didn't need to take off to save time, it took me 3 times as long. Once was at KCI and the past weekend at PHX with Southwest Airlines. Am I doing something wrong? Was I told to go to the wrong lane? Should I not just be able to have my bag screened an me just walk through? Please help, I am confused.

Thanks!

(b)(6)

(b)(6) Kansas City, MO 64106
2014 4:12:
(b)(6) Office
(b)(6)

Count on more.

NOTICE: This electronic mail message and any attached files are confidential. The information is exclusively for the use of the individual or entity intended as the recipient. If you are not the intended recipient, any use, copying, printing, reviewing, retention, disclosure, distribution or forwarding of the message or any attached file is not authorized and is strictly prohibited. If you have received this electronic mail message in error, please advise the sender by reply electronic mail immediately and permanently delete the original transmission, any attachments and any copies of this message from your computer system. Thank you.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/10/2014 8:37:55 AM Airport : BNA - Nashville International Date/Time of Travel : 12/09/2014 11:30 AM Airline & Flight Number : AA 1183 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) : unknown Comment : Older gentleman with mustache. I went through pre-check and was selected for further inspection. Glad to do it. The setup is a little awkward because there is a partition between the metal detector and the larger detector. The gentleman with a scowl pointed where I was to go. He didn't say we need to screen further and I didn't understand what he wanted me to do. So I just stepped back. Then he pointed to the other side of the partition and said "OVER THERE!" By this time my wife
2014 10:25 had completed her screening as I got in line behind other people. I still don't know if I was randomly selected of if the detector picked up something. Overall, as a group of TSA agents, the entirety were unfriendly and gruff. I have not seen that at other airports. I appreciate the screenings and the safety measures and do not mind the process. But a little more customer friendly behavior and communication would go a long way to making traveling through BNA more pleasant. Thank you for listening.
Would you like a response? : True
Passenger's Name : (b)(6)
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 know what happens when a dog goes through screening and is left in the carrier to go through the x-ray machine. He said that this incident just happened to his son at Harrisburg Airport. He wants to know if it hurt the dog and what the procedure is.

Advised caller that owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. The pet does not need to go through the x-ray machine when it is being carried in carry-on. I cannot tell him what type of damage the dog went through because I do not have that information. If his son is at the airport, he can ask to speak to a Supervisor and explain what happened at the checkpoint.
2014 11:51

He asked for the number to the Supervisor. I gave him the number to the CSM:

Bradley Kendall
Phone: 717-902-(b)(6)

Caller wants to know what happens when a dog goes through screening and is left in the carrier to go through the x-ray machine. He said that this incident just happened to his son at Harrisburg Airport. He wants to know if it hurt the dog and what the procedure is.

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2014 11:51

He asked for the number to the Supervisor. I gave him the number to the CSM:

Bradley Kendall
Phone: 717-902-(b)(6)

Begin forwarded message:

Subject: Letter for JFK Lost and Found

To the JFK Lost and Found:

'2014 9:10: I am drafting this email to formally notify the JFK Lost and Found that several pieces of jewelry belonging to me were taken and misplaced by a TSA officer before I boarded a JetBlue flight this afternoon. I was scheduled to depart for Ft. Lauderdale on JetBlue flight 301 on Wednesday, December 10, 2014 at 2:27 p.m. The circumstances under which these items were taken and misplaced by the TSA officer are as follows:

On Wednesday, December 10, 2014 at approximately 1:35 p.m., I entered the TSA Pre-Screen Security Checkpoint at JFK Terminal 5. Before crossing the walk-through metal detector, I removed 6 gold bracelets from my wrist and placed them on the carry-on luggage scanner conveyor belt. A blonde, female TSA officer informed me that I should not place the bracelets on the conveyor belt. The officer then immediately removed the bracelets from the conveyor belt. However, the TSA officer failed to return the bracelets to me before I left the security 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: http: (b)(6)

Are you 18 or over? No
'2014 8:27: Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she s gotten stopped twice and missed her flight one of those 2 times.

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

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior
'2014 7:41: citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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

I advised caller:
The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
-Secondary screening
-Delayed or denied airport boarding
Advised he could apply at trip.dhs.gov.

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-Secondary screening
-Delayed or denied airport boarding
Advised he could apply at trip.dhs.gov.

From: (b)(6)
Sent: Friday, December 12, 2014 10:53 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: 12/12/2014 10:53:22 PM

'2014 9:09: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Screening at SAT versus PHX, a humiliating experience.

Comments:

As an 82y/o disabled Vietnam vet, security screening at SAT consisted of presenting acceptable ID and walking through the metal detector arch, period. Security screening at PHX rejected all forms of ID, then the metal detector arch, body scanner, wand check, then move to another area, full body pat-down, inside waist-band and shoes, then agent's gloves run through a detector. A degrading and humiliating experience done in full view of other passengers. Worse than out-proccessing through

To Whom It May Concern,

I have had TSA Pre check (a paid service) for 2 years and have twice been forced to use the regular lanes because BWI D-Gate has chosen to close the pre-check lane due to lack employees, of which there appear to be plenty hanging around, and "no need for it today ".

During today's trip through the 2 standard lanes, one agent closed his lane forcing everyone into ONE lane causing a greater back up then already existed.

Additionally, the TSA staff was intolerably rude and inefficient. As I finally approached the baggage xray, I showed the female TSA agent my pre check so I could at least leave my shoes on (after she barked at the man in front of me for not showing her his pre check ticket and giving him to remove his shoes). She snapped at me informing me that she doesn't look at the check the agent at the walk through metal detector checks it and then THREW my bags through the machine. Completely unacceptable. Then the agent at the metal detector didn't recognize the pre check mark on my app and I had to show it to him. Seriously?

'2014 5:07:

Why would pre-check close? And why would you then close to ONE lane when there's a back up? And when people are being grossly inconvenienced, perhaps being helpful and not tossing their belongings would be more appropriate than treating them like we are inconveniencing the agent by being at the airport.

Of all of the airports I have traveled through, BWI TSA has taken a terrible nose dive while others seem to be working toward escalating the service. I appreciate the work to keep me secure but I do not deserve to be treated so rudely.

Sincerely,
(b)(6)

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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: 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:

'2014 3:15:

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

What was the date and approximate time of the incident?
12-14-2014 13:16

What was the airline and flight number?

While traveling through the Denver airport yesterday, I noticed an issue at the security line that might need some attention. I think the issue is easily solved, but it could be a potentially dangerous security problem.

The bins that passengers use to put their items into for screening are carried on carts. The carts in Denver, and Pittsburgh, are low, blue carts, and I am assuming these are standard, TSA carts that are used everywhere. When the cart at the entrance of the line is empty, a TSA officer rolls a full cart from the end of the security line, through the detectors, to the front of the line. Then then return through the detectors with the empty cart. As I observed, and as is probably the case at most airports, the officers at the metal detectors wave the officer pushing the cart through. The detector goes off, naturally, but as it is obvious what they are doing, no one considers this to be an issue.

I believe that a person with ill-intent, possibly with one or two accomplices, could fairly easily attach something to the bottom of the cart on the non-secure side, let the cart get pushed through the detectors to the secure side, and then retrieve that item. I think we could all agree that this would be a problem.

I think the solution is relatively simple. The officer at the detector, instead of waving the cart through, could ask the cart operator to pull down and back on the cart handle, thereby tipping the cart up in the front and exposing the bottom of the cart to inspection.

2014 12:21

Please consider making this small but important change in protocol.

Thanks,

(b)(6)

--

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

Caller is at Tampa International. She is legally blind. The metal detector beeped twice. She said it was her belt. The TSO stated to her. are you ready to listen? She could not see. He asked her to step aside to take off her shoes. He was talking to her like she was stupid instead of helping her. She stated she was legally blind.

He said rudely, Well I am talking! She was upset tremendously. She could not get his name from another agent. She wants to call and report it. He was not helpful and it is very rude. The supervisor did not offer an apology, but wrote his name down and stated he needed to help another passenger. The name is TSO (b)(6) The callers husband stated he was maybe in his 30 s. He was Caucasian with black hair.

'2014 5:07:

Advised:

I apologized about the incident and stated I would forward this information to the CSM for review.

Hi,
My name is (b)(6)
At 13/12/2014, when i was in Austin airport, to go to Munich via Houston, the security guards made me a pat-down.

I'm Turkish Navy Officer, was traveling with Nato Travel Order. I have no valid passports on my own.

NATO says: NATO Status of Forces Agreement (SOFA) orders are not required to show a passport or visa for entry into nor exit from United States under international law and domestic regulations. So NATO members shall be exempt from passport and visa regulations and immigration inspection on entering or leaving the territory of a receiving State.

I tried to explain this rule and shown them an explanation writing from (b)(6) USAF Staff Judge Advocate", but they didnt understand me, they said that because of no passport on me, they had to do pat-down.

was about to miss my plane, i unwillingly accepted pat-down.

i looked to your web site writes : "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."

2014 10:06 So im complaining for this situation, and the staff that made pat-dowm to me.
Their names are;
(b)(6) Security Manager (b)(6) - Stakeholder Manager (b)(6)

(b)(6)
Liteunant
Turkish Navy
(b)(6)

Bu e-posta mesajÄ± ve ekleri sadece gÃ¶nderilmesi iÃŸ[illegible] Ã¶zeldir. EÄŸer doÄŸru kiÄŸiye ulaÄŸmadÄ±ÄŸÄ±nÄ± dÃ¼ÄŸÃ¼nÃ¼yorsanÄ±z, bu mesajÄ±n yÃ¶nlendirilmesi, kopyalanmasÄ± veya herhangi bir ÄŸekilde kullanÄ±lmasÄ± yasaktÄ±r. Mesaj iÃ§eriÄŸinde bulunan fikir ve yorumlar, sadece gÃ¶ndericiye aittir. Bu mesaj bilinen tÃ¼m virÃ¼slere karÄŸÄ± taranmÄ±ÄŸtÄ±r.

This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient you are hereby notified that any dissemination, copying or use of the information is prohibited. The opinions expressed in this message belong to sender alone. This e-mail has been scanned for all computer viruses.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/16/2014 8:36:47 AM Airport : GEG - Spokane International Date/Time of Travel : 12/16/2014 5:15 AM Airline & Flight Number : DL 5805 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :
Comment : Whoever decided to move Precheck away from the scanner has created a huge bottleneck for the entire security process because of anyone with metal implants. I do, and so did the flight crew member who also had to get hand screening.

We are all now routed through the metal detectors so we have to rove shoes and belts.

The TSA staff was great and seemed just as frustrated as the passengers who were backing up at a busy time of day.

2014 10:06 Up until a couple of months ago Precheck was queued around the perimeter to have the option of either metal detectors or scanner, both of which could be shared with non-prechecks.

Come on, folks, get this straightened out and don't fix something that was NOT broken.

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

I urge you to read the following narrative, a flight attendant's perspective of a diverted flight, very closely. It is an illustration of a blatant violation of FAR 108.201 and a potential violation of FAR 108.225. Please confirm receipt of this email and advise of any further instructions. I would like remain anonymous in my submission.

On Friday, March 14, 2014, United Airlines flight 1425 from Chicago O'Hare International Airport (ORD) to Ted Stevens International Airport (ANC) was diverted to Kenai Municipal Airport (ENA) 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 taking off for Anchorage as soon as weather conditions permitted.

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

2014 12:13 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. None of the food or water was ever screened for dangerous articles. Everything was simply driven planeside and brought onboard.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to exceed his maximum duty limitation per Federal Airline Regulation (FAR) 117.

Once the fuelers in Kenai finally arrived, they improperly fueled the aircraft, eliminating any chance of us making it to Anchorage HYPERLINK "x-apple-data-detectors://2"on Friday evening. It was at this point that the passengers were directed to deplane the aircraft and wait inside the terminal building for further instructions.

After securing the aircraft, the pilot and flight attendant crews also deplaned and left the airport for our hotel.

On the morning of Saturday, March 15, 2014, at approximately HYPERLINK "x-apple-data-detectors://4"8:45AM Alaska time, I called the ORD duty desk and spoke to supervisor (b)(6) about the situation. She told me that all of the passengers had been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. She then corrected herself and informed me that our flight would be a revenue flight. She assured me, however, that everyone would be re-screened before boarding the aircraft.

When we arrived at the airport, we quickly learned from airport operations employees that none of the passengers were 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 provided a government-issued ID matching their name on the passenger manifest, they were authorized to board the aircraft.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12/16/2014 12:44:18 PM

'2014 2:08: Name: (b)(6)
Email: (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flt 3476 from BWI to FLL departed 12/14/14 at 12:35 pm
Comments:I arrived at BWI 90 minutes before flight, entered the security line 60 minutes before flight. TSA chose to run only 1 scanner, though 2 scanners and 2 metal detectors were available. (both scanners were operational as they closed the first and opened the second midway through the line.
There were approximately 120 people in line. It took nearly an hour to get through. Made it to the ticket/ID checker at the 45 minute mark, explained that my flight was leaving in 12 minutes, and asked if she could help me to the front of the line. Looking as if she could care less, told me I'd have to get permission from each of the 20 people ahead of me, which I frantically did, before sprinting a 1/4 mile to the gate.
IMHO, there is no good reason to subject a passenger to this kind of treatment.

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98103
Other:
Email: (b)(6)

'2014 4:11:

==Incident Information==

When did this happen? 12 15 2014
Where did this happen? ALASKA - ANC - Anchorage International
What happened?
On December 15th, at approximately 12:03am I proceeded through the TSA Precheck line on my way to Flight 108 Alaska Airlines leaving gate C4. I was traveling alone, wearing blue jeans and a beige Columbia fleece. For reference, I have a global entry pass (b)(6). Your video tapes should by time-stamped as to when my QR code for my flight was scanned. The TSA agent asked me to proceed through the metal detector as normal, no problems. However, after I was 15-20ft away heading to grab my bags from the X-Ray machine, she stopped me saying I had been randomly selected for additional security. I asked why, and she said the metal detector had randomly chosen me. I asked what are the odds

---

Remote Client IP (b)(6)
Date Time: 12/16/2014 8:00:31 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight#: 815
Airline: Spirit
Terminal: 3
Airport: O'Hare
Gate: L-9
Flight time: 8:15am
'2014 9:09: Went through security around 7:20am
12/16/2014
Comments:**Complaint about (b)(6)

This was my first time traveling with my eight month old son. We went to Chicago, Illinois so I could introduce him to his great grandfather for the first time. I went through security in New Orleans, and had no difficulties. They were actually very helpful and understanding. My experience at O'Hare was absolutely humiliating. I am rushing taking off my boots and making sure my bags are placed correctly in the bins. My mother, son, and two friends went through the metal detector with no alerts. (b)(6) then yells "The baby bottle must be placed on the conveyer belt." So she held one of those gray bowls in front of my face, mind you she had no blue gloves on. Then I walk through the medal detector, and of course I beep. "Go back!" Say (b)(6) "take off the bangles (bracelets)." (I did the full body scan in New Orleans, so I forgot about jewelry.) I am taking off my bracelets and one falls into the cup holder of my stroller (b)(6) then yells "They go on the conveyer belt." I told her "I know, one had fallen." She then looks at me and yells once again "You do not have to get an attitude with me." I simply replied "I am not. I just didn't have this problem in New Orleans." She then orders me to break down the stroller and also place it on the conveyer belt (which I did not have to do in New Orleans as well). Of course it is too large so she then again yells at me again "Put it back together, set it to the side, and step through." She then yells for a stroller check. The lady doing the stroller check said it would be a minute (b)(6) then yells "great", and gives me a nice smirk. There was a nice lady that ran a test on my water for my sons bottle and checked my stroller. I asked her for (b)(6) name and she defended her, so I thought for an instant that this was normal. As I am waiting for all my luggage to be checked a couple walked by and told me "she did not have to be so rude to you." Then another lady walked by and said "write a letter." And lastly a man walked up to me and said "don't let her ruin your day, she was rude to me as well."

The point of this complaint is traveling post 911 is a task, but add an infant and it is extremely overwhelming. (b)(6) had no reason to treat me with such disrespect. She needs to realize that just because she is in an airport on a daily basis, and knows the O'Hare security routine does not mean that everyone does. I would of had a pleasurable experience if she had talked me through the process instead of ordered me. She humiliated me, and I was not the only one who witnessed it. If I were to talk to someone at my place of employment the way she talked to me, I would be terminated. She also needs to wear gloves. She was the only one not wearing them.

Information Request: Caller is a United retiree and she usually has to fly on standby and she can t call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn t want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is Carie Muirhead at 702-577-9007.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

Have metal implants that may alarm the walk-through metal detector;
Need assistance;
Have difficulty raising their arms; or
'2014 1:10: Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.
Passengers may ask for private screening at any time.
Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

Have an intellectual or developmental disability;

Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome can be screened without being separated from their traveling companions or family members. Traveling companions or family members may offer

gets a pat down. She was held 15 minutes in a corner and could not see her baggage. When she tried to leave the corner to check on her belongings she was told to get back in the corner. She was yelled at by a TSA agent who stated you chose this. The caller stated that women TSA agents were doing nothing but standing around and laughing at her. She stated she saw woman TSA agents picking there fingernails with a pen and doing nothing. She stated when a female agent finally came over to her the TSA agent was yelling at her to find out if she had any pockets. So she pulled up her shirt to show she was wearing leggings. The lady then yelled at her asking why she pulled up her shirt. The caller stated the screener kept yelling at her to find out if she had any metal or sharp objects in her pockets. The caller stated she would have walked through the metal detector and gone through a pat down to show she did not have anything in her pockets. The caller stated she requested a supervisor and asked for a chair. She was going to collapse because she hadn t had her medication. She felt terrorized. She believes that the incident was racially motivated. She referenced Ferguson, MO. The caller stated the intimidation was horrifying. The caller stated there were 3 huge black woman standing over. The caller stated she saw the screener who was suppose to be watching the x-ray monitor was laughing so hard he wasn t even watching the monitor. The caller stated she would have had a heart attack if she had not received her medication. The caller stated she is 60 year old woman. When the supervisor got over there, she ran the other woman off. The names of the people who were treating her like this are - (b)(6) - (b)(6) - (b) was the scanner who was laughing. This happened last Monday, her flight was scheduled for 1:40. The caller stated the incident happened around 11:45. The caller stated the supervisor did not give her name. The caller stated she spoke to another supervisor who was a white male who was very nice to her. She stated he would not give her his name. Caller kept stating to look at the video to see what happened. She kept asking if this is how someone is treated when they ask for a pat down instead of going through the scanner. The caller stated that while she was waiting for her pat down an older lady with blond hair and brown roots approached her and stated she was harassed at O hare the night before. She stated she was given the name (b)(6) with TSA. The caller did not have an email address to provide me. The caller also stated she had taken some pictures of the TSA agents who were harassing her on her phone.

I provided the caller with the address for sending in a complaint via postal mail and provided her with all the instructions as to what she should include in her letter.

The address I provided to (b)(6) is:

'2014 5:47:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Airport - O hare
Airline - United
Flight Number - 797
Date and Time - 12 15 2014 1:40 pm

Caller flew on a travel junket for the casino and traveled from RDU to Tunica Mississippi and the Friday after Thanksgiving November 30th she was coming and went through the WTMD and the lady working it looked at her and called her the random female check and they gave her a patdown. This particular woman was in her face yelling at her and loudly and rudely explained to her what to do. She treated her like a criminal and was right in her face and told her to keep her eyes on her basket. She said do you want to go to some private screening are and the caller said she said she wanted everyone to see what she was doing. She was having a great day and weekend until this happened. She was 5 5, dark black, big chest, stocky build and 200 pounds. After it was over she started glaring at her. The caller is 5 6, 185, blondish short hair, white with freckles, golden cargo pants and a white pullover.

Advised:

I will forward this information to the CSM at Tunica for review and investigation.

'2014 2:21:

Airport where the incident occurred: Tunica
Airline: Mike s Travel Junket
Flight numbers: Unknown
Date and time of incident: November 30 2014, 1130 am
What terminal or gate? only one
Individual s contact information email
(b)(6)

process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

Advised Caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

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

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

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.

2014 10:04

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

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

Airport:	Sanford, FL to Bristol, TN
Airlines:	Allegiant
Flight:	??
Time:	1:10
Date:	November 29
Bag Tag:	Does not have it

process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

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Airport:	Sanford, FL to Bristol, TN
Airlines:	Allegiant
Flight:	??
Time:	1:10
Date:	November 29
Bag Tag:	Does not have it

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/19/2014 10:04:21 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 12/19/2014 9:30 AM Airline & Flight Number : UA4907
Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : (b)(6) Comment : Horrible TSA Pre-Check experience at BWI. Pre-Check lanes were closed and ALL travelers were being directed to a common screening area. Pre-checkers were told to keep their shoes on and go through a metal detector. We were also told to keep our boarding passes in hand. However, my boarding pass was a mobile one and my phone was put through the X-ray machine. As I approached the metal detector, I indicated to the TSA employee (b)(6) that my boarding pass was on my phone and hence I could not take it through the metal detector. She immediately snapped and told me to take off my shoes and proceed to the full-body screener. I said, "No, this is a ridiculous system. How can I be expected to keep my boarding pass if it is mobile and not allowed through the x-ray machine." Several other passengers also chimed in to indicate that the 'system' made no sense, nor was it clearly indicated. Still, (b)(6) was rude and spoke to me in a patronizing manner. No effort was made to professionally address the system instead I was herded over the to full-body scanner. I do NOT appreciate being talked to like an insolent
2014 12:15 child. I am a doctor who travels upwards of 150,000 miles a year. I have no time or patience for rudeness.

I expect this "system" will be fixed at BWI and Tawanda and other TSA Staff reminded that their job is a customer service one. Such behavior just reaffirms my already poor opinion of 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

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

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

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

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.

/2014 1:39:

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

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

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

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

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The caller started the conversation by asking if I was familiar with GOES and Global Entry. I advised that I was

He is traveling from ELP to DC. The Precheck indication was on his boarding pass. He didn t have to remove his shoes, however received additional screening after passing through he screening technology. He stated that there was an alarm and he received a paldown. He stated that the additional screening had to be done because there were items on his person that didn t match his image. He had items (Kleenex and brush) in his pocket. The TSO advised that he asked in regard t metal items in his pocket.

He indicated that he spoke with a supervisor who indicated that he didn t know that there was a CBP enrollment center in El Pass.

The caller stated that he presented his Global Entry card and it seemed that TSOs didn t know what it was.

The caller stated that he hasn t had to go through such screening at other airports. He stated that he presents his military ID and is taken through a separate line where he walks through the WTMD and then clears screening.

'2014 3:09:

The caller was primarily upset because he received the additional screening.

I explained that he is eligible for expedited screening (Precheck) as a Global Entry member which allow shim to leave on his shoes and light outerwear as well as his laptop and 311 bag in his carry on. Even if the passenger receives expedited screening, TSOs are required to clear alarms via additional screening. Passengers have to be screened by TSA before they can fly.

TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening in order to retain a certain element of randomness.
http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE

TSA recommends that passengers remove items from their pocket to reduce the chances of an alarm.

Caller s mother flew this morning from TLH-MIA and had wheelchair assistance and uses a walker due to mobility issues. Caller is upset because her 87-year old mother received a pat-down.

Resolution:

'2014 3:31: Advised caller that no passengers are exempt from receiving a pat-down. Advised caller that in order to be screened using the WTMD passengers must be able to walk through on their own. Similarly screening by AIT requires a passenger to stand still with their arms above their head for 5-7 seconds. If your mother was unable to be screened via either method a pat-down must be conducted. Also advised caller that pat-downs are used to resolve alarms of the WTMD or anomalies identified by AIT. Apologized to caller for her being upset, but given the nature of the attacks during 9 11 all passengers have to be thoroughly screened before boarding a flight.

Caller stated that his wife (b)(6) was subjected to more screening that necessary at MCO today.
He explained that his wife is over 75 and the first agent told her it was ok to leave on her jacket, while the second asked her to remove it.

Next she showed her metal implant cards to the officer who sent her through the WTMD, and then when she alarmed she was asked to go through the AIT machine. After going through the AIT machine, she was wanded due to an anomoly being found between her shoulder blades.

Caller was furious that his wife had to be subjected to screening three times. He sent in a response via email some time ago, and recieved a response that the law upholds TSA, which made him more infuriated.

He spent several minutes yelling and telling me the same facts over and over.

He wanted someone from TSA to tell him that his wife would never be subjected to additional screening...just 1 time.

'2014 5:36:

Response Details:
I did tell him that we could send his complaint to the CSM at MCO, and hopefully this type of situation would not recur.
However, I could not guarantee that his wife would never be subjected to additional screening. Especially if there is any sort of anomoly.

Details are:
Airport: MCO
Date and Time: 12.19.2014 415am
Gate: 55
Flight: 2062
Airline: US Air
Agent was 5.8 around 60 years of age

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
Best Time to Contact :
- 09:00 am - 11:00 am
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Arlington
State: Massachusetts
Zip Code (Post Code): 02474
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 12 10 2014
Where did this happen? MASSACHUSETTS - BOS - Logan
International
What happened?

2014 10:01

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was safe - I was not a danger in any way. When some one has been sexually assaulted and is told they must allow people to touch them in private areas it triggers panic. Unless TSA is prepared to reimburse people for counseling then there needs to be different procedures for people who have diagnosable PTSD from a sexual assault. After being touched, I was lucky to be able to make it to my flight as I could barely walk I was shaking so bad. The personnel offered to help me to my flight but after that, the last thing I wanted was to allow people who "assaulted' me to help me.

'2014 7:05:

(b)(6)

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
Best Time to Contact : 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
'2014 9:29: PO Box or Street Address: (b)(6)
City: Pittsburgh
State: Pennsylvania
Zip Code (Post Code): 15237
Other: do-not-call
Email: (b)(6)

==Incident Information==
When did this happen? 12 18 2014
Where did this happen? TEXAS - HOU - William P. Hobby
What happened?
(This complaint ends with the text END OF COMPLAINT -- if not present, the complaint has been truncated during transmission and is missing important information.)

The initial screening agent with whom I had contact (and at times

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/22/2014 9:24:05 AM Airport : EWR - Newark International Date/Time of Travel : 12/21/2014 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C - United TSA Employee: (If Known) :
Comment : Firstly - on the Sunday before Xmas there were only 2 lanes open. Why is that? The line was incredibly slow - as at least 20 crew members jumped in front driving the process to a standstill. Secondly, my wife and I who are PreCheck through Global Entry were traveling with our 3 year old daughter. The entry guard was hesitant to let us in and I had to explain to him that we're allowed to enter with our daughter even though she's not precheck. Then the agent who was scanning the passes was rude and quiet and literally didn't utter a word - even when he was directly spoken to. Not a good morning, not a thank you - nothing. He checked and waved us through. Then I had to go back to him when I realized that they were
2014 10:06 distributing yellow cards to precheck people. Then he gave me one which he said was good for the whole family. Then my wife and daughter were going through the metal detector and the agent up there - rude lady there too - said that there had to be a yellow card per person and "someone's taking their stuff off and i don't care what he said." After waiting for a half hour in what seemed like a short line to be treated with such rudeness - when traveling with a family - at Christmas time, after the effort it takes to get Precheck - which was printed clearly on our boarding passes - seems just plain old SILLY. I'm willing to do a lot and will play ball, but this was too much for me. Nothing about that experience was positive. There was no reason for it either. Rules need to be clear so that passengers and agents can all abide by them, but this seemed random, lazy and egregious.
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

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Philadelphia
State: Pennsylvania
Zip Code (Post Code): 19146
Other:
Email: (b)(6)

2014 10:07

==Incident Information==
When did this happen? 12 22 2014
Where did this happen? PENNSYLVANIA - PHL - Philadelphia International
What happened? I was randomly selected for testing explosive residue two times in the same line. Once was prior to entering the metal detector and once after. Following this my bags were checked and I was told that my gift that included cheese cutters (less than 2.6 in length with a tiny knob wooden handle) would have to be checked. I received no explanation for the reason these cutters would have to be confiscated. I ended up checking the bag for $25 and when I returned to the security checkpoint. I was again selected for screening testing for residue dispite the fact that at least one TSA agent recognized me from the first time through. The time of the incidences occured between 6:20 and 8:00 am. I was wearing a grey coat, white scarf, a teal cardigan.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/22/2014 6:19:33 PM Airport : LIT - Little Rock National Date/Time of Travel : 12/22/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This is not about this airport it's in general about all the airports I've traveled. It seems like what you have to take off and what you can leave on as well as what can go in a bin and what should be in your bag. I have traveled 4 different airports and the requirements seem to be different for each of what goes where. The most recent today. My wife and I are both TSU PRE and this morning at Love Field we were told to leave our leather jacket on when we went through the metal detector. This evening at little rock we are told they have to come off. Last month in Charleston with cell phone out because I use the electronic boarding pass when we got to the belt and put our suitcase on the belt I was told my cell phone couldn't go in one of the little buckets but had to be in my suitcase. I held up the line during a very busy time to open my suitcase and put my cell phone in.
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 8:01

Sent: Monday, December 22, 2014 10:29 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Customer Comment Card - Complaint

Attached is my complaint and followed in a separate email, you will find the password for this password protected document.

Attachment:

Date: December 22, 2014
Time: 2118
Airport: STT (St. Thomas, USVI)

Date/Time of Travel: December 20, 2014/Appox. 13:35
Airline/Flight Number: Amer. Airlines/0986

2014 12:14

On December 20, 2014 at or about 1335 (1:35PM), I was travelling on American Airlines Flight 0986, scheduled to depart at 1600 but was delayed for about 1.5 hours that day. As I was going through the security checkpoint located at Gate 2 or where Gate 2 used to be on St. Thomas, VI airport, adjacent Gate 3 where Sun Country airline and Spirit airline counter is located, my experience with the TSA staff there was horrible. Firstly, some of the TSA staff (not all) are very rude people and their behavior sheds a poor light on TSA. As I entered the checkpoint from the Travel Document Checker (TDC), there were no trays on the lane what was closest to the door where passengers entered the checkpoint and just barely a few left on the second lane. There was a female TSO who was apparently doing two functions, DO (b)(6) Officer) and WTMD. I stated to the female TSO, "bin run". The slim/slender built female TSO who wore either braids or dread locks just stood there quietly and did nothing like call for a bin run because the one lane had no bins and the second lane was almost out as it was down to about probably 9 bins. I went over to the second lane to grab a bin of which the female TSO stated that I did not need a bin for my shoes. All I did was set my bags on the table that was closest to TDC of the x-ray 1 (I suppose) and headed to the other side (x-ray 2) for a bin and she was telling me that I did not need a bin for my shoes. Well, unless she is psychic as my flip flops were on my feet and although St. Thomas, VI does not have pre-check, they accommodate passengers with expedited screening, then how would she know why I needed the bin? I said, bin run and that should have been your focus. Even though you could not move and the two officers at the back that were doing bag checks, you could have said bin run so that when they were done, they could grab the bins and run them to the front for the passengers that are coming through the security checkpoint. It was a Saturday and it was busy and I suppose they shifted some of the passengers that were not checking their bags over to the Gate 2 security checkpoint and I say Gate 2 because that is where Gate 2 was now converted into a security checkpoint.

With that being said, I set the bin on the table, took my laptop out of my bag and I set them on the conveyor belt for x-ray screening.
I proceeded to the WTMD (walkthrough metal detector) where I showed the same female TSO my boarding pass that reflected a red stamped TSA precheck, waited for her to go from the DO position to the WTMD position to let me through.

As I went to collect my things, they had not come through the tunnel as yet. Finally, my carryon bag came out and then the female STSO stopped the belt and removed my purse from the x-ray and set it on the MDR. As she set my bag on the MDR, she asked if it was okay to go inside my purse and I said yes. The female STSO who was on the x-ray took out my zip lock bag which contained in a foil paper, cheesecake (wrapped in foil). The foil was not all the way closed well and so I put the

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Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 12/23/2014 12:32:23 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 12/19/2014 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am pregnant and asked to be patted down as I was advised to avoid the full body scanner. When I mentioned it to a female agent at first it seemed OK. Then the female agent that does the searches came over and proceeded to be very rude to me. She said she was alone and by herself and I would be waiting a very long time to be searched. The other agent started into the conversation and they both raised their voices at me. I said I would wait and the searching agent then proceeded to walk out of the screening area. The other agent them again harassed me about my choice saying it was safe and that the metal detector is bad for pregnant women because it emits radiation and the full body is fine. (Not sure where her facts come from). As she continued to hound me about the long wait I went through the body scanner as she was making me uncomfortable. Right after I did that the searching female agent came back around and proceeded to start working again. I do not mind a wait, but the hounding and rudeness and basic actions to avoid the scan was uncalled for.
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

'2014 4:17;

The caller states that on December 6th he was flying from DAL to ELP with Southwest and the officers at DAL made him go through the metal detector even though he had a pacemaker card and told the officers he could not go through the machines. The caller went through screening in the evening time but does not specifically remember what time. The officers told him to come through the metal detector and hand them his pacemaker card.

Information Request: The caller flew from DAL today. The caller has a NOI and the officers unwrapped the gifts in his luggage and threw the wrapping paper back in is luggage. The caller wants to know why the officers unwrapped his gifts. The callers wife flies with a companion pass and the officers would not let her go through the expedited screening with him. They made his wife go stand in an area to wait to be patted down because she was wearing a sling. His wife stood there 15 minutes waiting on an officer and there was a female officer standing there screening other people. The caller states that DAL is the worst place to fly from. He states they are training a lot of TSA personnel at DAL and the caller thinks the way TSA is doing things is because they are training employees.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.For your complaint to be considered complete it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
'2014 4:23: Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

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

The Transportation Security Administration (TSA) recommends that travelers wait to wrap gifts at their final destination. TSA screens all baggage and packages, and Transportation Security Officers (TSOs) may need to open wrapped items for inspection to clear an alarm.

I advised the caller that the officers makes the decision as to whether a traveling companion can go through the expedited screening line with him.

I advised the caller that the next time he needs to ask for a PSS and they will assist him through screening.

I emailed the caller the information.

Incident Details: The caller states that on December 6th he was flying from DAL to ELP and the officers at DAL made him go through the metal detector even though he had a pacemaker card and told the officers he could not go through the machines. The officers told him to come through the metal detector and hand him his pacemaker card. The caller went through the metal detector and handed the officers the card and then the officers asked him why he went through the machines. The caller Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.
What can he to to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.
He wants to ask what his options are for screening. The police were called at the checkpoint.
He was at the Billings Logan, Montana airport today.
Is (b)(6) the person he would need to speak with about his name added to a watch list? He did not proceed through screening.
(b)(6)

Advised:
I offered to provide safety and research information about the AIT. Caller declined.
'2014 7:04: Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.
He would have to undergo the screening the TSO directs him to.
Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

Ralph Barclay
Phone: 406-255(b)(6)
Email: (b)(6)

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Ralph Barclay
Phone: 406-255(b)(6)
Emai(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 12/24/2014 12:31:44 PM

'2014 2:12: Name(b)(6)
Emai(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight 5451 on 12/24 at 1:12pm. Departed from ROC.
Comments:I am 7 months pregnant, so I can't go through the full body scanner. I requested to be screened through the metal detector and was told no, that I had to have a pat down. This has never happened before since I've been pregnant; I've always been permitted to walk through the metal detector, and frequently I am not required to remove my shoes, which is helpful as I have increasingly limited mobility. The female security agent who patted me down was rude and invasive. She used far too much force, insisted I lift my shirt above my maternity pants, which revealed the bottom of my bra, and then she squeezed my stomach around my uterus so hard it caused me discomfort and triggered a Braxton Hicks contraction. I felt this was unnecessarily invasive. The TSA needs a consistent and respectful policy with respect to screening pregnant women.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/26/2014 11:33:41 AM Airport : SJU - Luis Munoz Marin International Date/Time of Travel : 12/26/2014 12:30 PM Airline & Flight Number : 462 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :(b)(6) Comment : I was in line waiting to place my carryon on the belt(b)(6) was letting passengers through the metal detector not the X-ray machine scanner. When it was my turn, she stopped and told me to go to the X-ray machine. All the passengers in front of me was white/Caucasian descents, whereas I am Asian descent. I explained to her I was going through a medical treatment and preferred not to go through the X-ray machine. (b)(6) was ruled and told me to step aside not letting me take my carryon off the belt. I waited for 20 minutes and she never in that time made a call to anyone to do a body search. After 15 minutes, I asked her the status of my wait. She raised her voice and literally yelled at me to go back to the corner to wait and not to bother her.
After another short wait and fearing to miss my flight, I informed her and putting my health at risk that I agree to go through the X-ray screening. She made me go to the end of the line to wait after having waited for a long time on the side. A portion of
'2014 1:02: my plane cost goes to TSA and it's get disappointing that the staff are not trained properly.
I believe she intentionally targeted me due to my race and did not use the property TSA protocol or professionalism required for her duty.
I highly suggest TSA placed Ms Negron on additional training to i prove her skills and not bring her personal problems and target it toward innocent 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

Response:

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

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

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

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:

'2014 4:52: • Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

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

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

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

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

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

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Caller is flying from MSY to ATL to West Palm tomorrow. Her husband has a pacemaker and cannot go through certain screenings. When they went through from West Palm, he was rushed into the AIT and she wants to know if someone did the wrong thing. She said that they were told that people who have a pacemaker can go through the AIT. She just wants to make sure that it is safe and will not harm him. She also wants to know if she will have to take her laptop from her bag when she gets to the checkpoint.

'2014 1:18: Advised caller:

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

Advised caller that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

Response:

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

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

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

- 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.

2014 10:25

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

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

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

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On December 13th following a trip through the Atlanta International Airport I sent the TSA the following and to dale have not received a response:

"I was able to disconnect from my POC briefly. Unit was lifted up to belt by my husband. I had nasal cannula in my nose and my hand. I was told I could not walk with it through the metal detector. This made no sense to me as a nasal cannula is non-metal, non-latex material. I was told to put it in my carry-on tote bag to be put through x-ray screening. I informed the person I would want to get the nasal cannula out myself as I did not want someone who had been handling many bags from various persons to be touching the cannula I would be putting back in my nose. He said no problem. When tote bag finished going through x-ray screening, instead of the bag being returned to me, it was subject to further hand-search for some reason which was never disclosed to me. I told the gal who grabbed the bag that I needed the cannula so I could get back on my POC. She refused to allow me to get the cannula out myself, saying I could not remove anything from the bag until she searched it. As I was trying to explain I wanted her to put on clean gloves, she grabbed the cannula and handed it to me - her hands were touching the part that would go back into my nose. I do not want to be subject to diseases she may have passed with dirty gloves, and I was forced to dispose of the nasal cannula. Fortunately, I had ONE remaining cannula. As I was fighting to breathe, I had to get out the new cannula, rip the bag open and attach it to my POC unit. My oxygen level had dropped considerably during that screening process and I was close to passing out from low level oxygen.

/2014 8:22 A couple years ago I was subjected to similar treatment from a TSA agent in Phoenix. I thought it was a fluke - that that particular gal just had not had proper training on dealing with an oxygen dependent traveler. However, after this experience I wonder if this is the normal treatment to expect.

I do not like my doctor to enter a room and treat me after seeing other patients without washing his hands and changing gloves. I do not like people handling my nasal cannula with dirty hands and dirty gloves and expect me to put it back into my nose - nasal membranes are thin and diseases can be easily contracted by not following proper medical protocols. Atlanta is an international airport. Who's to say she had not previously handled a bag of an Ebola or flu infected passenger.

I would like your recommendation on what I need to do to prevent this from happening on future travels by air."

I will be traveling again January 5th and would like to know how to avoid the problem of having dirty hands/dirty gloves from handling my nasal cannula...and if I find I am NOT able to disconnect from my POC, what is the proper protocol for going through security - both for myself and the TSA agents I will come into contact with? Do I need to make arrangements for a TSA specialist at each check point in advance?

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 8:24:

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?

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/29/2014 9:34:47 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/29/2014 9:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal C
TSA Employee: (If Known) :
Comment : The security agent appeared to be very frustrated with an individual a few spots ahead of me setting off the metal detector. After they sent her for screening he began being very rude to the rest of us continuing to bark "move it" "go on" "move now". I had an item (blanket) get stuck on the conveyor belt and I turned to ask the agent to push it as I was already through the detectors and he began yelling at me to clear the area despite my telling him I did not
2014 10:12 have all my items. Luckily another passenger on that side heard me and pushed my item. I understand this is a high stress job but, his behavior was extremely rude.
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; Screening Current Date/Time : 12/29/2014 8:31:15 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/29/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal E Security Checkpoint TSA Employee: (If Known) (b)(6) Comment (b)(6) (an African American) was assigned to search me because I asked to go through the metal detector instead of the full body scanner.

When patting me down he flattened his hand in a vertical orientation and forced between my bottocks. I said I don't think that's part of a professional pat down,to which he replyed "you probably like it." To which I replied no I did not like it, or his lack of professionalism. He accused me of lying saying " your probably gay" I said that I as not. Then he proceeded to palpate my genitals 4 times making to comment "You have a little dick." Furthermore he made many racially directed comments pointing out my European heritage multiple times. This I believe was discrimination on his part against my European ethnicity.

2014 10:13 In the interest of helping you identify this discriminatory employee with an utter lack of professionalism here is a discription, African American, appx. 5'10, black frame glasses, average build.

I am very disgusted by his utter contempt for me as a human being and feel that I was racially targeted. I want a report of the disciplinary action that is taken.

I am considering calling my attorney and/or a major media outlet if this appalling behavior is not addressed in an appropriate manner.

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

That is NOT the intent of my email....although, if you believe this is a violation of my rights, treat it as same. The below email outlines an incident that occurred going through the Atlanta International Airport on December 11th, going through the security check point leading to Delta airlines flight from Atlanta to Flint.

My previous experience was several years ago (soon after the TSA was beefed up and more screenings were occurring). I was leaving Phoenix airport and that gal wanted me to remove my oxygen, which at that time I was not able to do (newly diagnosed with pulmonary hypertension and at a higher elevation than I'm used to). She tried making me stand behind a line and taking the unit about 9 feet away to a table. My cannula was only 7 feet long and I had to follow her beyond the line. She started to make a stink about it and I told her if she wanted me to remove the cannula, she might as well call 9-1-1 now because I would pass out. Finally a supervisor came over and told her I could leave it on and stand at the limit of the cannula away from her (which is all I had asked her to do) and her supervisor further told her she needed to watch me so she was not causing me any discomfort....so I passed that incident off as new inspector and/or poor training.

The recent incident that just occurred in Atlanta, however, was either total stupidity on the inspector's part (handling a medical piece of equipment -nasal cannula - with dirty gloves) or perhaps she needs proper training. I don't think this rises to the level of Civil
Rights violation...but I think it fails to meet a reasoning, intelligent and courteous treatment of an oxygen dependent patient, as well as fails to meet proper medical protocol.

My intent is simply to find out from you what I can do to avoid uncomfortable situations and what I can do to help the TSA agent at screening checkpoints to understand that dirty gloves/dirty hands are not appreciated while handling my equipment. Do I need to request a TSA specialist each time I fly in advance of my flight? Do I need to slow up the inspection line to ask for special treatment and clean gloves on sanitized hands? Do I ask for a TSA specialist at the point of inspection? There was no
2014 12:28 special line for people with handicaps at that particular location that I was able to see.

I do not want to be a pain in the neck to any TSA agent. I want to cooperate for searches as I realize they are needed in this day and age for my safety as well as the safety of all passengers. Just tell me what is proper TSA protocol.

Again, I state I do not consider this a Civil Rights violation. However, if YOU determine this is a Civil Rights violation, I believe the only other information you need is my contact information beyond my email:

(b)(6)

Williamsburg, MI 49690
(b)(6)

Thank you for any help you can give me.

From: (b)(6)
To: tsa-contactcenter@tsa.dhs.gov

TSA ever. Caller stated that he had TSA PreCheck and was going through the the lane. Caller stated that he was going through the WTMD, but forgot to put his items in the bin. Caller stated that the officer looking and him very rudely and told him to put the items in the bin that he is not his momma. Caller stated that he put his items in the bin and the officer kept starring him down. Caller stated that throughout this process he never said a word, but was very upset. Caller stated that the officer kept making homophobic remarks to him. Caller stated that after passing through continuing to not speak the officer started talking to another co-worker. Caller stated that he was very humiliated and wanted to report this to a supervisor. Caller stated that the supervisor told him that they have had problems out of him before and his name was (b)(6) Caller stated that he saw the officer notice he was reporting this and he went off to another line. Caller believes this was discrimination based on the protected class of sexual orientation and poor customer service.

Airport: Nashville, TN
Airline: United
Flight Number: 6152
Date Time: 12 29 14 - 4:00pm-4:15pm
Terminal Gate: A
TSO: (b)(6)
Discrimination based on the protected class - sexual orientation
Email Address (b)(6)

'2014 5:22: Resolution:

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

- 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.

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 reason in your complaint.

Information Request: She stated that she will have her lawyer file the complaint for her.

Response Details: TSA personnel should never separate passengers from their service animal. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. Passengers should have documentation or the service animal should be wearing equipment (i.e. harness, vest, etc.) to indicate that it is a service animal.

A TSO will physically inspect the service animal and the service animal s belongings (i.e. collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm. Although the service animal s harness will not be removed, it and other items they may be carrying, such as a backpack, are subject to screening.

She can file the written complaint and we will email her the instructions for doing so on the address provided.

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;
'2014 6:42: 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.

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

Email sent.

Incident Details: The caller is needing a contact number regarding a complaint she needs to file. She stated that she is currently at the airport and she went through screening.

She stated that a gentleman doing screening at the checkpoint wanted her to remove her dogs harness for screening, and would not let them through until it was done. She stated that it is against the law. She stated that he made her walk through the metal detector with out the service animal and did not even offer to lead her through. She stated that he made her give the service animal to her sister to walk through the WTMD. She stated that they just kept telling her to go right here, and she was not able to follow, since she is visually impaired. She stated that she was bumping into the metal detector at the checkpoint. She stated that it was completely against ADA to make her remove his gear. She stated that they were also flying with a 5 year old. She explained that they would not let the dog go through until the gear was removed, and then he asked her sister to leave the dog sitting on the other side of the WTMD, and walk through her self. He told them that the gear will alarm the WTMD. She stated that they tried to explain to the gentleman what normally happens with the service animal, and he would not listen. She stated that they asked for his superior and she was originally denied, and he refused to provide his name. She stated that he did at the end, and she did speak with his supervisor, however she basically told her that he followed proper procedure and the gear did have to be removed. She stated that the incident was videoed by another passenger going through

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To Whom It May Concern,

I have worked at Washington Dulles International Airport for several years, and am curious as to why the TSA employees are exempt from being screened. All other employees working at the airport are required to have their bags x-rayed and walk through metal detectors. Is this exemption protocol implemented at all airports in the US, or just at IAD? It seems hypocritical, especially as I witness a TSA employee walking through a gate beside the metal detector and setting off the alarm, but is then allowed to continue on their way unchecked. I have also heard from airline maintenance staff that worker's with higher security level badges are able to bypass security screening completely by accessing secured doors in the lower levels.
'2014 9:03: Knowing that a large number of people working in the airport go unchecked every day doesn't make me feel very safe in my work environment.

Thank you for your attention to this matter.

Sincerely,
(b)(6)

Hello there,

I'm writing this email to comment on an incident that happened recently. I was flying out of Honolulu International Airport on the island of Oahu on December 21. My flight was bound for the island of Kauai. I was booked on Hawaiian Airlines Flight HA345 departing at
10:10 am. I was going through the security checkpoint at around 9:15 am, and everything was normal. As I was passing through the metal detector though, the alarm beeped, and I realized that I had forgotten to take my cellphone out of my pocket. I commented to the screener, "Oh, my cellphone, yeah?" To which he replied, "Well cellphones are made out of metal, right?" in a very rude, sarcastic tone. Keep in mind that before I met this gentleman, I didn't do or say anything to warrant such treatment. I didn't look at him funny or say anything at all towards him. I was quite disturbed by this remark, but I kept my cool and continued through the checkpoint. It wasn't until I spoke to my wife a few minutes later (she was following me through
2014 10:04 the checkpoint line), that really got me steaming. She said that she heard the same agent loudly mention to a colleague, "Hey, I wonder if cellphones are made out of metal?" It was at that moment that I went back to the checkpoint and asked to speak to a supervisor. He was very courteous, and gave me everything I needed to fill out a complaint. This was at Checkpoint 1, and the agent's name was Sean. There really is no need for this type of behavior. Travelers are already stressed out as it is, and we don't need a TSA agent to be conducting himself in such a foul manner to make a situation worse. Could someone please make sure to speak to the agent about this? I wouldn't want someone else to experience the same thing I went through. If you need further clarification on this matter, please reply back to this email

Thank you so much for your time and attention,

(b)(6)

Re: 3 Pieces of Jewelries Lost at the Transportation Security Administration ("TSA") Passenger Screening/Baggage Checkpoint for Business/First Class Travelers at Terminal 4 of the John F. Kennedy ("JFK") Airport on December 18, 2014

I am writing to seek your help in search for the 3 pieces of jewelries that (b)(6) eft and lost at the TSA Passenger Screening/Baggage Checkpoint for Business/First Class Travelers at Terminal 4 of the JFK Airport on December 18, 2014 after my calls with various contacts at the JFK Airport and Singapore Airlines. I set out below (b)(6) details and departure flight information for your reference:

Name of Passenger: (b)(6)
Departure Flight: SQ025 departing New York for Singapore via Frankfurt
Date of Departure: December 18, 2014
Time of Departure: 08:25 p.m.
Estimated Time at the TSA Passenger Screening/Baggage Checkpoint: 06:45 p.m. – 07:20 p.m.
2014 10:03 Contact Email: HYPERLINK (b)(6)
Contact Telephone: (b)(6)

(b)(6) and he was on a business trip to the U.S. between December 15, 2014 and December 18, 2014 to attend (b)(6) and (b)(6)

On December 18, 2014, after (b)(6) meeting ended in the afternoon, (b)(6) drove all the way from Westbrook to Terminal 4 of the JFK Airport. After (b)(6) had checked-in his luggage and collected his business class boarding pass at the Singapore Airlines' counter, which was around 6:45 p.m., (b)(6) proceeded to the TSA Passenger Screening/Baggage Checkpoint for Business/First Class Travelers. As usual, (b)(6) put his carry-on bag, briefcase and DELL Notebook on the conveyance belt for baggage screening monitoring, and then (b)(6) walked through the metal detector. When (b)(6) walked through the metal detector, the detector detected that (b)(6) had metallic items with him. As a result, a female security officer responsible for the metal detector monitoring asked (b)(6) to take off all metallic items on his body. (b)(6) followed the security officer's order and took off (i) his white gold necklace with a jade pendant, (ii) his Bottega Veneta ("BV") silver bangle, and (iii) his Rolex Daytona watch that he was wearing. (b)(6) put his 3 pieces of jewelries in a plastic round bowl given to him by the security officer and then put the plastic round bowl on the conveyance belt for baggage screening monitoring. Before (b)(6) proceeded to walk through the metal detector for the second time, he was asked by a male security officer responsible for the baggage screening monitoring to take out a bottle of water from his carry-on bag which went through the baggage screening monitoring earlier. (b)(6) carry-on bag was returned to him and (b)(6) followed the security officer's order and took out the bottle of water from his carry-on bag. After (b)(6) took out the bottle of water from his

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/30/2014 11:44:46 PM Airport : LAX - Los Angeles International Date/Time of Travel : 12/30/2014 8:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : T1
TSA Employee: (If Known) (b)(6)
Comment : Totally mismanaged. Not enough lanes open. No PreCheck. Vague instructions regarding PreCheck clearance at metal detector. Overloaded belts airside, causing bins to topple. Surly screeners barking orders at passengers to tend to empty bins.
/2014 8:20:
(b)(6) is supervisor. She was mildly receptive to my comments.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Guna M.p.
Zipcode:

'2014 8:20:

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? Yes
Gender? Yes
Disability? No

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

Caller flew from JFK with her children and husband on JetBlue. Caller and family were waved right through and did not have to take off their shoes, but did go through the WTMD for screening. Caller is no in SJU, and was told to take off her shoes for screening. Caller is upset that there is no consistency at the checkpoints across the nation.

'2014 4:54: Response:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening.

Advised caller that her shoes were still screened, but there is a randomness to the screenings for security purposes.
Today I took my 75 year old mother to BWI so she could return home to Florida. I was quite upset to see your agent at the screening point make her take off her shoes. My mother has a bad back so it was bad enough that she had to stand in line for 10 minutes waiting to get to the screening point. After sending her bags thru the X-ray and walking thru the metal detector she was sent back and told to remove her shoes. She can barely stand for long and was forced to bend over to remove her shoes so she could pass thru the checkpoint. Had she fallen and hurt herself you would be hearing about this from a lawyer instead of me. The rules as I read them on your website say that passengers over 75 can keep their light jacket and shoes
'015 6:23:1 on. If I know the rules but your agents at BWI don't then you must hire fools or idiots at that airport.

(b)(6)

Hi! Recently on the 29th of December last year, I had a bad experience with Chicago O'Hare's TSA checkpoint. I'm 18 and have Asperger's Syndrome, which is a high-functioning form of autism, and an anxiety disorder. I asked one of the men who was at the front desk of the checkpoint if I could leave my shoes on and he rudely said "no". Then, one of the ladies was rude to me when she had me step into the big metal detector thing. I told her beforehand that I have titanium plates in my mouth because I had jaw surgery on June 4th. Anyway, while I was in the big metal detector, she told me to take my scarf off because it had sparkles on it, but I told her that the sparkles were plastic, then she went on with the detection and had me step off after. I thought I was done, so I went to get my stuff, but she caught me, showed me the digital picture, and, in a mean and kind of loud voice, said, "It's not just a metal detector, it's an everything detector!" and pat me down on my upper back-lower neck area and let me go. Honestly, what I didn't and should've told her was that I have a high-functioning form of autism and an anxiety disorder, both neurological and emotional disabilities, and a metal permanent retainer on my bottom teeth. Anyway, I think TSA should allow people on the autism spectrum, like me, to have TSA PreChecks and treat them equally somehow at the same time. I also fall under the Americans With Disabilities Act of 1990(although I was born in 1996), and think that there
'015 7:05:3 should be another law passed, I don't know. Anyway, thank you for reading this!

Sincerely,
(b)(6)

Sent from my iPod :) O:)

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: 77377

:015 7:06:0 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

Which U.S. airport were you traveling through?
William P. Hobby Airport

What was the date and approximate time of the incident?
Caller just contacted Delta. She wanted to submit a complaint in regards to a rude screener at DEN. Caller said she was in the PreCheck lane at DEN. She has had a hip replacement which she normally informs them of, but she forgot to notify them on this occasion. She said the TSO was hurrying her along and when she went through the WTMD it went off. She then informed them of her metal implant. She said the TSO got upset at her and was rude because she did not notifiy her about her implants sooner.

:015 2:23:0

Advised caller I could take the complaint and forward it to the CSM at DEN but caller wanted to file the complaint online herself.

Directed caller to http: www.tsa.gov contact-us and advised her that she could send an email or use the Talk to TSA application
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: 1/3/2015 2:57:13 PM

Name:(b)(6)
Email:(b)(6)
:015 3:30:2 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight number: UA 4531
Airport: Charleston International Airport in North Charleston, SC
Terminal: A
Comments:Hi there...

On January 3rd, 2014 I arrived at the airport in North Charleston at 5 a.m. for a flight scheduled to depart at 6:08 am. By 6 a.m. I had not still boarded the plane. Finally, I made it to the metal detector and the agent stood there for minutes, letting me nor anyone else go through. I then politely asked him if it would be possibleto go ahead through because I am about to miss a flight. His exact words to me were: "Lady, I don't care if you miss your flight." I was then let through but too shocked to respond to his rude, unprofessional remark. If nothing more, I am just asking that this is brought to his attention so he is a little nicer to not just travelers but t people in general. Unfortunately, I was in a hurry but he was a big guy, about 5'11" and had no hair.

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: Hyattsville
State: Maryland
Zip Code (Post Code): 20783
Other:
Email (b)(6)

:015 3:31:1

==Incident Information==
When did this happen? 01 03 2015
Where did this happen? KENTUCKY - SDF - Louisville International
What happened? I was traveling alone, wearing a blue button-down shirt, blue jeans and I was walking through the TSA screening procedure and every other person walking ahead of me and behind me was allowed to go through the metal detector. I, however, was forced to go through the full body scanner and received a pat down for no other reason than my physical appearance and foreign sounding name. I am a medical student, and a proud American citizen. This is unacceptable.

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Gender Sex
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: Walnut Creek
State: California
Zip Code (Post Code): 94595
Other:
Email (b)(6)

==Incident Information==
When did this happen? 01 02 2015
Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International
What happened?
Travelers: Myself, Mother, Father
Flight info: CDG SEA (delta flight 33), connection SEA SFO (delta flight 5738)
What I was wearing: Black leggings, tank top underneath beige cashmere turtle neck

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/4/2015 6:08:49 PM
Airport : DEN - Denver International
Date/Time of Travel : 01/04/2015 3:45 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I'd like to see less random recipients of TSA Pre. It's frustrating to pay for limited screening and then have a longer line than standard screening. Also it would be helpful to have the metal detectors at airports aligned in sensitivity. I've had trouble going through the detectors with the same belt/watch/shoe combination. Portland (pdx) seems to do a great job, never has a line and everyone seems to be very quick through the process, they have set a high standard.
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

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: 1/4/2015 11:58:37 PM

:015 8:25:0

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX Terminal 3 - Jan 4, 2015 at about 7:30 AM - (Jet Blue 124 to JFK).
Comments:We traveled from JFK to LAX on Dec 27 and returned on January 4, with our two small children. Throughout our trip, TSA officers were courteous, patient and helpful. However, Officer (b)(6) at LAX Terminal 3 was extremely unpleasant, not only to our family but also to other travelers in the precheck lane. For example, he was making extremely arbitrary decisions about what could or couldn't be worn or carried by a passenger (such as what was a "light jacket", what could remain in pockets,etc.) and then harshly criticized passengers for not abiding by the rules. Ultimately he significantly slowed the line - it was as though he wanted passengers to "get it wrong" with respect to the rules.

When it was our turn to proceed through the metal detector, our 3 year old went through first (by herself) and then I went next. The machine beeped (the officer said it was a random beep, not anything I was carrying) and then separated me from my toddler on opposite sides of the security cordon, which made her very frightened.

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: 1/4/2015 11:08:23 PM

:015 8:25:3

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I was leaving San diego I qualified for pre screening and the female tsa workers were rude. One told me to go thru the metal detector then other female yelled at me for going thru. She said I didn't tell you to come thru and I informed her the female did. Then they pulled me aside and called for a male search . The male tsa worker showed up and the same female tsa worker told me I could leave. Even the male tsa worker was confused. This happened 1/04/15 around 730 pm this type of behavior is inexcusable. I fly in and out of San diego every month

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, January 04, 2015 7:10 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: 1 4 2015 7:10:15 PM

---

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
!015 8:28:2 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:
Albuquerque
State:
NM

Callers wedding ring was stolen at the checkpoint. It was a platinum band with damonds on top of the band. He was at the checkpoint at 5:45AM .They were at Terminal A. They directed him to the B Terminal for a shorter line. The TSO asked him to take the jewelry, cell phones, and items out of his pocket and place it in a laptop bag. He did not have to take off his shoes or did not have to take out the laptop of the case. He thought it was odd. He was separated from his bag and the did not ask him to go through the WTMD next to the x ray machine. His bag was still not out of screening after her went through the WTMD. It was not a normal security screening process. He did not have to take his laptop out of the bag. He was rushed through the security screening process. His wife has called the Lost and Found department and it has not been turned in. Is it normal for this type of expedited screening? It was chaos. Caller asked if he was scammed into leaving his ring alone.

Advised:

I stated I would forward this information to the CSM for review. I offered a claim form for possible reimbursement which would be sent to his email address within 24 hours. . I explained they may have offered the WTMD and expedited screening becuase he would have missed his flight. They could have been provided the information and may have been running behind schedule.

!015 2:18:3 Airport--MCO
Date Time--01 05 2015 07:20 am
Gate or Terminal--Terminal B
Bag Description—Black Swiss Army laptop bag. Switzerland red symbol. 2 zipper pockets
Airline—American
Flight #-- 153

I stated he should contact the lost and found department again in case it was submitted after she called. Orlando International Airport
407-825-2111

Form sent via email.

Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

Advised caller

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

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

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

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

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

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Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won t get PreCheck.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.
Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

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

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.
- A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/5/2015 11:30:01 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 01/05/2015 9:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Termibal 2
TSA Employee: (If Known) :
Comment : I was required to take off my shoes and go through the general search. After I had put my cell phone into my bag and put it into th metal detector (what else am I going to do with it--take it with me through the metal detector?), I was told for the first time that I would need to present my boarding pass.

!015 9:39:3

!015 8:21:5

I can't imagine this will go anywhere or anything Willl result in this. But I did pay a fee and submit myself and my identifying information so as to reduce the burden imposed by airport security theater. You can understand, therefore, why I feel like I did not get the benefit of my bargain.
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 EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. There is no way for a passenger to completely avoid a patdown for screening.

015 12:29:1

If a patdown is required in order to complete screening:

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

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A passenger should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Caller is wanting to address his concerns with the TSA PreCheck lane at LAX united complex departure level terminal 8. Caller stated that they do not have a AIT machine there. When you go through the WTMD and it alarms they were sending passengers back and making them remove their shoes, belt, 3-1-1 bags, and laptops and going through the WTMD again. Caller stated that it causing the wait time for other passengers to go up and was defeating the purpose of PreCheck. Caller did not want to provide any further information or contact method he just wants his complaint to be given to management at LAX.

!015 3:44:2 Advised caller:

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

(b)(6)
Brooklyn, NY 11201
(b)(6)

January 8, 2015

Dear TSA-

I am writing this letter to inform you of an incident that happened on Dec 29th at DFW airport. We have flown internationally and domestically before with my 11 year old son who has severe cerebral palsy. We are used to additional screening procedures that occur when taking medications and prescription formula through the security check-points and have found the TSA agents, in the past, to be very professional. This was not the case at DFW on Dec 29th.

I informed an agent (upon entering the check-point) that we had called TSA Cares, because we were carrying-on medications and prescription enteral formula. The officer asked if we had a prescription for the formula. I indicated that we did. She said it would be no problem going through security. We then x-rayed our belongings: 2 backpacks, stroller, bag of pill-based medication (transparent so one can see through), laptop, ½ case of enteral formula medication with script taped to the outside. My husband carried my son through the metal detector, and I walked through the x-ray machine. When TSA agent (b)(6) saw the prescription formula the following occurred:

!015 9:03:1

The TSA agent insisted that she open ALL the cartons of enteral formula medication (there was approximately 7 small cartons). I explained to her it was a prescription formula medicine that was used to G-tube feed my son, and we had ordered it from a medical supply vendor (it could not just be picked up from a pharmacy). I stated that if she opened all of food cartons that we would have no way of feeding my son because once opened it begins to go bad. I showed her the script that was taped to the outside of the box. She insisted on opening them, so I said she could open one and screen the outside of the rest of the containers.

She said because we refused to open ALL of the containers that they would have to pull ALL of our carry-on items and do a more intensive search of each of them. They then took all of the items that had just been x-rayed (including our shoes) and very thoroughly tested them inside and out.

She also said because we refused to open ALL of the containers one person in our party would need to undergo a formal pat-down.

Here are the problems that I have with what happened:

Why did agent who checked our ID when going into the check-point seem to be more informed than the manager and Agent (b)(6) who were checking the bags?

Caller states that she and her son are trying to contact TSA in Long Beach. Caller needs to know if there is a secondary screening room to screen the cat because it cannot be removed from the carrier. The caller contacted the TCC previously and was told that there is no enclosed room for private screening. Caller needs to know if the private screening is a private enclosed room so that they know if it will work to screen the cat. Caller has tried to contact the CSM at the airport several times and they have heard nothing back. Caller is very upset that they have not been able to contact anyone about this issue because they will not book the flight until they find out that they can bring the cat through screening.

Advised caller:
!015 2:21:3 If traveling with a pet in the aircraft cabin, present the pet to a Transportation Security Officer (TSO) at the checkpoint. The owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. TSOs are required to resolve any alarms associated with the pet using visual observation and patdown inspections. All accessible property associated with the pet, such as cabin kennels, must be separately screened.
If a passenger believes that the removal of their pet could result in escape, a Supervisory TSO can authorize an alternative screening measure. If the passenger is permitted to carry their pet through the WTMD in the carrier, the passenger, pet, and carrier must all undergo additional screening. Additional screening of the animal may still require its removal from the carrier. Passengers may request to go to a private screening area to help maintain better control of the pet.

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

Caller states that she and her son are trying to contact TSA in Long Beach. Caller needs to know if there is a secondary screening room to screen the cat because it cannot be removed from the carrier. The caller contacted the TCC previously and was told that there is no enclosed room for private screening. Caller needs to know if the private screening is a private enclosed room so that they know if it will work to screen the cat. Caller has tried to contact the CSM at the airport several times and they have heard nothing back. Caller is very upset that they have not been able to contact anyone about this issue because they will not book the flight until they find out that they can bring the cat through screening.

Advised caller:
!015 2:21:3 If traveling with a pet in the aircraft cabin, present the pet to a Transportation Security Officer (TSO) at the checkpoint. The owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. TSOs are required to resolve any alarms associated with the pet using visual observation and patdown inspections. All accessible property associated with the pet, such as cabin kennels, must be separately screened
If a passenger believes that the removal of their pet could result in escape, a Supervisory TSO can authorize an alternative screening measure. If the passenger is permitted to carry their pet through the WTMD in the carrier, the passenger, pet, and carrier must all undergo additional screening. Additional screening of the animal may still require its removal from the carrier. Passengers may request to go to a private screening area to help maintain better control of the pet.

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

accommodation for the excessive scarring on my hands in regards to the ETD. He insisted that I would have to have the explosive testings done on my hands and there was no accommodation available to have it done anywhere else.

Basically, as a disabled veteran with excessive scarring on my hands due to a service connected injury, I would not be allowed to pass through TSA security without this testing done specifically on my hands. This is a severe violation of the ADA. If I were to not have a service animal this would not be an issue.

As you can see in the email from TSA, ETDs can be done on the hands OR ACCESSIBLE PROPERTY.

Please advise how I'm supposed to fly with my disability that requires the use of a service animal and with excessive scarring on my hands. Other airports have been able to accommodate me since my injury.

I am more than willing to apply for TSA Pre-Check if you would waive the fee.

---------- Forwarded message ----------
From (b)(6) <HYPERLINK (b)(6)
Date: Fri, Jan 9, 2015 at 1:59 PM
!015 4:10:4 Subject: Fwd: In Response to your inquiry.
To: HYPERLINK (b)(6)

--------- Forwarded message ---------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com>
Date: Wed, Jul 23, 2014 at 4:22 PM
Subject: In Response to your inquiry.
To: HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions.

Specifically, you would like to know what to expect for passengers traveling with service animals. TSA personnel should never separate passengers from their service animal. If a passenger has a service animal due to a disability or medical condition, both the passenger and service animal will be screened. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. Passengers with service animals may also request to access the checkpoint through the
Caller says that he is 73.
He travels often. He flies Colonel on Delta. He said he gets Precheck on his boarding pass. He says it doesn t help since he has an artificial hip. They tell him to go through a patdown. Is there any way around that.

Caller Advised:
!015 5:29:1 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 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.

He said to add this information to the website. I told him I would note this in my record.

Regards,

(b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 10/28/2014 at 8:52 AM. We have forwarded your email to the appropriate group for response.

Name:

(b)(6)

Email:

:015 6:13:0

HYPERLINK (b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

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

Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A

Comments:

To Whom It Should Concern,
On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air

Caller travelled through the San Diego airport checkpoint and made an observation of a passenger that went through the PreCheck line with a skycab wheelchair attendant. The attendant went through the metal detector and screening, but the man in the wheelchair only had his hands swabbed. This took place today @9:30am, and he spoke to STSO (b)(6) who stated that the passenger was screened and no violation in protocol was made. He was clearly complaining that not enough screening was conducted with this passenger.

2015 9:46:5

Advised caller

CSQIMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSQIM at that airport.

REASON for the call: Caller received a patdown after an ETD scan. The TSOs explained the procedures that they were doing but did not epxlain why.
Date Time: 01 09 around 2pm
Gate Terminal: Gate A24
Airport: PHL
Airline: American
Flight #: 743
:015 12:46: RESOLUTION to the caller's issue: Advised caller I will forward the information to the CSM at the airport provided. Adivsed caller the ETD swabbing is very sensitive and can pick up traces of items that could be found in perfume, soap, or even laundry detergent.

Special Notes: The airport was empty and quiet. The caller was on a business trip. She travels several times a year. On her flight home she was stopped and searched. No one explained to her why a search was conducted. Her luggage went through with no alarms, but she was still screened. She went throught he WTMD and nothing went off. The caller states her hands were swabbed and after she got extensive screening.

Caller does not wish to provide an email.

Hello, on a recent flight that my husband and I took to Key West, we flew Delta out of St. Louis, MO. Prior to this trip, which we hadn't flown in years, my daughter kept reminding her father to leave his heirloom pocket knife at home. Well, unfortunately he forgot and TSA took the knife. I totally understand why they did this and why you have special rules; however, he was not told he couldn't carry it on or that it would be confiscated. He was not told anything about it other than to put the knife in the cup. It went through the scanner, thinking we would be able to retrieve it on the other end once it came through on the conveyor. So, he proceeded to walk through the metal detector and when he was cleared to go on, he noticed that the knife was gone. I have recently read that TSA should give you the option of (1) taking it back to your car, if time allows; (2) if airport has post office, give you the opportunity to mail it home; (3) give it to a family member or friend that's not flying out; (4) if airport has lock boxes, to rent until your return. Well, none of these options were mentioned and not one TSA person said anything other than put it in the cup. I find this to be VERY unacceptable that he was not given the opportunity to keep the knife.

If this knife had not meant so much to my husband, believe me, I would not be writing you. I know we will never be able to see it again, but I hope, if there are options to keep an item, that your employees make the traveler aware. Some things can
2015 1:02:2 never be replaced, and this was one of those things! Thanks for your time.

From an Unhappy St. Louis Lambert Airport Traveler.

Best regards,
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/10/2015 4:31:05 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/10/2015 3:30 PM Airline & Flight Number : ua 512 Checkpoint/Area of Airport : United Airlines Security checkpoint TSA Employee: (If Known) :
Comment : non-TSA Passengers were put through the TSA pre line. Not only do I see this as a security concern (several foreigners were granted TSA Pre less stringent screening), but it also creates confusion for passengers who don't know what the regulations are and clog the line up including a woman who kept letting her infant run through the metal detector wearing a down jacket and holding two metal toy cars.
2015 5:04:5
It was my understanding from statements made by the head of homeland security that this practice was supposed to have ended.
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

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact : 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

2016 9:19:2 PO Box or Street Address: (b)(6)
City: Blacklick
State: Ohio
Zip Code (Post Code): 43004
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 01 09 2015
Where did this happen? FLORIDA - RSW - Southwest Florida International
What happened? I disconnected my insulin pump so it could be hand checked, then was directed to walk through the medical detector. Once on the other side, i asked for my insulin pump back. The short hispanic female agent in charge yelled hand check, pat down, hand check her bag. Items had all cleared the regular

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels alot and she knows TSA gets alot of complaints. Every single time she goes through in checked luggage, it is ramsacked. She has friends that travel and never get theirs inspected. She doesnt bother to lock her suitcase that always get cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no since of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away She has had breast cancer and used to request a patdown but she doesnt anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

!015 11:59: Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Explained to the caller that we do not actually send passengers through an Xray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an xray machine are passengers belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the xray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

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2015 1:13:1

I'm writing to bring attention to experiences with and of your TSA agents. Unless I don't understand my rights as a disabled person, after all, I'm labeled disabled, but newsflash I hear the under your breath comments, I hear you laugh at me. I now expect you to ignore my requests for respect at the gate and humiliate me at the checkpoints. I had to endure death threats at Chicago Midway yesterday around 9 am from passengers because after informing 10 TSA agents I had medical implants and a service dog, I was told to shut up and do as I was told. I got to the scanner and told the guy I had medical implants etc...he yelled at me and said I should have told them. I did. The line was held up people were screaming, fake service dog alert. To calm them he said she has medical implants, not the dogs fault. Wow really? Isn't it illegal to disclose my medical condition? To avoid being humiliated like this I visited the Norfolk Airport to practice going thru screening a few times before traveling with medical devices for the first time. The dry run I was treated somewhat respectfully and felt confident the next day because I was told to ask to be patted down because I cannot go thru the metal detector, per the agent. I did exactly that the following day. I arrived nearly 3 hours early for my flight from Norfolk to Chicago to attend my sons bootcamp graduation. It was my first time traveling after several surgeries and my service animals as well. The staff at Norfolk rolled their eyes when I said I had medical implants (I know they must feel as frustrated as me enduring the people who truly fake having a service dog) but honestly why not abide by the first rule? To have a service dog with rights to travel, as I understand it, you have to be disabled. Period. If your not disabled by the VA and/or Social Security, you are not covered by the laws. First person asked for my paperwork, which is against the law, period. I smiled and said you know you can't ask me that. He declared they were recently trained to ask. REALLY? Ok, my response was while I do not have to show you paperwork, I can show you my Medicare card, doesn't disclose my disability, my age, race or any other protected class, just proves I am receiving Social Security and I'm 48, doesn't take much to figure out that I've been evaluated by the federal government and I'm not yet at retirement age." His response was, since you can't see my disabilities, he asked for my emotional support letter. Apparently both Delta personnel and TSA were similarly trained. The delta agent said almost the same thing. To me asking for that simple additional document, that would protect me and your agents. I understand their frustration Because trust that the down their nose looks when they feel I'm asking for "special" treatment, I'm not. I'm asking you to understand that in this judgmental and selfish world there are far too many people who think that being disabled is a goal or rewarding. I say make your TSA agents do their homework. Read the laws, don't listen to gossip, don't teach gossip. Live for one day as a person with physical disabilities that are obvious, the next with implants or other devices that most of the time feel i have to avoid pity. I don't want pity, I want respect. Trust that day two they will change their position. I truly can't bend my legs or maneuver stairs and a few other things that most take for granted. I park in handicappedparking because I have to get in and out of my car creatively. Not because I'm lazy. Most of the time I'm going to walk 5 miles in the mall or airport, as part of my ever hopeful, healing process. Sadly, Here's my biggest disability, I'm not ugly, old or even look disabled in any obvious way. Do I understand why they prejudge? Yes. But why not end their wonder and ask for a military disabled card, or Medicare or other proof of disability. You can't buy one on the Internet. http://servicedogcentral.org/content/fake-service-dog-credentials Don't believe the college student with a letter from her Dad who is a doctor, the dog is her emotional support. (I talked to her for hours on my dreadful delayed Detroit flight) about how she "gets" to take the shitzu everywhere...after listening to her pride...I asked why she was in college if she was disabled, she laughed and said, "silly, I'm going to be a lawyer, I'm not disabled, I just know my rights" I looked her in the eye and said. "So you're not disabled? Then in all honesty you're breaking the law, you should be paying for a seat for your dog and should ashamed." She stormed off. But hopefully you see my point. I think the shear number of fake service dogs I met was very sad. I understand boarding or paying for a ticket is expensive but if they're not disabled, their pets don't "get" to fly for free. Charge them because it's truly fair. Everyone will benefit. Extend the law to truly disabled people because my service dog is trained to assist me to ease the burden on everyday life things I have to ask assistance of people like TSA staff. I could tell you awful TSA encounters all day long, but I'd rather ask you to simplify the process and weed out the fakes to make my already difficult flights a little less stressful and the burden you've placed on your agents by not understanding the first rule to a service dog, you must be disabled. If you're not, you don't have a service dog. Maybe the TSA isn't the right place to voice my suggestions, but I would appreciate anyone at this agency to look into my concerns. I plan on flying again in five weeks.

Sent from my iPhone

!015 11:59:

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and recieved TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

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

I advised the caller that I can t speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she beleives she is on a watch list, or if the additional screening is an on-going issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

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REASON for the call:She wants to make a complaint.
Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her.
She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am
Gate and Terminal:Not Sure
Airport:Orlando International
2015 5:20:3 Airline:Southwest
Flight Number:Not sure
Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.
Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location

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Hi,

My family of four plus our friends (family of four as well) flew with Spirit Airlines on Tues Dec 30 th at 9:43 am from DTW Airport to Fort Myers. Checking our luggage we had no problems, everyone was pleasant. Since my daughter is 11 years old we went into the designated area to show our passports. While waiting in line one of the female TSA officers, swabbed my hands with paper. She did not say what she was doing or why? Our friends went to the counter to show their passports. My daughter and I went to the counter and were yelled at by the lady " one at a time". I went to the counter with my daughter because she didn't know what to do. After that, we went to the screening area, there was a male TSA officer yelling at all of us and giving orders. I have a question and here is where I am making a complaint. My 15 year old son (b)(6) was ahead of me and there was a lady ahead of him , she went through the walk-through metal detector and set it off, she was yelled at by the officer to stand next to the AIT machine. My son went next through the walk-through detector and set the alarm off and to was yelled at by the officer to stand beside the AIT machine. Then I went and the alarm went off , I too was yelled at to stand beside the machine. How come my son was not told to go through the the walk - through metal detector again? The officer had the lady that was ahead of (b)(6) go through the AIT machine and then (b)(6) had to go through it. I heard the TSA officer ask my son 3 times how old he was and he said 15 years old. I thought we have the right to say no to the AIT machine ? The officer never gave my son the chance to say no the the AIT. After the AIT my son, then was patted down and he was looking
2015 6:06:2 at me , wondering WHAT was going on and he was almost going to cry. He was upset and so was I!! My son set the alarm off once and so did I. How come I never had to go through the AIT or was patted down? I went through the walk- through detector and was fine. My son wasn't mean or not listening, he was quiet and doing as he was told. Is it normal TSA procedure to not explain what is going on and to be yelling at people? If it was a random procedure of screening, why do all three screenings and why a child? My son is a child, he is 15 , not 18 and an adult. Our family does not travel very often and this was a very , very upsetting experience, we have never experienced TSA officers treating people poorly before. Coming back from Florida Fort Myers Airport, the Female TSA officer explained when she used the wand to check for chemicals on the hands. The male TSA officer at the counter checking passports was very nice and pleasant , same with at the metal detector and all of us went through and no alarms went off. There wasn't any yelling and ordering us around. They were very kind . The DTW Airport was a bit busy, maybe the officers were stressed out, but that is no reason to treat us terribly. I see on the TSA website that security officers will approach children gently and treat them with respect , we didn't find that at DTW Airport . I realize that with everything that's going on in the world, that TSA is trying to protect us, but, treating people with respect and not like animals should be a big priority. Hopefully, someone can answer my questions and see that the complaint gets read .

(b)(6) Our email address is (b)(6)

Sent from my iPad

Sent: Tuesday, January 13, 2015 1:23 PM
To: TSA-ContactCenter
Subject: Re: Complaint at Melbourne International Airport

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude. I have enclosed a copy of my complaint below which I submitted last month.

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

On Tuesday, January 13, 2015 9:26 AM, (b)(6)

2015 4:22:3 I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude.

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

On Monday, December 15, 2014 6:40 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.
The Contact Center's frequently asked questions<http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public.
If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<HYPERLINK "http://www.tsa.gov/" \nhttp://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.
The Travelers<http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.
You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile<http://www.tsa.gov/mobile> on the web browser. You can download the MyTSA iPhone app<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8> for free on iTunes.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/14/2015 12:45:36 AM Airport : DEN - Denver International Date/Time of Travel : 01/13/2015 5:15 PM Airline & Flight Number : UA 1217 Checkpoint/Area of Airport : Main Terminal, North TSA Employee: (If Known) :
Comment : The main line had no line. Two checkpoints moving efficiently. The TSA Pre-Check line had about 15-20 customers backed up. Xray moving very slowly. No bins. When I asked officer standing by metal detector if we could get bins, she
2015 8:39:3 rolled her eyes. I just don't understand why the Pre-Check line was allowed to be so inefficient while the others were working fine.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email [redacted]
(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to report a theft of money while departing Louisville Ky airport. He advised he was told to put the money in a bin, Then went through screening and the money was gone. He advised that there was about 1700 dollars stolen. He advised he had to go through the WTMD many times to be cleared and he advised any passenger could have walked off with it.

Date Time: 1-05 3:50pm Delayed to around 4:20pm
Gate Terminal: 36 he thinks
!015 12:27: Airport: Louisville Ky
Airline: Southwest
Flight #: 3504
Missing Damaged item description: 1700 dollars, In a roll with a rubberband around it.

This is being sent to the CSM at the airport for review to see if we can find out where the money went.

maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to man handle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent his from happening as she does not want to pay $85 for TSA PreCheck.

Advised caller:

REASON for the call: Screener rudeness
Date Time: 01 14 2015 12:00 pm
Gate Terminal: Terminal 2 to gates C and D
Airport: RDU
Airline: American airlines
Flight #: 1620
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

!015 12:32: RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification.

Special Notes:

I am writing to inform you of the experience I had with your officers at San Francisco International Airport on Monday, January 12th around 12pm PST. This occured at Lane 4 at the "F2" screening checkpoint which is adjacent to gates 72 and 73.

I have walked with an above-the-knee prosthesis for over 20 years and have never been treated the way I was the other day. When I approached the officer checking IDs, I informed him that I had an artificial leg and requested to go to the scanning machine rather than the metal detector. He stated that I should continue to proceed to the metal detector and there would be no problem. After I went through the metal detector and set it off, the officer there told me that next time I should ask to go through the scanner. When I informed him that I did, he simply repeated himself again. I asked if I could go through the scanner at that time, and another officer stated that I could not.

I was then taken to the secondary screening area where I was patted-down by Officer (b)(6). This was the most aggressive pat-down I have ever received. During this, without asking, he put his hands down the front of my jeans, and was touching a part of my artificial leg that extended to my other hip. He put his hands on the inner part of this, against my underwear, and in the process, touched my genitals with his fingers. I was never offered a private screening. Afterwards, he did not know he was supposed to swab a portion of my leg; I had to tell him how to do it. When one of his fellow officers confirmed, he finally did this. The entire process took around 15 minutes.

I was so shocked initially, that I did not say anything. But after I went to lunch and had a horrible feeling from my experience, I went back and spoke with the supervisor, Officer (b)(6). He seemed annoyed that he had to go back to the tape and get a complaint form (which is a comment card to the contracting company that requires a stamp) and said "next time" I shouldn't wait.

The TSA officer had no right to touch my genetals the way he did which I believe qualifies as sexual assult under California penal code. I see no provisions in your organizations materials that either grant officers an exemption or give them the
2015 6:05:1 authority to do this. I wrote an email to Covenant Avaition Security, LLC, your contracting company describing the incident; I respectfully request a response from the TSA. I hope that you will take precautions so that no other traveler, disabled or otherwise, will have to experience the intrusiveness and humiliation that I did the other day.

Sincerely,
(b)(6)

Caller works at ATL and is needing to know why the process for employees have changed from being able to go through the WTMD to the AIT screening.

Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random
2015 1:39:2 screening of those same employees at the screening checkpoint.
I advised him that I do not have information as to why the screening process has changed for airport employees at ATL so I am advising him to contact the CSM at ATL for additional assistance with this question.

CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.
REASON for the call: Caller said he flew from Daytona Beach to Charlotte. Caller said he was told to put the wallet in the bin for x-ray screening and he has money missing from his wallet. Caller wanted to know why he was told to put his wallet in the bin for x-ray screening.

Date Time: 1 15 2015 at 7:30-8:00am
Airport: Daytona Beach
Airline: US Airways
Gate Terminal: Gate 6
Flight #: 5068
Bag Description: Dark brown leather bi-fold wallet
2015 6:01:3 Missing Damaged item description: Caller said he thinks he is missing between $100-$150
NOI: n a
Email (b)(6)

RESOLUTION to the caller's issue: Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

I am writing this on behalf of my cousin (b)(6) who had contacted you on Dec 20th, 2014. I am very disgusted that a passenger who had stated to several personnel that she had PTSD & travels with a support dog because of this, was treated in the manner that she was. We do realize that security is top priority & that these policies are in place for a reason. The problem I have is with how the situation was handled.
You stated in a response email to her that your employees go through training to increase their sensitivity to victims of sexual violence & abuse. This is awesome, but apparently not working. You also stated that "All TSOs are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process". Well I am pretty sure that being snotty and asking a passenger "isnt there a pill you can take for that" is not being courteous & respectful. And the lady who said that was suppose to be a supervisor. So even worse, since she should be setting an example to those under her supervision.

The main problem came in when the rude female supervisor left & sent out a male supervisor who also apparently forgot that they are required to be courteous & respectful. He also was rude & used a tone of voice & words that were very threatening. His name is (b)(6) & we know this because he tramatized Jennifer so much that she cannot forget his name. A suggestion to you for future use would be to NOT send out a male to intimidate a female passanger who has PTSD from a sexual assault. Stick with the female & just simply state there is no other option rather than threatening "if you don't you dont fly". Patience & kindness go along way while working with everybody but especially those with PTSD. Please also have extra training sessions to teach & refresh your employees on how to handle these situations. I think some have forgotten.

(b)(6) suffered a full blown panic attack because of these actions & if it wasnt for the fact that she was going to her parents house for Christmas she would not have flown. She is still having nightmares from this ordeal & has gone backwards in her recovery. A recovery that she was finally doing very well with and getting back to living her life. The after affects of something like this last a long time which, if you communicate with organizations that represent victims of sexual assault & violence like you stated you do, you should already know this. Please be more curtious to all costumers, but especially those with disorders. After all if people don't fly, many airport employees would be without jobs.

2015 6:06:3 I have included a copy of her letter so that you can better know which case I am talking about because I have a feeling that this has not been the only complaint againt these supervisors. Thank you

(b)(6) email:
Subject: Concern
Date: Sat, 20 Dec 2014 16:21:40 -0700

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited, I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6), as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/16/2015 7:03:03 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/16/2015 6:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : terminal 2 pre tsa TSA Employee: (If Known) : All four Comment : The two pre-tsa I'd checkers had a terrible attitude making the people in front of me feel terrible for being in the wrong line, rolling their eyes, and then yelling at everyone in the line. Fortunately, I survived that shaming and passed through. Then the lady at the metal detector told me my shoes might be the problem. I told her they weren't as I've been traveling with the same shoes for 10 years without incident. Instead, I had accidentally touched the side of the machine. She responded that if I want her job I should have her badge. It was unprofessional and the public shaming was unnecessary. The hold the manager of these employees
2015 8:25:1 responsible as they seemed universally disrespectful and needed to demonstrate their authority over the passengers.
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: Friday, January 16, 2015 9:26 AM
To: TSAExternalCompliance
Subject: Opportunity for learning

TSA,

My family I traveled through Denver International Airport last Sunday evening (1 11 2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "it's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

!015 10:15: As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Sincerely,

(b)(6)

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

DIABETES TECHNOLOGY THERAPEUTICS
I had a knee replaced in 2011. Traveling after the replacement in 2013, I went through security inspections in RDU and MSP without particular incident; the replacement triggered metal detectors but TSA was satisfied with my explanation and I was allowed to pass security without more. This evening, returning to RIC from Curacao, the replacement again triggered a metal detector and I explained that I had an artificial knee, but this time I was subjected to an inspection that I considered
2015 9:20:4 unnecessarily intrusive and so offensive that I will probably not travel by air again if there is any prospect that it will be repeated. I am writing to inquire whether TSA has any consistent procedures for security inspections of passengers who appear with metal implants or if as my RIC experience suggests, they are made up on the spot by possibly hysterical TSA employees.

Mishandling RFI
REASON for the call: Caller stated she is missing her Laptop. The caller stated that yesterday she was on a flight from FLL to Baltimore and the flight was on southwest at 4:40pm. The caller stated that when she went through the WTMD and then to the plane her laptop was missing. Caller stated that she was made to take all her jewelry and advised the TSO she had metal in her body.During all the delay, the laptop went missing.

Date Time: 1.16.15 at 4:40pm
Gate Terminal: B5
Airport:FLL
Airline:Southwest
!015 10:10: Flight #: 4579
Bag tag # (10digit:
Bag Description: Black roller carry on bag with a handle and red ribbon
Missing Damaged Item description: Missing Laptop which is a Toshiba and serial number is (b)(6)
NOI: no

RESOLUTION to the caller's issue: I advised caller I would send her a claims form via email and I also advised caller I would forward the information to the CSM so they can take a look into the situation as well to see if the can recover the laptop or if she will receive a possible money back for the missing laptop. . I advised caller to allow up to 24 hours for the claims form.
Special Notes: none

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 1/17/2015 4:45:10 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 01/16/2015 5:00 AM Airline & Flight Number : US 1984 Checkpoint/Area of Airport : E Gate Security Checkpoint (Left Hand Side) TSA Employee: (If Known) :
Comment : While waiting in line for the security checkpoint, I overheard a dark-skinned, long haired, female TSA agent repeatedly (6+ times) say loudly to her colleagues that, if one more passenger refused to show her their boarding pass as they approached the body scan or metal detector, she was going to punch them. She also repeatedly mocked the accent of a man who had clearly told her 'No' when she had asked to see his boarding pass. While I was present, she loudly and rudely demanded to see at least a dozen passengers' boarding passes at the body scan checkpoint, after the boarding pass and ID had been checked by a different agent. As a traveller who uses a smart phone with digital boarding passes, I am appalled and offended that a TSA agent would threaten physical assault repeatedly, regardless of whether it was a joke amongst coworkers, after I've placed my phone into the X Ray machine.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2015 5:08:4

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
Best Time to Contact : 3:00 pm - 5:00 pm
Day of the week: Friday
PO Box or Street Address: (b)(6)
City: Little Rock
State: Arkansas
Zip Code (Post Code): 72205
Other:
Email (b)(6)

2015 5:14:0

==Incident Information==
When did this happen? 01 10 2015
Where did this happen? TEXAS - DAL - Dallas Love Field
What happened? I was traveling with my husband. I am four months pregnant. I initially asked if I could use the metal detector as opposed to the full body scanner just to be extra cautious and protect my unborn child. Agent (b)(6) said no I must go through the full body scanner. I then asked for a manual search to be done by an agent, he told me that would take awhile and I should go through the scanner. I insisted I would wait. There was then an issue with the scanner so he started directing passengers through the metal detector, I asked again since that was going on if I could do it. He rudely told me no if need to wait right there until someone could check me because I had opted out. I

Caller has a flight in a few days from MSY to SEA and just talked to United. They had no record of his PreCheck. He is not sure why. The last few times he has flown hes had issues due to his artificial knee. He does not have a KTN, but has recently obtained his TWIC card.

Advised caller;
Why you may be getting PreCheck Now...
You may be getting PreCheck now based on the secure flight data you are submitting to the airline. TSA is now identifying low-risk passengers for PreCheck based on that fact.

If you are wanting PreCheck on a more consistent basis...You can go through one of Customs and Borders trusted traveler programs such as GE, SENTRI or NEXUS or through the TPAP.
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. A non-refundable $85 fee is required to cover an in-depth background check and other operational costs. 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.

2015 1:16:1 Generally you receive a response 2-3 weeks after your visit at the enrollment center.

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

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

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

Even if you have TWIC...
While some individuals may have completed a certain level of security vetting for employment or credentialing, typically, these security clearances are particular to an agency or job and have specific purposes.

So having a TWIC card, does not currently qualify you for PreCheck.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/19/2015 5:06:53 PM Airport : LIT - Little Rock National Date/Time of Travel : 01/19/2015 4:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known)
Comment : I don't like the yellow card process in lieu of "real" precheck. Although my shoes don't trip any other metal detector, I have to remove them for that one. At the end of the day I don't get any of the advantages of precheck when I'm handed a yellow card.
2015 6:26:0 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

Fort Lauderdale, FL airport was terrible today (caused by TSA). TSA HAD Bad attitudes and bad organization. Pre-check line was longer then general line, they had no clue how to do their job. Even asking for boarding pass at the metal detectors (mine was in my phone). No one clearly in charge on site. Terrible attitude by "Marcie". I fly a lot and this is the worse TSA agents and TSA set up that I have ever seen.

Bad bad bad - needs to be fixed right away!!!

Sincerely,
!015 10:08:
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/20/2015 8:49:51 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/20/2015 8:30 AM Airline & Flight Number : dl4228 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :
Comment : "Expedited" is not the word I would use to describe this checkpoint. More like"excruciating." Far slower and more inefficient than any regular lane. Not enough card checkers and metal detectors. Nothing convenient about this at all.
:015 10:09: 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 UK tomorrow.

Response:

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

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

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.
2015 1:49:1 DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

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

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

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

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

the UK tomorrow.

Response:

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• 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.
2016 1:49:1 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.

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Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.
2015 2:26:2 Date Time: 1 16 2015 9:05 am
Gate Terminal: N A
Airport: San Jose
Airline: Southwest
Flight #: 301
RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.
Special Notes:

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 1/23/2015 7:31:19 AM Airport : GEG - Spokane International Date/Time of Travel : 01/20/2015 6:00 AM Airline & Flight Number : Delta 2072 Checkpoint/Area of Airport : Main Terminal TSA Employee: (If Known) : n/a Comment : I am TSA pre-checked and need to use a scanner not a metal detector due to a total knee replacement. TSA has changed their police for this airport (not others I travel through) that requires
2015 8:33:2 me to get in the regular line, take all items off and out of bags in order to get through security. The pre-check does me no good in Spokane. The local agents were all apologetic and agreed the new policy was "wrong" and advised me to fill out this comment form. The way this done in Spokane last month (December 2014) was fine. Another fix would be to move the TSA pre-check line to the scanner. There are many people with new knees, hips, shoulders that can't pass through a metal detector. Changing the policy of SOME airports to disallow use of the TSA pre-check benefit that we paid to get is wrong and discriminatory. Please amend this policy and resolve this issue. 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

To Whom it may concern:

As a frequent traveler, I would like to lodge a complaint about a TSA Officer working in the Southwest screening area at Fort Lauderdale on Saturday evening (1/24/2015) at aprox. 7 pm.

As always, I was pulled aside for a body search due to my replacement knee. I am quite used to this procedure and have come to accept that it is just a part of my traveling unless the new body scanners are being used.

As a result of setting off the metal detector, I was held behind the Metal Detector until there was an available officer for a Male assist. I complained to the 1st officer because he was holding me behind the metal detector and I could not see my luggage as it went down the belt. Finally, an Officer came forward after I yelled out for a Male Assist. I was then brought to the area where my luggage was being held but could not find 2 of my bags, they were out of sight being held by TSA for further screening. The officer who did the body search was nice and did his job properly. The Officer screening my luggage because there was a Bowling Ball in there could not have been more of a jerk had he tried. I do not think it is the job of the TSA to treat me as if I am a criminal because I have a Replacement knee. Prior to this flight (#533) back to PHL that was originally scheduled for 7pm, but delayed until 820pm on Saturday 1/24/2015, I called TSA and asked if I could have a bowling ball in my
2015 5:14:1 carry on because my checked in luggage was right at the 50 pound range. Another passenger who saw the treatment I was getting offered some advice as to where to lodge a complaint about TSA.

What I would like to suggest would be for these agents to get some counseling/ education in people skills. I had a 1st time traveler with me and they make the entire process very scary for someone that has not witnessed it before. While in PHL, we came across 1 TSA officer that was pleasant and actually had a smile. Every other TSA Officer we came across looked as if they hated their job and hated people in general. It appears to me that many TSA officers were bullied as children and now that they have some authority, they abuse this power given to them.

If someone would like to contact me, below is my contact information:

(b)(6)

Havertown, PA 19083
(b)(6) mobile

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wtmd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has alredy called the CSM today at the airport and she told him to call us. He said he is disabled and he said the ait machine is not available at the TSA precheck line and they wont walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

REASON for the call:Complaint
Date Time: 01-8-15 at 8 am
2015 5:22:4 Gate Terminal:Terminal 4
Airport:LAX
Airline:American
Flight #:2381
RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport.
Special Notes:His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

Caller went through the Application process for Global Entry and had membership.
He noted that TSA provided him with a Precheck mark on his boarding pass.
He said that he called Global Entry and they told him they couldn t help him. He said his artificial hip sets off the metal detector.
2015 6:39:0 He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Columbia
State: South Carolina
Zip Code (Post Code): 29209
Other:
Email: (b)(6)

2015 4:23:5

==Incident Information==
When did this happen? 01 25 2015
Where did this happen? NEW JERSEY - EWR - Newark
International
What happened?
My name is (b)(6) I am 32 years old, and a United States Citizen. I reside in Columbia, South Carolina. I am Chief of Biomedical Engineering with the Department of Veteran s Affairs in Columbia since September 2014. I travelled to the New York area on January 24th to drop my father, (b)(6) for a direct flight to Mumbai, India.

Greetings;

The PreCheck screening process at GEG is a mess.

They have recently re-routed PreCheck passengers exclusively through the metal detectors without any option for the scanner.

2015 2:08:4

Up until a few months ago, passengers had the option of either device, which worked very well.

I have steel knees and will alarm the metal detectors. To go through the scanner, I have to leave the line, go around the queue to the other line, remove all of the required shoes, laptop, etc. after I've already queued into the PreCheck line.

VERY dysfunctional and it slows down the entire process for other travelers.

Put it back the way it was and speed up the process. Look at OMA for guidance.

I passed through the TSA operated screening checkpoint at the Oakland, California airport on Thursday, January 29, 2015 at approximately 6pm. I was horrified by what I saw, and immediately sought out a supervising officer after having completed the screening.

When I arrived, there was one officer checking credentials for TSA Pre-Check, and one officer at the standard line. The "known crewmember" line was open, but there was no staff dedicated to that line. There was one of the new screening booths operating, and one lane with the standard metal detector, and two baggage belts.

I observed non-uniformed, passengers enter the Known Crew Member line. They were processed sequentially along with the front passenger in the longer - regular line. I observed Pre-Check passengers be escorted to the metal detector machine, where they were crossed in front of the passengers lined up for the screening booth, with their bags mixed in with all the other bags; the retractable line-belt was left open with regular passengers walking up to the metal detector only to be castigated by the TSA officer to get back in the other line for the screening booth.

It was utter chaos. There is no way the TSA officers could track exactly who was next, who was Pre-Check and who was not. I did NOT feel as though the passengers going through that checkpoint were properly screened.

I do have some experience in this area. I am a law enforcement officer with the agency that provides airport police services at the John Wayne/Orange County Airport. I have worked the airport on many occasions, and I have specifically
2015 4:07:3 worked at/near the TSA checkpoint. What I observed was NOT standard procedure.

When I spoke to a lead officer (two stripes on her epaulet), she simply responded they didn't have a dedicated Pre-Check lane and they were using the other lane to screen those passengers. I suggested they should get a supervising officer - or manager - over there to see what was actually going on. No action was taken while I was in the general vicinity.

This was not TSA's finest hour.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/30/2015 7:27:55 PM Airport : LAS - McCarran International Date/Time of Travel : 01/30/2015 2:45 PM Airline & Flight Number : westjet 1353 Checkpoint/Area of Airport : e and d gates TSA Employee: (If Known) :
Comment : When coming through the security checkpoint line there was a gentleman pointing to the signs which stated to remove belts, take liquids out of bags and to remove laptops and saying that everything he needed to tell us was on the signs, which from what I know he is supposed to state it all as I travel quite often. After crossing to the table where we put our bags and where we would normally remove our shoes etc there were no bins at all. Then as we continued to remove shoes and follow the procedure the TSA agents were being arrogant rushing us and sayimg not tp remove anything and to leave it all on as they pushed everyone through the metal detector like a herd of cows. I forgot to push my bags into thw machine and this TSA agent yelled at me to push my belongings in then after I heard him state that it aint that hard. As people were shived through that metal detector I dunno how many times it went off and it didnt even fizz them at all. TSA agents were leaning all
2015 8:09:0 over the place being so lazy which explains why there were no bins. I work in an airport in Canada and am appauled at how poor the security was. At the rate people were coming through that security they was no way at all that they were being screened thoroughly. Security being a big deal these days this TSA pre program and times when they put people through like that is nothing short but scary. We dont have anything like that in Canada because what it comes down to security is security no matter who you are and everyone shouls be screened in the same manner. I have always found TSA to be very friendly with all the US travel I have done but I was disgusted with my experience qt Mcarran airport and how awful the screening process was. Definitely does not make people feel at ease at all. I feel youre security procedures nation wide need to be looked at in my opinion and personally do not believe in this tsa pre stuff as security is huge for me. And not only at Las Vegas airport but everywhere nationwide believe that more audits need to be done plus staff being reminded how thwy treat people as its plain wrong.
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

REASON for the call:
Caller is flying from FLL to BUF and feels discriminated against. Caller stated that at the TSA checkpoint, the TSOs had the passengers segregated. Caller stated that the men were able to breeze right through the WTMD, but the women were being forced to go through the AIT. Caller stated that it did not seem very random, and it was taking the woman twice as long to go through the checkpoint.

2015 9:10:3 Date Time: 01-30-15 at 9:10
Gate Terminal: Gate H9
Airport: FLL
Airline: Spirit Airlines
Flight #: 416

From (b)(6)
Sent: Sunday, February 01, 2015 9:36 AM
To: TSAExternalCompliance
Subject: Selective Full cavity search incident summarized as attached
Importance: High

Please see the attached PDF account but form info is below.
Is your allegation based on: Civil rights liberties
Are you filling this form out for yourself? *: yes
Please use the following boxes to provide as much information as possible about the alleged incident.
When did this happen? *: 2-1-2015, 5:40 am
Where did this happen? *: Jackson, MS airport security line
What happened? *: See attached PDF
Who treated you unfairly?: See description of TSA person in question
D15 11:16:3 List anyone else who may have seen or heard what happened?: The area was filled with other TSA personnel but doubt anyone would see as there was obvious averting of eyes as I left not a reaction as if business as usual.

Is there any other information you want us to know about or consider?: The nature of her pokes and pushes were of a very sexual nature whether it is by a female or male. I doubt that such a search reveals anything about what is present on a person s body and Jackson should get a machine if they don t want to risk personnel of perverted sexual orientations making advances on passengers.

How would you like for your concern(s) to be addressed? *: Observe Jackson airport s search methods anonymously and question the TSA personnel in question about her judgment and the inconsistent application of her own shared search rule and confirm if these full cavity searches are TSA new policy as I have had pat downs not feel ups by TSA. This was very unprofessionally applied and not like any previously performed.
Please read the following and check the corresponding box to signify your consent and authorization. You must check the box prior to submitting the form. *
( ) Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I CONCUR WITH THE STATEMENT ABOVE AS I CANNOT PHYSICALLY CHECK THE BOX.

Caller had to take her bracelet off and put it in a basket in order to go through the WTMD and had to wait for quite some time before someone came to do her scan and when she came out it was gone. The TSO told her that her bracelet may have fell inside the machine. Passenger had already contacted lost and found several times and she was told to call us so we could investigate further.

Airport Hobby
015 10:06:1 Airline Southwest
Flight numbers She doesn t remember
Bracelet silver
Date and Time 01 06 2015 around 6:30 am
location: Went through the precheck line
To whom it may concern,

My name is (b)(6) I am a resident of Sanford, FL and I travel for a living. I have had my fill of bossy and rude treatment from TSA officials. This is my first complaint, but long over due. Today I was going through security, TSA pre check at approx. 11am. The TSA agent (b)(6) (whose name I got from another agent)...gray/black hair mix with black glasses...early 50s. This gentleman was literally barking and abusive to passengers including myself as we went through the metal detector. I spoke briefly with supervisor (b)(6) and let him know of my experience. He eluded that this agent has had a history. I understand it's a difficult job, but one that being a professional is a must. Degrading, talking down and abusive is not a way to handle people. I am no longer accepting this sort of treatment at airports and will do my part to report such treatment in the future. Thank you.

015 12:03:1
(b)(6)

I was going through screening today at the "C" concourse of BWI. I am TSAPre and my boarding pass states such. I went to the podium and presented my mobile boarding pass and passport card to the screener. She gave me a TSAPre card to give to the attendant at the metal detector. Never was I informed to remove my laptop. I go through and I am waiting for my bags, which I had left my laptop in my briefcase. So an agent grabs my briefcase and never asks if it belongs to me or anything. He unceremoniously opened it and removed my laptop. My wallet, watch and cell are all in the compartment with the laptop. I was very offended that I wasn't asked to remove it, or allowed to at least secure my valuables and work related memory stick prior to it being jumbled. I appreciate any investigation/retraining to help avoid issues like this for future travelers.

!015 6:27:5 Best Regards,

(b)(6)

Sent from my Commodore 64

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/2/2015 8:21:07 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 02/02/2015 1:30 PM Airline & Flight Number : Delta 1920
Checkpoint/Area of Airport : Checkpoint 4 TSA Employee: (If Known) :
Comment : My belt set off the metal detector. It has done this twice now in the Minnesota airport (but never in any other airport since I've had TSA Pre since last summer). In the past, an agent suggested I remove my belt and put it in the luggage scanner. Today, the agent at the metal detector told me to go through the body scanner with my belt on. Of course, the body scanner caught my belt and another agent demanded that he pat me down. This incident could have been avoided if either the Minneapolis TSA would adjust their metal detector to the level of other airports or inform people that the metal detector is strong and that everyone should remove their belts. The agent who patted me down stated that the metal detector does pick up many regular belts.
!015 9:00:0
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 : 2/3/2015 5:20:25 AM
Airport : PBI - West Palm Beach International Date/Time of Travel : 02/03/2015 5:15 AM Airline & Flight Number : Usair Checkpoint/Area of Airport : term b TSA Employee: (If Known) : female Comment : I had on a jacket which set off the detector. The screener did not permit me to remove the jacket and walk back through the metal detector. Instead she forced me to the full body scanner. Had I realized she was doing so I would have opted out. I am part of TSA to only go through the scanner.
!015 8:26:3 Afterwards she said I had been randomly chosen. It felt like a blatant lie.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Cambridge, MA-02139,USA
Zipcode:

!015 8:26:3

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?
Detroit Metropolitan Wayne County Airport

!015 2:01:4

Caller is a frequent traveler in many airports. She has a medical device that can not go through the AIT. She has an insulin pump and a sensor. She was upset because she always gets a patdown. She wants to go through the metal detector. She stated that she does not opt out to the AIT. She said that she just can not go through the AIT. She said that she is frustrated with the process. She wanted to know where to make a complaint. She did not have a pen an paper to take down the email address. She asked that it be emailed to her along with the information that I provided on the screening of passengers with insulin pumps.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/4/2015 1:23:50 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/29/2015 2:15 PM Airline & Flight Number : American Airlines Flight 232 Checkpoint/Area of Airport : Gate C26 TSA Employee: (If Known) : "Wayne" Comment : I have been a TSA Pre-check since the inception of the program. I have accumulated more than 3 million American AAdvantage miles and am a lifetime Platinum member. With this much travel one could say that I know what to do and how to maneuver through security. I have never had any security problems before 9/11 or after until last Thursday, 1/29/15. My less than positive interaction with a TSA agent was fraught with such inappropriate and egregious behavior by the TSA agent I have to file a formal complaint.

My flight was scheduled to depart at 3:15. I arrive at the security area nearest gate C26 (the last one for terminal C) at 2:15. There were no people in line. The TSA agent checking my ID and boarding pass told me that I was eligible for TSA Pre-check but unless "full service" TSA pre-check (which I thought ALL TSA precheck was "full service") I would need to remove my laptop but could keep my shoes on. Further she clearly told me, hang on to your phone and show your boarding pass to the TSA agent when you go through the metal detector. (My boarding pass was on my smart phone.)

I proceeded to take my laptop out of its bag, put it in a bin and then lifted my carry one bag 1, my personal item carry on and the bin with the laptop onto the conveyor belt. As is necessary for every conveyor belt at DFW, I have to push the bag/bin onto the conveyor belt that is actually moving so that it will catch and then pull the items through. As I did this, the TSA agent (b)(6) very tersely admonished me to "don't push the bag onto the conveyor belt." I responded by saying, "that is the only way it will get caught by the belt and go through." He repeated, "don't push the bag onto the belt." I responded with "how is the bag going to get onto the belt." He responded with "you wait here until it goes through." I responded, "you did not answer my question." He responded with "I don't like your attitude." I countered with "Nor do I like your attitude." That prompted him to begin very tersely berating me and preaching to me that I should do as instructed." He continued to preach at me and I stated "oh, I'll just stand here silently and let you continue to berate me and peach at me and you do whatever you need to do—you are the big man in control here. That only infuriated him more. Then he asked "what do you have to say?" I stated "I still don't like your attitude and I've let you verbally assault me. Do you have more preaching to do?" With that, he said, "just go through the detector." As I proceeded to head that way, he grabbed my phone out of my hand and very rudely stated "that goes in the bin like the laptop." I replied that the TSA agent who checked my ID told me to hang on to it and show it to you which is what I did." He replied "and I'm telling you that it goes in the bin." I responded that "you people need to get your stories in sync with one another. Where upon, he tossed my phone into a bin, then he,himself, had to push the bin on to the conveyor belt to get it to go through the scanner (doing exactly what I had done but had been verbally assaulted for." I went through the x ray detector and went to retrieve my luggage, coat,laptop and phone. After gathering that, I asked another TSA agent what is the name of the agent with whom I had the unfortunate interaction. I was told it was (b)(6) I then asked to speak to a TSA supervisor and I was pointed to someone (whose name I do not recall." I told the supervisor the story, well, I was trying to tell him the story, when (b)(6) starts heading our way. About 6 feet from where the supervisor and I are talking I pointed out to the supervisor, "oh, great, here comes your problem. my conversation is with you and he is not welcome to join in." The supervisor got between (b)(6) and me and told (b)(6), not once, not twice not three time, but four times "go back to your post." For each of the three times before the fourth time, he attempted to bypass the supervisor and come at me." This overt act of aggression was completely uncalled for. After (b)(6) returned to his post, I pointed out to the supervisor, "see how he is with you, his boss. Can you imagine how aggressive, inappropriate he was with me?" "I then suggested that he immediately pull and save the video from the past 15 minutes to see what I had told him and I told him to be prepared for my complaint to the TSA and if I get no satisfaction going through the TSA channels, I would go through my two US senators and my House representative and whoever else I needed to to get some response and acknowledgement of my abuse at the hands of this rude, rogue, ego-manacle TSA agent. He apologized and I left.

I expect someone from the TSA to acknowledge this complaint and to give me a response…and I'm not talking about six months from now, I'm talking about less than a month. I have earned the right to get a response in a reasonable time frame.

Thank you. Should anyone care to talk with me by phone I can be reached at (b)(6) and I am in the central time zone.

Thank you.
Would you like a response? : True
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: 2/4/2015 8:04:20 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 #544 US Terminal 4 Gate A13
Comments:Screening procedures are illogical and completely devoid of actual security regarding the allowance of documented employees to use the metal detectors vs the back scatter scanning machines. I am an American Airline employee with a badge that allows me access behind security even if I am not traveling, yet that same badge somehow becomes randomly irrelevant according to some TSA agents at the metal detector. I repeatedly get the response that since I'm not in uniform, I cannot enter. I don't have a uniform since I work at corporate headquarters, and it's almost always because an agent looks me up and down deciding on the spot if I'm not dressed well enough. If that excuse doesn't work, TSA claims because I'm not working that day. Today and nearly twice a month for the last year have I been traveling for work. If both of those responses don't work they say it's because I don't have a SIDA badge - which I don't have. Well today and more often than not I am dressed professionally, I am working, traveling on business, and am refused a quick scan through the metal detector, clumsily wait for another agent to pat me down which I'm sure neither of us enjoy. While waiting for a male assist pat down, other travelers are congested in the screening area and to my surprise are simply let through the metal detector right in front of me. No badges, no kids, not elderly. Just randomly let through because the line was getting too long. How in the wide world of security does this make sense? Still I am refused to enter because I already "opted out". Why do some agents think they can proudly command and order passengers around as if they have almighty authority? There are specific lines for employees for specific reasons and yet agents with very little experience are picking and choosing randomly which employees to hold back and who to expedite. Some agents see I have a badge, am dressed appropriately, ask if I am working and use common sense to let me through without hassle. I'm all for proper security and common sense when protecting our country and our people from dangerous threats, however these specific "policies" are not effective. They're not stopping criminals, but slowing down badged employees, clogging the process and only frustrating everyday passengers.

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: 2/5/2015 9:25:41 PM

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015 10:07:1 Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Kahului airport on Maui in Hawaii
Comments:For the 1st time ever, one parent was not allowed to go through the metal detectors with our children. We fly very frequently and have never had this issue. Female TSA personnel was rude and ignored the request at first to go through metal detector instead of the provision machine. We knew a pat down would be included with denying provision machine. Female tsa employee indicated she would get a male assist only to walk away, move to another station and completely ignore us. She left us with zero help, a line mounting and people late for flights. Unprofessional and rude behavior is never needed. Especially when this was a pretty insignificant issue that we inquired on and came to a solution on, but she did not like the outcome apparently and left. Holding up a line due to unprofessional behavior in not doing your job is unacceptable.
Disability Description: The caller is 80 years old, has a pacemaker that cannot be screened by the AIT or WTMD.

Incident Details: The caller has a home in CO, and flies from EGE often. However, he always encounters difficulty when interacting with the TSOs. In particular, he is always forced to remove his shoes and jacket, even after informing the officers that he is 80 years old. He indicated that the TSOs are rude, and use a threat that he will not be cleared to fly without complying with the demand to remove his shoes. Additionally, on his last flight, he was told to go through the electronic screening even though he had a pacemaker. He wanted to file a complaint with the CSM at EGE.

015 10:28:5 Date and Time of Flight: July 10, 2014; 8:00 AM
Departure Airport: EGE
Airline: American Airlines
Flight Number: 1244
Description of TSO: A caucasian male in his 40s.

I went through the precheck lane in Boston terminal A at around 330. Every single person got the random beep on the metal detector for a body scan. You need to fix this crap. People pay for precheck and never get to use the benefits when they never get precheck screening.

015 6:01:5 I had a similar problem in San Diego on Sunday. Pre check lane is always closed in the afternoon. Almost everyone going through got the 3 beeps but we're funneled through the full body scanners without getting the benefit of what precheck was supposed to be.

Your systems are broken and need to be fixed or No one is going to pay you for 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: 2/7/2015 4:18:40 PM

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015 5:03:2
Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Flight Seattle to Denver
Comments:Metal detector went off due to my corset with stainless boning. Attendant moved my long hair aside to pat and needed to comment on how luxurious my hair was that I obviously spent a fortune on (inappropriate). She then felt between my breasts and commented about what a great bra I was wearing (inappropriate). I am deeply offended but not even slightly surprised at your inability to train your employees to behave professionally.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/8/2015 8:22:31 PM Airport : LAS - McCarran International Date/Time of Travel : 02/08/2015 4:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : Gate C security check TSA Employee: (If Known) (b)(6) Comment : I was appalled at the lack of professionalism displayed by this agent. It didn't help that I was already upset with the way the woman with
015 8:21:5 short black hair and glasses was so condescending as she said, "Everything out of your pockets, people; it's not that hard of a concept." But I could not continue on with out saying something, after I heard (b)(6) speak disrespectfully to an older gentleman who was obviously not a well traveled passenger and who did not know all the security requirements. As the gentlemen stepped out if the metal detector, looking confused, (b)(6) said to him, "Sir, we said to take the things out of your pocket. That doesn't mean you can hold it in your hand. THIS IS WHERE YOUR CRITICAL THINKING SKILLS COME INTO PLAY." I couldn't believe it. I could not go on without speaking up for him. It was absolutely ridiculous. I would like to know what actions are taken against this employee. Please notify me or contact me if you need anything else. Thank you in advance for a quick investigation and response. (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

015 9:39:3 Caller said he traveled on 12 30 14 out of JFK to Charlotte since he have a hip replacement the metal detector sounded off and he was directed for a patdown.While waiting for a patdown he saw that somebody was leaving with his carry on he tried to get the assistance from the tso near him and she told him that she could not help him.The tso admitted that there is a lot of theft at the checkpoint.He is concerned on what is tsa going to do to stop the problem and why the tso did not helped him.
Passenger traveled on Jetblue but do not remember the gate.
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: 2/9/2015 9:45:06 AM

Name: (b)(6)
Email: (b)(6)
015 10:09:4
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):TSA Screening point @ Gate E33 DFW Airport 0915 8 Feb 2015
(Flt UA5126, DFW to EWR 8 Feb 2015)
Comments:At about 0915 I proceeded through the line on the right with the old metal detector (not the big body scan machine). I placed my 11" MacBook Air in a bin on my coat. The TSA agent directing traffic (female, 40ish, brown wavy hair (about collar length) 130-140 lbs, 5'5" approx) took my MacBook Air & placed it in another bin.
After I passed through the metal detector, the TSA agent described above handed me a MacBook Air--IT WAS NOT MINE.
I did not notice that it was not mine until arriving home. The Macbook Air handed to me by the TSA Agent belonged to (b)(6)
I am attempting to locate/contact him at this time.
I would like an official response to this complaint for insurance purposes.
REASON for the call:
Caller flew yesterday at Orlando International and when she was going through security she gave her bracelet to a TSO because it may set off the metal detector. She went through several times and she did not get her bracelets when she left the checkpoint. They were not turned in to lost and found.

Date and Time:February 8th at about 8:30 am
Gate and Terminal:A16
Airport:Orlando International to Dallas
Airline:American
015 1:19:2
Flight Number:Not Sure
Description of TSO:Black male about 6 feet large in size.
Missing Damaged item description:two silver bangle bracelets with charms. One has a starfish and one had a running shoe

Special Notes: She then added to this that the screening checkpoint was very chaotic. She did not understand why the TSO was asking for those two bracelets as she had two others. They were going through her bags and she thought she would be frisked by a woman and it turns out is was a man but he was actually just telling her to go through the technology two or three times. She feels that the reason the bracelets were left was because of the chaotic nature of the screening process and her not being able to watch was was being done to her belongings.
REASON for the call: Caller wants to know if she can apply for the precheck because she has a cat she travels with. She is 70 years old and went through the WTMD with the cat and the cat was nuts because somebody touched him. Somebody had pushed the carrier off the belt and nobody saw it. She was frantic the cat was going to jump out of her arms. Two men that weren t TSA came over to help her and she would never have found the cat in the Newark airport. Nobody from TSA offered to help her. They didn t check to see if the carrier had got hooked on the belt. She is flying September 9th and she is terrified the same thing will happen.

Date Time: 3 September 2014, 1000 pm
Gate Terminal: Unknown
Airport: Newark
2015 4:01:5
Airline: United
Flight #: Unknown
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller I would forward this to the CSM at Newark for review.
Special Notes: N A

Disability Description: Caller has a blood disorder and needs medications.

Incident Details: Caller said she was departing Maui and she had medication. Caller said she has a blood disorder and her medication can not be screened by x-ray. Caller said she advised them she had medication that she would like to be hand
2015 5:30:5 inspected. Caller said she went through the WTMD and there were no alarms. Caller then said the TSO advised her she was going to receive a full body patdown and all of her luggage needed to be hand inspected. Caller said the TSO advised her she would be subject to a full body patdown because she has medication that needs to be hand inspected. Caller said she should not be subject to a patdown just because she has medication that needs to be hand inspected. Caller said she feels discriminated because of her medical condition. Caller said she should not be subject to a patdown after her and her luggage clear screening just because she has medication that needs to be inspected by hand.

Caller just checked in at JFK, terminal 2. He has diamond status with Delta as well as he has PreCheck. He went to the precheck line, there was no one in the line there. He put all his personal items in the bin. As he was walking through the WTMD the agent yelled at him loudly and told him he could not have his hands in his pockets for screening. So the passenger had his hands in his pants pockets. He was told or yelled at by the agent that he would have to go back through the WTMD, because he cant have his hands in his pockets. He says he wasnt aware there was a rule that said he could not have his hands in his pockets.He says he looked for a supervisor but could not find anyone willing to help him. He is very upset the agent was yelling at him loudly.

CSM RFI----Mishandling RFI
REASON for the call: Caller was yelled at by an agent
Date Time: 2-11-15
2015 6:14:1 Gate Terminal: Terminal 2
Airport: JFK
Airline: Delta
Flight #: 2630
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Did he get his name? No, it was the guy managing the PreCheck line.He was an older man, in his late 50 s. He was Caucasian with while hair but balding some, he is a medium height and weight
Caller took her niece to the El Paso Airport this morning for her flight. She was flying on Southwest Airlines flight 126. The flight time was at 8:35 am. She said that TSO (b)(6) was only letting hispanics go through the metal detector. Caller is Japanese. Caller did talk with a supervisor by the name of (b)(6) and was told that the TSO could chose the passengers who go through the metal detector. The supervisor told her that if she does not like what they told her she can call Washington. She said that they did not give her a card to file a complaint or tell her that there is a complaint box. She said that she did file a complaint. She wanted to make sure it was recorded. She asked supervisor (b)(6) to give him the name of the TSO and
!015 10:55: he told her to get it herself.

I transferred her to MB.

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Remote Client IP (b)(6)
Date Time: 2/12/2015 11:41:56 AM

Name (b)(6)
Email (b)(6)
!015 12:21: Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Phoenix Airport A Gate Security
Comments:I was yelled at rudely by no less that 3 TSA employees. One TSA screener told all non pre-check customers to go to the right. As soon as we started walking to the right, another TSA screener screamed at us for doing so. The two of them then argued about what was the correct instruction, while we stood there.

Once we go to the screening machines, there were 3 lines. One of them had the gray bins, and everyone had to follow regular protocol with laptops, shoes, etc. The other two lines were out of bins and we were screamed at by an older TSA female screener that we were to leave everything in our bags, take nothing off and just proceed through the metal detector. The 3D scanning machine was out of order. This seemed strange and different from all other protocol that I've seen at any other airports. And waw even inconsistent with that one other line at this airport.

Mostly I did not appreciate the rudeness and inconsiderate way that orders were barked at us.

EMAILED COMPLAINTS OR YOU ARE HOPING I WILL GIVE UP AND GO AWAY. I CAN ASSURE YOU I WILL NOT GIVE UP OR GO AWAY UNTIL I GET A JUSTIFIABLE RESPONSE.
(b)(6)

While taking time from our vacation in Maui this past weekend, my father-in-law (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I herd over the speaker system "(b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".
I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wanding a 79 year old man is GROSS INCOMPENTENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui, but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) " came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes late the supervisor (I did
2015 8:01:5 not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!
My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.
(b)(6)

(b)(6)

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-----Original Message-----
From: TSA-ContactCenter [mailto:TSA-ContactCenter@tsa.dhs.gov]
Sent: Thursday, February 12, 2015 12:49 PM
To: (b)(6)

I come through SFO frequently. I use the shortest lines whenever possible. This usually brings me to the security area around door 12 in Terminal C, United Airlines.

On January 27 I came through security at this checkpoint. I had TSA pre check on my boarding document. I put my things on the belt, they went through and I told the TSA representative that I would alarm through the metal detector because I have had a knee replacement. They then told me I had to go through the scanner. I was not given a choice, I was taken away from my personal items. My passport, my drivers license, my T.W.I.C. card, my boarding pass, my back pack, my money, my credit cards. Everything in the world that was mine, that could identify me was at least 75 feet away from me, behind some posts, somewhere on a belt. Anyone could have reached in, grabbed my wallet, my ID, anything at all.

I complained to the agent. I complained to the supervisor. They said it was just the way things were done. That was it.

I worked for TSA in Kailua Kona Hawaii a number of years ago for about eight months. I know this is not normal procedure. I know that a passenger should never, ever be out of sight of their belongings. For some reason the TSA at SFO seems to think that this is OK. It is not. I could have claimed that money had been stolen. None was but, there was no way to prove that. It is a bad procedure and it continues.

2015 9:05:1 On February 2 I went through the same checkpoint. Again I had precheck on my boarding document. I was sent through the screening line with the scanner. I had to empty out my liquids, remove my shoes, remove my belt, remove my computer so the precheck was worthless. It was also pain full as I had recently had abdominal surgery and removing and replacing the shoes is difficult at age 71 with 26 stables recently removed from my stomach. Why do precheck if it is useless. Why hide passengers tickets, money, credit cards, identification cards, etc., from their view in the process? This is not right and needs to be fixed.

I wrote once before. I used the offical TSA "form" back on or around February 3, 2015. I have not heard back from anyone. How does a passenger get attention from these "all powerful" TSA agents without getting stopped from traveling? Why, when I complained to the supervisor was no report made? What happened to the "official" complaint I sent on February 3?

How do I know anyone will read this?

(b)(6)

HYPERLINK (b)(6)

REASON for the call:Caller needs to get the Airport code because she was harassed by a TSO at the check point.
She does not have the TSOs name but he was about 6 ft tall 280 lbs bald and white. Mid 40s. She says that she is 5 feet 2 inches tall and he was at least 8 inches taller than her. This happened at gate 4 but there is only one check point.
She Flew on 2-5-2015 from Phoenix Mesa to stockton on allegiant at 3:00 PM She went through the check point about an hour 15 minutes before the flight.
She had a medically necessary metal implant and the TSO would not listen to her. She triggered an alarm on the WTMD she triggered an alarm. He screamed at her that he knew what he was doing. She triggered an alarm again but he spoke under his breath it was a problem. She says that he was rude. She says that she is going to avoid the airport in the future. He intimidated her and she did not get his name or ask for a supervisor.
Date Time:2-5-2015 3:00 PM (She arrived at the airport about an hour and 15 minutes early)
Gate Terminal: Gate 4
!015 11:47: Airport:Phoenix Mesa
Airline:Allegiant
Flight #:?
Bag tag # :N A
Bag Description:N A
Missing Damaged item description:N A
NOI:N A
Special Notes:

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Remote Client IP: (b)(6)
Date Time: 2/13/2015 12:04:44 PM

2015 2:07:3

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:San Antonio Airport-Pre-check line closed (last two times I have flown). Paid for Pre-check - line closed, but was asked if I wanted to sign up for easy pass for $179. Then I was discriminated against at screening process. Females were allowed through metal detector but males are directed through Body Scan. My boarding pass was on my phone (already in X-ray machine), showed the officer my Global entry/pre-pass card, but was still required to take off my shoes. Boarding pass was on my phone & was not issued a pre-pass card for screening!
Disability Description: Caller is an elderly lady in a wheelchair and is on multiple medications.

2015 2:26:4

Incident Details: Caller flew with Southwest in TUS and PVD. She is an elderly lady who has a lot of medical problems and is in a wheel chair. She said that the female TSO s have been really rude to her but the male TSOs were nice. She informed the female TSO that she did not want to do the WTMD because she is a cancer survivor and they made her do it anyway and she said they were laughing while they were pushing her to it which upset her greatly. She told the TSO during screening that she needed water to take her medication and they would not let her take it on the plane, this has happened on several different occasions at these checkpoints. She takes nitro glycerin and she said when she needs to take it she can not wait for someone to bring her water. The flight was in November and she did not remember the specifics as far as flight numbers and dates but it was Southwest Airlines.

2015 4:58:5

Caller flew from DEN on Feb 5th. She wears an insulin pump and she was told by the TSO there, that it would be ok to go through the AIT machine but it damaged her pump. It caused her 2 ER visits. The pump kept giving her insulin when she did not need it. Her level dropped to 50. The manufacturer, Medtronic, told her yesterday that she could not go through the AIT but could the WTMD.

Date Time of Incident: 02.05.15 at approximately 5:30 a.m. flight departed at 7:05 a.m.
Gate Terminal: Main Terminal Left Hand Side
Airport: DEN
Airline: Southwest
Flight #: 884
Bag tag #: N A
Bag description: N A
NOI: N A

2015 1:07:0

Dear TSA, I wish to voice a complaint about the screening process at San Luis Obispo airport. I flew out of there on Feb 12 on a US Airways flight to Phoenix. During the screening process my iPhone 5 was stolen from a bin on the sole conveyor belt the airport has. The airport protocol is very unusual in my experience (I am a Million Miler on both United and American) because the TSA agent checking IDs has his podium placed at least 10 feet away (past) from the conveyor belt, and passengers are expected to put all their baggage, belts, shoes, wallet, computers, etc in the bins BEFORE walking over to the TSA agent with their ID. After ID is checked the passenger is directed into the sole metal detector without coming back to the conveyor belt. Most likely, in the considerable time it took to do this, someone in the line by the belt waiting to have his ID checked simply took the phone out of the bin where it was placed with other items. The phone itself was placed in one of my shoes and was sticking out of it. Once we discovered it missing in the bins coming out of the Xray device, myself and TSA agents examined all bins to try and find the phone and then discovered using my wife's phone that the phone had been turned off so even the "Find My Phone" app would be of no use. In all of my travels in the world I have never before seen an airport where ID is not checked BEFORE items are put on the belt and the passenger can watch them as they go thru the Xray machine. I believe TSA should investigate the layout and process of screening at SBP and change protocol so IDs are checked BEFORE carry on items are placed on the belt. It may be that additional TSA personnel need to be assigned to SBP with a duty to watch the bins more carefully. I hope you are able to take this complaint seriously. I am sure I am not the first to have something stolen at the TSA station due to the way the screening process is organized there. Sincerely, (b)(6)

--

(b)(6)

Aurora, CO 80045
Phone (b)(6) (cell)
Fax: 303-724-3663
Email: (b)(6)

Good Afternoon

I will rarely gather the nerve to complain about services. I seldom do. But this TSA at San Jose International brought me to do so.

I've flown through 4 different airports in the past month. I've had nothing but curteous professionalism from TSA officials. But my experience today at San Jose was bar none, the worst I've seen in years.

I was pre-checked due to my active duty service in the United States Navy. The pre-check line was closed off. No problem. I waited in the line with everyone else. I asked the first gentleman if pre-check standards were still in place and if I could keep my shoes and light jacket on. He quickly shooed me away and completely disregarded my question.

A woman behind me in line for the body scan made a comment that she needed to use the restroom. This older woman who was a TSA official then made an incredibly rude and uncalled for comment. She said "you can go to the bathroom right there," as she pointed to the carpet floor in front of the metal detector. I did not catch her name.
I was and still am appalled at the behavior of your "professionals."

I then noticed that some people were keeping their shoes and jackets on. Obviously they were pre-checked as well. I then told an officer (b)(6) that the man at the desk had ignored me when I asked if pre-check was still relevant. He apologized but seemed overwhelmed by the mass of people who were waiting to be screened.

2015 9:10:4

Once I was done with getting pat down, I asked another woman if it was unusually busy. She also disregarded me completely.

I do not expect royal treatment nor do I want the people who are keeping us safe at airports to lose professionalism. But this, I'm sorry, is inexcusable.

I went through the TSA at SJC on February 14, 2015 at 15:45 local time.

Thank you for your time.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/14/2015 7:33:18 PM Airport : SJC - San Jose International Date/Time of Travel : 02/13/2015 4:30 PM Airline & Flight Number : Alaska 201 Checkpoint/Area of Airport : just cleared Customs and had to rescreen through TSA TSA Employee: (If Known) :
Comment : First of all, having to rescreen after coming through Customs was (and is) pointless. Passengers NEVER leave controlled, internal status and so it is the same as if we'd never gotten off the plane. A TSA recheck to reboard is idiotic.

The TSA team was ludicrously bad. We arrived from the Customs area and they still had a drop-down gate lowered and locked (though our flight was on time and they knew full well we would be there). We watched the 3 TSA workers through the gate for 10 minutes as they wandered around, puttering aimlessly. Finally, one came out a side door to open the gate and couldn't- eventually pounding on the electronic key box with a crescent wrench (YES! actually pounding the case with a wrench thinking that would make it work.) She finally called airport maintenance who opened the gate. Then, she and her coworkers couldn't get the metal detector gate to work and then couldn't get the chemical 'sniffer' device to work (at one point pulling out instruction binders and trying to figure things out). Instead of calling for help, the 3 would stand around jabbering at each other trying to decide what to do.

2015 9:11:0

They were comically incompetent- or it would have been comical if we weren't all waiting to get back on our plane.

So, in summary- stupid, pointless rescreen to begin with, followed by unbelievably incompetent service.

TSA really would be serving us better if it provided less "security theater" and more meaningful security service, with less pointless delay and bureaucratic nonsense.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 2/15/2015 3:32:41 PM Airport : LRD - Laredo International Date/Time of Travel : 02/15/2015 2:15 PM Airline & Flight Number : AA3179 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) :
Comment : I travel over 100k miles every year, and this has got to be the most amateur-run TSA checkpoint I've encountered. The people running the x-Ray scanner have no idea how to read it so they basically re-ran every bag before and after me. They didn't understand TSA pre-check means liquids are allowed in the bag (they said they did but still took my bad to secondary examination, took out the bag of toiletries and re-scanned it). This happened to the other TSA Prepassenger next to me too.

To make matters workse, not only are the people undertrained, they're also understaffed. The line gets backed up because the X-ray guy is doing secondary bag examination and the whole queue is stopped because the X-ray isn't scanning any new
2015 5:08:3 bags. There's also not enough people to run the metal detector. They constantly had to switch between male/female examiners for pad downs (again, because they don't seem to know how to run a security checkpoint and just run everyone through everything twice to check the box...)

Worst. TSA checkpoint. Ever.
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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Remote Client IP (b)(6)
Date Time: 2/16/2015 12:36:50 AM

Name (b)(6)
!015 10:16: Email (b)(6)
Complaints:Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LaGuardia Airport
Comments:Traveled through Laguardia airport Saturday morning February 14, 2015 for a 650am flight to Dallas Fort Worth. The TSA screeners told everyone to "just walk through" the screeners with boots, chains, and other objects on without checking in their personal belongings on the conveyor belt. When the full body scanner beeped they were given a wand metal detector screening. 3 people...3 PEOPLE!!!! In front if me were given the wand and the agent said "oh I guess it's your belt, go ahead." I asked for a bin before passing to place my cell phones, shoes, etc. in and was told to move along and "you ain't getting no bin for that, just put it in your bag or on the belt and go through." As our last line of defense in an age of heightened security amongst airline travel, I will no longer be using LaGuardia airport for any means of travel. I am completely disgusted and embarrassed to be a New Yorker and American and continue to use such an airport with security as incompetent, discourteous, and unprofessional as the TSA agents I saw at LaGuardia airport. I do not care how long the lines are, this cannot be the type of people you hire to check for potential airline attacks. It is absolutely disgusting to see agents "assume" someone's belt set off the metal detector. I am still in shock and utterly disgusted.

Dear Congressional Representative McSally,

Today (2/15/2015) I was subjected to irregular TSA screening procedures that concern me, and I am concerned that as a consequence I will be unduly subjected to additional screening in the future. I would appreciate it if you would investigate further, for I was unable to obtain any information other than an email address at DHS to contact.

I am a frequent traveler, and have TSA prechk. I was outbound on US5442 to PHX from SLC. I went through the PreChk lane with a laptop bag, a jacket on, and my wallet in my pocket. My laptop passed through the tunnel, and I was directed through the metal detector. I alarmed; I was instructed to remove the contents from my pocket (wallet) and pass them through the xray tunnel, but not instructed to remove my jacket. I complied, and attempted to pass through the metal detector again. After passing through I was instructed to go back out and go through the millimeter wave scanner. I agreed but insisted that an agent retrieve my wallet from the small round bowl and keep it my sight. A agent was found and retrieved the wallet and kept it visible. I passed through the millimeter wave scanner. I passed through and was stopped for a patdown. I was shown a computer display that showed multiple ATR outlines on my upper torso from my jacket, which had several zippered pockets.

At this time a male TSA agent approached and instructed me that he was going to pat me down, including my groin. As no ATR signal was present that I could see, I objected. At this point the supervisor said I needed to be patted down.

I offered to remove my jacket and pass it through XRay independently, as my understanding of TSA policy is that Millimeter Wave Technology is offered as an alternative to a patdown, and that I would pass through the body scanner again. That was again refused by the supervisor in uniform.

!015 10:16:

I asked to be told by someone that my choices were a) an intrusive patdown or b) miss my flight. A uniformed police officer then presented himself and confirmed those were my choices. By this time (b)(6) Security Manager was present, a discussion followed, with the result being that my jacket - but not my groin area - was patted down. I asked that the police officer remain and observe the patdown, and he complied.

Before being allowed to proceed, a form was filled out by the uniformed supervisor. He asked for my driver's license. I asked why he wanted my driver's license, as I was prepared to give him my Armed Forces ID, a green one showing me to be an IRR 05 in the naval medical corps. He said something to the effect of "give me the ID that was checked on the way in" so I gave him my Drivers License.

Why? Because the police had to be called. Why? because I requested their presence.

Something went wrong here but the entire story being told by TSA is that you don't need a patdown if you agree to the body scanner. I would like a clarification of their policies, an explanation as to why there is no one in the TSA that is authorized to say "your choices are to be patted down or not to fly" (apparently by the actions today, only the police can convey that message), and if I am now on some form of continued surveillance.

Thank you.

(b)(6)
Tucson Arizona

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/16/2015 9:54:02 AM

Name (b)(6)
Email (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Saturday, February 14, Checkpoint B at CLT between 5:30 and 6:00 am.
!015 12:03:
Comments:When going through the security checkpoint with my family, I was told by an agent to keep my laptop and toothpaste in my bag before it went through the x-ray machine. While we were waiting for someone to let us through the metal detector (small children), my laptop was apparently taken out of my bag and placed in a bin. No one informed me that my bag was being opened, or that my laptop was being taken out. I assumed that my laptop was in my bag when we were getting ourselves back together on the other side of the metal detector. To make things worse, someone else mistook my laptop for theirs. I went onto my flight thinking I had my laptop when it was actually on its way to Tokyo.

I have gotten in touch with the person that has my laptop, and we are coordinating getting it back to me. But right now it's in Tokyo, and I am on my way to Iquitos, Peru in the middle of the Amazon rain forest. Their laptop is with the TSA in CLT right now and they have a coworker that is working on getting it picked up.

When we went through a TSA checkpoint in MIA later that day there was an issue with the size of my daughters tooth paste. Before doing anything with our bag the agent made sure to find us. She went through an entire script telling us that she was going to open our bag. She asked if there was anything that could cut her, etc. She found the offending Dora the Explorer toothpaste and gave us options.

Had the agents in CLT been this professional I would still have my laptop. My bag should not have been opened without my knowledge. I am now without a laptop and don't known when I will be able to get mine back. Will TSA reimburse me for picking up a laptop that I can use while I'm without mine?

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: jacksonville
State: Florida
Zip Code (Post Code): 32209
Other:
Email:

2015 2:29:5

==Incident Information==
When did this happen? 02 14 2015
Where did this happen? FLORIDA - TPA - Tampa International
What happened?
It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa international airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she told me that is not our policy . After waiting for at least

I go through PDX about twice a week. I realize that some of the general population are randomly selected to go through the Pre-Check program, and have been told it is a marketing choice. It is one of the most inefficient ways to run the screening process, and I would love the opportunity to tell you more about my experiences. People who do not fly on a regular basis need the clear instruction and reminder about how the process works: "make sure you take liquids and gels out of your bag, your cell phone and wallet out of your bag, if you have a laptop, please remove it". Funneling these people who are not familiar with traveling down another line is more confusing than it is a positive experience. They now appear overwhelmed at the conflict of having been told to take off their jacket previously, and now are getting dirty looks from those behind them as they are scorned for having taken off their shoes.

These experiences are the norm more than the smooth efficient intention of the TSA pre check line. It was designed for us, frequent travelers who are well aware of the rules and typically know most of the TSA staff, yet is being dragged down as a 'trial' opportunity for infrequent travelers who cannot even acknowledge that the simple act of following instruction of TSA pre-check line attendant to please proceed, is going to cause numerous delays and frustration for staff and travelers alike.

2015 8:41:2 Today takes the cake. There were slightly more in the Pre than standard check in, but only one person checking IDs and feeding into one line, in comparison to standard security screening, which had four staff checking IDs, three overseeing the process/instructing on the screening process, and four metal detectors for travelers to go through. I think the entire line of 25 people in pre could've gone through standard in the time it took us to watch a confused woman at the front listen to instrucitons for the third time and then slowly put her jacket back on... TSA pre at the ID post seeing the thorough back-up opened the line next to it, still for TSA pre. This meant that those people recently standing behind me, were now standing next to me, and we are all bottlenecked at the metal detector. Those in the front were frustrated to make progress, yet having not seen the hold up are now frustrated that they have to merge with the existing passengers who were also already waiting and are reluctant to release their position in line to those who were released from the end of the line to make way for additional people to add to the back of the line. Perhaps it was the look on my face or the deep sighs from those who have paid to have this horribly inconvenient experience, but I was asked by three separate individuals to write into TSA.gov. The passenger in front of me exclaimed "this really sucks!!" quite loudly and surrounding TSA staff agreed with him and asked him to share his perspective: TSA.gov. I don't know if this will make a differnence, but if there could be a line that would actually serve purpose to those who know what the heck to do and could pay to have a hassle-free experience while doing what most would consider the weekly commute, I would greatly appreciate it!! Interested to hear your thoughts and more than welcome to stop by the TSA desk in PDX this Thursday, or next Tuesday or next Thursday the 26th, or March 3rd or 5th, or the week after that, the week after that, the week after that.

Kind regards,

(b)(6)

!015 11:48: Caller flew on 2 6 15 on Jetblue 1784 from MCO to JFK. There were no trays available to put their stuff in. He put his watch, change, glasses, and phone in his hat. They went to the WTMD in another area. They were taken to an x-ray machine and then walked back. Their stuff was piled on the end of the conveyor belt. He didn t realize that he didn t have his phone. The airport called and said that they could mail the item if they paid for shipping. It has been awhile and she wants to know where the phone is.

I am very concerned about, what appears to be, a serious problem with the Pre-Check program. The first two times that my wife and I used the program it took us 30 minutes the first time and 20 minutes the second time to get through security checkpoints.

The reason? You have no plan for people who have joint replacements, pacemakers, or implanted defibrillators. Both my wife and I triggered the metal detector when trying to go through security. She has had a hip replacement and I have had a knee replacement.

You refer to this as a "trusted traveler" program but you don't trust us. The whole point of the program is to speed up the security checks but, what you have done, just slows the process down severely.

2015 8:49:2 Both times we used the program we had to be "patted down" since you have, apparently, done away with the hand-held wands. In the first case, at DFW, there was no one available who was qualified to do the "pat down" and we had to wait a half hour for someone to arrive. The second time, at SDF, we had to wait because the only person qualified to do the "pat down" was busy.

This is ridiculous. The program does not work. It's worse than not having the program.

Why don't you "trust" the "trusted travelers" and keep a record of people who have implants that might trigger alarms so that the program works? All you would need to do is use a wand to check that the implant location matched the data on file for the particular passenger. This is so simple that it is almost inconceivable that you are not already doing it.

I would appreciate your letting me know what is being done to correct this deficiency.

After many years of being patted down EVERY TIME I go through the millimeter scan at the TSA checkpoint I am filing a complaint of discrimination. Clearly the software used is unable to scan people with my body type (obese pear-shape). So EVERY TIME, my breast, hips, and bum are patted down. This is insulting and demeaning and after so MANY years the software should now work. If it can't work on certain individuals we should be given the option of using the metal detector until the software
2015 6:02:2 is improved, particularly since no terrorist has ever been overweight. We aren't your target demographic, so discriminating against is not only insulting but a waste of everyone's time.

Sent from my Windows Phone

On February 17, 2014, I flew American Airlines, flight 1570, leaving Mc Carran Airport to O Hare at 6:38 pm.
One young African American woman checking boarding passes and id's, line extremely long. Two workers at an exray machine for luggage, and two men directing people into the line. Then people were directed to another area for screening. I put my suitcase, backpack, and sweater on the belt to go through the xray machine. Then I was directed to go through a body scanner. I can not lift my right arm above my head, so I was directed to a hand scanner, take off my shoes, and go through a metal detector.

I am 64 years old, diabetic neropathy on my feet, TSA Pre checked, and they would not accept my electronic boarding pass. I have health issues and was very stressed by this treatment. My feet hurt when walking on cold solids floors without shoes and supports.

What happened to proper treatment for senior citizens witth TSA pre check.

Your employees were rude and improperly trained.

2015 8:00:4

(b)(6)

Rolling Meadows, Il. 60008

(b)(6)

Sent from Samsung tablet

Going through the metal detector, I was flagged for a random search, declined the machine and was "patted-down" at approximately 10:15 at the Chicago International Airport United TSA-Precheck line near the Global Services area. I did not get the name of the agent, but he was African American.

During the search, the TSA agents hands went all the way up my leg and cupped my buttocks and touched my genitals.

I felt violated and punished for not going through the millimeter wave machine.

2015 2:14:3

I have flown over a million miles, I was dressed in business attire, never been hassled before and was courteous. I would have asked for a supervisor in person, but after what happened to that guy Polaneczky in Philadelphia – I chose to write instead.

I cannot believe that people put up with this kind of abuse. I fail to see how this is necessary or helpful.

I have little hope this email will have any impact and expect I will get a response that he was just following procedure. Maybe I should start wearing a sport cup.

(b)(6)

(b)(6)

REASON for the call: Caller is trying to get a refund for a missed flight back on 23 February 2013. The TSO manager was being really rude to her because she chose to opt out of the body scanner. He picked on her and demanded her driver s license in addition to her passport and was yelling at her and told her he was making a record of this. The TSO took copies of her information and made copies of her passport. The TSO was a bad manager on a power trip and he had a smirk on his face and wanted make an example of her. The caller thinks his last name was (b)(6) and he was a light skinned Hispanic with dark brown or dark black hair. The caller asked to see the regulations that said she could not opt out of the AIT and the TSO told her she had to go onto the internet and print off something about the rules and regulations. She wanted to go through the WTMD and they wouldn t let her. The caller missed her flight because of all of this. The caller went and spoke with a police officer and they told her they couldn t get involved with TSA. She wants to talk about compensation for the missed flight. She also wants to know if she is on a no fly list.

Date Time: 23 February 2013, 630 am
Gate Terminal: Unknown
Airport: FAT, Fresno
2015 7:40:1 Airline: Unknown
Flight #: Unknown
Bag tag # 10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Fresno for them to investigate the matter. Sent a claim form to the caller s email address to file a claim against TSA for the missed flight.
Special Notes: N A

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/21/2015 2:09:15 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):dl 51 sfo to atl
2015 3:01:3 gate 42
Comments:while Going through the security checkpoint i encountered extremely un proffessional , rude behaviour from the tsa agent checking id. the agent yelled at me and my two minor sons travelling with me regarding not being allowed to approach his position. i then backed up and then he motioned with his hand to approach. i approached his position and he yelled at us again that we were not allowed to approach while STILL gestuning with his hand to move closer. i then asked if we were now cleared to approach and he said 'yes'. another tsa agent who witnessed his behaviour then relieved the agent of his position. after clearing the metal detector and carry on bag check i requested to speak to a supervisor and pointed out the tsa agent with whom iad the issue with. i then explained what happened and filled out a complaint form.

i have been flying around the world for more than 27 years and have never seen someone behaving as inapropriately as this agent.

bottom line is that he was rude and extremely unprofessional. I was a maine and marine security guard at us embassies around the world. we were taught to be firm,courteous and tactful. your agents should be the same.

respectfully submitted
(b)(6)

Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made remove her shoes which is very difficult for her. Caller was upset because she was separated from a government issued laptop for a short time during the process and it is not supposed to
!015 11:10: be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02 08 2015 and 02 22 2015

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

I am a member of the Global Entry Program and still DID NOT get the TSA Pre check printed on my boarding pass in December 2014? Why did this happen? I paid the $100 and went through all the clearances? Your website states under frequently asked questions that I should receive it? Your answers did NOT answer my question.

v/r

(b)(6)

tsatcc_do_not_reply@senture.com

To:

(b)(6)

Received-On:

2016 3:03:2

02/09/15 6:46 PM

Subject:

In Response to your inquiry

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding TSA Pre?®.

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

The most familiar of TSA's risk-based initiatives, TSA Pre?®, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?® lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

In addition to TSA Pre?®, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?®. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?®.

all equally.

But more specifically, it does not address how your algorithm for the millimeter delector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)
(b)(6)
(b)(6) | Baltimore, MD 21201
Phone (b)(6) | Fax: 410-706-1482
E-mail: (b)(6)

2015 8:29:4

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, February 19, 2015 6:43 PM
To (b)(6)
Subject: In Response to your inquiry.

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

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

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

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(b)(6)

(b)(6)
(b)(6) Baltimore, MD 21201
Phone: (b)(6) Fax: 410-706-1482
E-mail (b)(6)

2015 8:29:4

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---------- Forwarded message ----------
From (b)(6)
Date: Feb 23, 2015 3:03 PM
Subject: TSA's Airport Albuquerque NM abuse
To: <HYPERLINK "mailto:abqcustomersupport@tsa.dhs.gov"abqcustomersupport@tsa.dhs.gov>, <HYPERLINK "mailto:tsa-contactcenter@ghs.gov"tsa-contactcenter@ghs.gov>
Cc: <HYPERLINK (b)(6)

2015 6:15:5

This email is to complain an abuse towards an elderly gentleman who was passing the screen security at the Albuquerque International Airport at 2pm. The elderly man flew out to Phoenix at 2:45 pm from Gate A8.
The elderly man was about 85 years old and he was using a wheelchair to cross the metal detector. Personnel from TSA, made the man walk through the metal detector three times. He could not even walk, but apparently the TSAs did not care at all. The worst part was when they made him take the belt off his pants and its pants fell down.

The Albuquerque Airport has the pre- approved TSA line, you don't need to take off your shoes or belt in that line but they prefered to give a hard time to the poor gentleman. Also, they could screen the man in its wheel chair without any problem.

As an Albuquerque resident I'd really appreciate if TSA take action on this situation and identify the people who were working during the 2pm shift and provide them training on how to treat elderly people with respect.

Thanks,

(b)(6)

In general, I am okay with the TSA encounters I experience at least twice a week. Very professional.

However, I am not okay with San Diego. This is a relatively busy hub airport for Southwest Airlines. Yet, I avoid this place whenever I can. I am always (almost) pre-check. But I have a knee implant that requires me to use "other " machine, not the metal detector. No big deal except San Diego who can't seem to provide this technology for precheck travelers. Inexcusable in my opinion.
2015 9:18:4 I avoid this airport at great inconvenience to me and economic loss to that city. Tough.

Please address this issue. It is totally wrong.

Sent from my iPad

the time these made up rules & policy creation took place, as I would have not been allow to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happen? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from you reply "For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactly why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my pocession, my bag was pulled out for secondary screening (I fully undestand why), I question how you improved the sercurity of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional sceening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manor when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely apperciate someone checking into this matter in an actual investagative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

In Response to your inquiry.

2015 2:36:0 HYPERLINK (b)(6)

tsatcc_do_not_reply@senture.com (tsatcc_do_not_reply@senture.com)
HYPERLINK (b)(6)
2/23/15
(b)(6)

From:tsatcc_do_not_reply@senture.com
Sent:Mon 2/23/15 6:49 PM
To(b)(6)
Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening. TSA seeks to provide a high level of security and

To whom it may concern:

On February 22nd at 3:30p.m. my husband and I were in the Richmond International Airport in the TSA department headed towards Atlanta, Georgia. I was detained after going through the metal detector, as I told them I had two total hip replacements. They proceeded to tell me to take my coat off, put it in a box, take my shoes off and they were going to pat me down. While I was patted down to a very large extent the examiner said, "What is this?" I told her I have a belly bag that is a form of catheter, she said, "touch it". I said, "I can't touch it here, I would have to go somewhere private it is under my clothes". So she calls over her manager, the manager then says, "You have to touch it". I tried to show it by lifting the hem of my shirt, only showing about a quarter of an inch. I tell her to touch it I need to be in a more private area. The manager screams at me to just touch it.

In the meantime, my husband was getting very worried, as he could see I was upset and that they were yelling at me. He tells the manager that all this yelling was not necessary that we've gone through many airports before and never had any problem. She threatens to have him removed from the airport if he interferes with me whatsoever. He was only trying to protect me as he knew I was emotionally upset by the time we got out of there.

By the time it was over I was upset shaking and in tears. I hope something is done about this matter as a patient who has high blood pressure and several health conditions could be seriously injured by this kind of verbal humiliation and abuse.

Sincerely,

:015 12:13: (b)(6)

HYPERLINK (b)(6)

(b)(6)

Lakeland, FL 33810

Sent from Surface

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: 2/25/2015 12:25:47 PM

Name (b)(6)
Email (b)(6)
2015 2:12:3 Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):02/24/2015, approximately 1300 hours, Lihue Airport TSA Pre Check Line Metal Detector.
Comments:TSA Office (b)(6) covered his name tag on his chest when I took issue with his unprofessional & rude behavior.
I had removed my laptop from my bag and all metal items as instructed prior to going through the metal detector. As I entered the metal detector, (b)(6) told me to remove my 2 plastic writing pens. I showed & told him 2X they were plastic. To avoid holding up the line, I attempted to dispose of both plastic pens missing the trashcan. (b)(6) then waved me through the metal detector, but adamantly refused 3 requests to let me retrieve my pens.
When I requested his name, (b)(6) immediately covered his name tag & called for a supervisor. Supervisor did conduct himself appropriately & professionally offering his badge information for me to copy. It was not necessary since I had (b)(6) name.
In closing, the Pre Check line was not moving as efficiently as the non pre check line or like most other TSA Pre Check Lines at other airports. I observed 2 reasons for the delays, first, was the man viewing the x ray monitor seemed hesitant & inexperienced constantly backing up the conveyor belt and moving around while looking at the monitor. Second, it would appear (b)(6) was not aware he was manning the Pre Check Line or attempting to exert his perceived authority. As a frequent traveler, I understand TSA is an necessary inconvenience being responsible for the traveling public's safety. But that is no excuse for a civil servant's unprofessional behavior.
Hello
My parents flew from JFK terminal 4 on 2/13/15. At the check point my mother removed her jewelry and placed it in the bin and then passed through the metal detector. When she went to retrieve her jewelry the items were gone. I have placed several calls to the TSA lost and found number. Each time I get a recorded message although it is during business hours, left detailed and clear messages and I have yet to receive a call back. In the past I have had a great experience with the retrieval of a lost
2015 6:02:0 item at a security check point and I am truly disappointed that I am not able to get anyone on the phone. The item had to have been found because the only people to handle that tray after it left my mother's hands were TSA personnel. One of the items has tremendous emotional value for my mother and I really hope we can get it back. Lease direct me to someone who can help me with this issue. Many thanks.

(b)(6)

On 2/23/15 my wife and I were passing through the Las Vegas airport. We have been through this airport three times in the last year and every time, are treated rudely by the TSA. I strongly believe that this group of TSA needs to be retrained in customer service.

When we pass through other airports we take off our shoes, coats, belts, and empty our pockets. We place all of our items in a bin and send it through the x-ray machine. We walk through the metal detector and we are done. Great!!!

In Las Vegas the signs say to leave on your coats and shoes (for ease-convenience). There are no large bins, only small dishes. We walk up to TSA, and I start to unzip my jacket. The agent says "what are you doing, did I tell you to take off your coat"? I told him I had stuff in the pockets of my jacket (head phones, Y adapter, lighter, phone, etc.). He says "stick it in your wife's purse". I try to put as much in that can fit, but I put the rest in a dish. I walk through and set off the detector. He says "take off your belt!" I said the sign said to leave on my belt. He said "I don't know where you shop, take off the belt!" I put it in the dish and loose my place in line.

2015 8:07:4 My wife walks up and the detector goes off. After three tries (belt, shoes, and coat) she finally gets through. The next three people go through the same. The line is messed up, we all have our items on different spots on the x-ray belt, and we all are JAMMED UP and backing up the line! The agent yells out "people this is not this hard", but HE is the one causing all of the problems!

Please, train the Las Vegas TSA customer service, and use the normal TSA screening techniques. This new system is horrible, especially with angry TSA agents. If I go through Las Vegas again, with similar results, I will record it on my phone, for someone's boss to view. We just want to go on vacation and to fly safely... Let us put our coats, shoes, and belts in a bin... It is so much faster.

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: 2/26/2015 10:29:31 AM

!015 12:06: Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Diego airport, terminal one
Comments:I have TSA precheck; Unfortunately though, there was no pre-check line at terminal one this morning. Instead they sent all the pre-check passengers through the main line, and gave them a slip of paper to give to the agent near the metal detector. This was both annoying, because we were not allowed to leave our laptops in our bags, at also insecure, as any pre-check passenger could have simply handed their pre-check slip to another passenger, allowing them to bypass the body scanner. My fellow pre-check passengers and I have invested a great deal of time and energy getting approval for pre-check. It is unfair to us when the airport does not designate a separate pre-check line. It is also less secure and defeats the entire purpose of the pre-check.

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: 08823

2016 2:12:2

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? Yes
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

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

From: (b)(6)
Sent: Thursday, February 26, 2015 6:46 PM
To: TSAExternalCompliance
Subject: Civil Liberties Violation Complaint Submission

Dear TSA,

Please find attached my statement of complaint for the violation against me by a TSA agent.

If you have any questions, do not hesitate to contact me. I look forward to your response.

Sincerely,

(b)(6)

2015 8:19:4

Attachment

Civil Liberties Civil Rights Violation Complaint

Date: February 26, 2015
Complaint Submitted to:
Transportation Security Administration's (TSA) Office of Civil Rights Liberties, Ombudsman and Traveler Engagement (CRL OTE)
E-mail: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov
Complaint submitted by:
(b)(6)

Asheville, NC 28801
(b)(6)
HYPERLINK (b)(6)
To whom it may concern,

Based on my recent travel experience I have decided to contact you. The behavior of the TSA agents has become quite unacceptable. There is a lot of eye rolling, lack of accommodation and inappropriate comments directed at travelers. I suspect that your agents have become quite complacent in their governmental jobs and believe themselves to be entitled to behavior otherwise unacceptable in any other profession.

To give you specific examples:
1. On 2/26, Seattle/Tacoma TSA significantly delayed my pregnant co-traveller after she requested a pat down instead of the X-ray. This was because their only female employee was operating another machine. At the same time, they sent a few other travelers through metal detector but did not offer this to her and denied it when she asked if she could go through this process instead as she realized that she was being delayed.
2015 4:24:2 2. On 2/27, Boston Logan TSA employees at Air Canada gates B1-B3, who had no one else in the line were rolling their eyes and shaking their heads when I was about to enter the metal detector but went back to put my keys on the belt as the keys escaped my attention in the midst of placing a bunch of other items on the belt. Right after that, one of the agents could not keep himself from complaining about the fact that I forgot to dispose of a small bottle of water in my carry-on since "this has been the rule since 2006". With all due respect, people travel a lot and I've gone from Seattle through Boston within the last 12 hours and am continuing on to Europe. A small bottle of water simply occasionally gets missed despite the fact that this knowledge is widely available.

If your agents don't understand these simple things or cannot behave, please, retrain them or consider replacing them.

Regards,
(b)(6)

From: (b)(6)
Sent: Friday, February 27, 2015 2:22 PM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: baggage inspection

2015 4:25:1 I flew back from Mexico yesterday on US Airways flight 444 with a plane change in Phoenix. Early this morning I opened my suitcase to find your TSA Baggage inspection card inside. When I packed my suitcase I was careful to wrap certain items to try to insure that they did not get broken. One of these items was a bottle of chocolate liquor I purchased in Mexico. This was no longer wrapped other than in the plastic bag I had put it in. It had been in the plastic bag and then wrapped in a shirt and put near the center of my bag. It was this morning against the inside edge of the bag. My tablet had been wrapped in my jacket and the screen facing the inside of my luggage so that it was padded all the way around. When I opened my bag it was no longer wrapped and was up against my husbands control panel for his metal detector causing the screen to be broken in several places.

I understand the need for baggage checks and have no problem with my bag being inspected but what I do have a problem with is the fact that the bag was not repacked with care and my items were not safely returned to my bag. It looked to me as if someone had just rifled through it looking for valuables and that was my first impression til I saw that everything was there and then I saw the Inspection card. Now my table is cracked as you can plainly see in the attached photo. Is there any recourse for me for the damage to my tablet? While it was not an overly expensive one it was working fine and has many vacation pictures on it. (b)(6) Dallas, Or 97338 Phone (b)(6)
(b)(6) Inline image

<<ATTACHMENT>>

Photo of tablet with cracked screen
Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmd it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn t she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2015 6:34:3 REASON for the call:Complaint
Date Time: 02-27-15 at 4:30 pm
Gate Terminal:gate 2
Airport:Long Beach
Airline:US Air
Flight #:unknown
RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/27/2015 8:33:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 02/27/2015 5:22 PM Airline & Flight Number : Alaska 2573 Checkpoint/Area of Airport : Checkpoint 5a TSA Employee: (If Known) : Last names Colin, Shearer Comment : This was the second time this week flying through Seatac. I was TSA pre-check for this flight went through the line as usual wearing the exact same thing I wore when I flew in on Wednesday. Passing through the metal detector it triggered. The individual told me to go back and take off my shoes and belt. When I asked why I needed to do that if I was pre-check she said because it had a metal. Meanwhile the x-ray machine was open and being used to scan other passengers.
When I exited the other side I asked TSA agent calling why it would trip. She stated that it was because I had metal so I asked why when I'm TSA pre-check why would I be required to remove my shoes. She said it was because I tripped the alarm.
2015 9:02:0 When I informed her that I had flown in two days ago wearing the exact same outfit and it did not trip I asked why it would trip today. She said that every machine is different they're not all calibrated the same. I replied that that didn't seem to make sense why wouldn't they be. She said that that's just how it is at this point TSA agent she were approached and asked if I needed assistance with anything. I explain my story to him and he stated that that's just the way it was. I said that didn't make sense police officers have to calibrate their radar guns in order that write me a ticket for violating something why wouldn't the TSA calibrate everything to look for the same potentially hazardous materials and/or metals. And what was the point of me being TSA pre-check if I still had to do the same thing the regular line did. He made a comment that said well we should fine you for caring liquids then. I told him that that was absurd if I had it on the plane I could see that but out a check point where you're just checking in removing it doesn't make sense. I asked why they wouldn't just put me through the x-ray and he said well we're just not doing that. Overall not a passenger friendly experience not what I typically experience when I fly and I fly at least twice every week. I did speak to a supervisor and he said he would take care of it I did feel very good about the supervisor and the way he listened to me and truly acted since really concerned. He was the best experience I had with TSA today. He was exemplary and actually made me feel better about the whole situation 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

Greetings,

We just returned back from a week in Japan and was treated to very friendly and welcoming customs officers. However, we were utterly and completely ashamed of our TSA process when passing back through to domestic flights. Our inspectors were hard to understand, even leaving us native speakers confused. Then the inspectors weren't sure if we could bypass or go through security again. Some folks just walked by into domestic gates while some of us tried to understand the TSA inspectors. Then we didn't have trays for our belongings, a place to water/liquids as many of us were surprised by no liquids having just passed through customs. Next, it was total chaos as to whether we should pass through the metal detector or the scanning image machine. We went back and forth in the lines and I finally just pushed for the metal detector. Finally, we had an unfriendly inspector telling us to hurry after the detector/scanner chaos.

2015 5:10:2 We can do better. I've traveled many places around the world and I'm sure our process was neither safe nor efficient today. The Americans as well as the foreign visitors expect and deserve better.

Feel free to reviews your videos or contact me for specific feedback.

Sincerely,

(b)(6) an ashamed American

Hi,
I've had tsa pre-check (signed up for global entry and received tsa pre-check with it) since November 2014. It's been great traveling both domestic and international, until this weekend.

I flew out of oakland, ca on Friday, February 27. The tsa pre-check line was for some reason closed. I was directed to the regular line where I had to remove my shoes. It would have been fine if I wasn't counting on having the expedited service that I normally would have received. I ended up waiting in a long line for security check and barely made it to my flight.

Things didn't get better when I took a return flight back to oakland this evening. As I walked through the metal detector, the exact same pair of boots I wore two nights ago somehow set off the metal detector. I understand that those machines are very
!015 8:59:2 sensitive and would be more than happy to walk through it again. However, the agent didn't offer that and said to me "your boots set it off. Take them off and go back in line" in a very derogatory tone. This was very upsetting because I have seen other travelers set off the metal detector and were instructed to walk through it again. Not only was I not given that option, the agent was also very rude.

I understand nothing may not come out of this in the end but I certainly would like to bring this to your attention.

Thank you for your time.
(b)(6)
Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 3/1/2015 8:32:00 PM

Name (b)(6)
!015 9:01:0 Emai (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Austin (Texas Airport) Pre Screen
Comments:I'm a retired Federal Agent, and currently an Investigator for the State of Texas. I also paid for a passed a criminal background check to be assigned my KTN. On 2/22/2015, I had gone through the Pre-Screening. I was not armed. I had two pieces of luggage with me. My briefcase and a computer bag that contained my laptop and portable printer. I have traveled multiple times prior and after and retiring as a Federal Agent with these items. I also carry my Federal Retired Credentials and State Investigator's Identification. I have never been detained and treated as I was on this day. The TSA employees were unprofessional and refused to examine my credentials or entertain what I had to say. My briefcase and I cleared the xray and metal detector. They retained my computer case. They opened my computer case and examined my printer. They alleged it tested for explosives. They opened it up and could see that it was not an explosive device. They then had me remove my shoes, and belt and patted me down and re-searched my carry ons. They could have at least listen to me, and examined my credentials versus taking them and setting them aside. I have never been treated so bad. I will be notifying my U.S. Representative and Homeland IG about this. My printer or any other carry on has never come into question.

From (b)(6)
Sent: Monday, March 02, 2015 6:02 PM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: Damaged Property Claim for (b)(6) from SEATAC Airport on 2/27/15

To whom this may concern,

My name is (b)(6). I am seeking payment for my damaged cell phone. On February 27th, 2015 I was departing Seattle (SEATAC Airport) at Main terminal concourse B for a 7am flight through Virgin America (flight# 1780) to LAX. It a little after 6:25am when I` was in line after checking in, I explained to the TSA representative that this was my first time flying by myself and I did not know what to do. He asked for my boarding pass which I had electronically, I tried scanning it but it did not work so the gentleman held my phone to scan the electronic boarding pass, he then walked me over pre screening. I have olive skin with long curly brown hair. I was wearing blue glasses, a black jacket over a brown/tan/black dress with black pants and running shoes. I had one silver carry-on suitcase and was holding in my hands a tablet and my cell phone, a Sony Xperia Z3 from T-mobile. I was not allowed to go through the metal detector with these items so the TSA representative told me twice to put the items in my luggage. When I asked why he said there were no bins for me to place my tablet and cell phone in so I needed to place them in my luggage. He then pushed my luggage on the belt and I walked through the metal detector. I turned to grab my luggage then a much larger suitcase passing through the xray collided with my luggage. I picked up my luggage then walked to the gate where I was again asked for my boarding pass, as I pulled out my phone I noticed the screen cracked was damaged to such a point where the screen could not display and it has NO touch sensitivity. Not only could I not pull up my boarding pass but after going through pre screening the phone was useless, when I landed in LAX I had no navigation, no form of communication, I could not access my data on the phone (such as contact information) and the only way for me to find my hotel was to find wifi to check my reservations stored in email. Even though the phone had a protective case, the fact that I was forced to put these items in my suitcase and the way in which my baggage was handled lead to complete damage beyond repair of my property. The lady at the gate was able to look up my information and verified my ticket so I could get on the plane but told me I only had 8 minutes to speak with security to file an immediate complaint/claim before they stop boarding passengers. I immediately went to security and spoke with the Supervisor (b)(6) badge# (b)(6) about the damaged item. I did not know the name of the TSA representative would not let me through unless my items were placed in the suitcase. I could only say he was a white male, no accent, at least 6ft tall with very short hair (possibly light brown), he was wearing a blue or white shirt with TSA patch on the shoulder and dark pants. I have attached photos of the damaged phone. In January, I upgraded to the Xperia Z3 phone through T-Mobile so in order for me to replace the damaged device with an equivalent Xperia Z3, I now have to pay out of pocket full retail price which is $630. See this website: http://www.t-mobile.com/cell-phones/sony-xperia-z3.html. The damage of my phone not only negatively impacted my business trip but the negative impacts are continuing. This was a negligent act that I tried to avoid. Sole responsibility is upon this person. I feel as this was an employee on the clock, the liability falls upon the employer to compensate for my damaged property. I need payment for the damaged property otherwise my next option will need to file suit in small claims court. If you have any questions please contact me by this email (HYPERLINK (b)(6). Thank you.

:015 8:28:4

Sincerely,
(b)(6)

ATTACHMENTS:
Photos of damaged cell phone
Caller had an odd and offensive experience with a ticket screener at the airport. She cannot describe how offensive this gentleman was.

When did this occur?

About an hour and 20 minutes ago or about 1300 hrs.

Where?

MCO.

Which checkpoint and terminal?

Terminal B, United, at the checkpoint to get to gates 1-59.

:015 2:19:3

A male officer screening tickets before the metal detector was the offender.

What was his name?

She couldn t get it. He threatened to keep her from flying if she made an issue with him.

What did he look like?

30-40 yo, overweight, white, balding, medium brown hair, glasses, balding, of medium height.

He was asking the women if they were flying by themselves. He said that they must smile, because they are prettier when they smile. If they want to get past him, they must smile. Caller pointed out that his comments were sexist. She was threatened if she made an issue of the screener s behavior.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/4/2015 4:20:06 PM
Airport : PHL - Philadelphia International Date/Time of Travel : 02/15/2015 6:00 AM Airline & Flight Number : Southwest #1676 Checkpoint/Area of Airport : terminal E security checkpoint.
TSA Employee: (If Known) : Not known
Comment : I arrived at PHL airport at 5:50am on 2/15/15 and since I had my boarding pass and no checked baggage I proceeded straight to the security checkpoint for E terminal. When I got there the TSA clerks were putting disabled people and people with strollers in one lane and everyone else in the other line. There were only TWO TSA workers at the pre check stations, one for each line. The lines had at least 50 to 60 people waiting for flights around the same time and only two people checking ID and boarding passes before moving us to the metal detectors where there were only 2 machines on and one lane to go through the body scan. And there wasn't even an excuse for lack of staff because the area was crawling with TSA workers just standing around looking pretty. I was stuck in the TSA Id check lane for 40 minutes! When I got through security I ran through the terminal only to be told by southwest that I missed my gate closing by FOUR MINUTES. When I demanded that they open the gate they said they couldn't and that they had no control over the staffing or control of the security checkpoints and there was nothing i could do. I ended up rerouting to Atlanta then New Orleans before finally arriving in Las Vegas, 6 hours after I was supposed to get there. It was a horrible nightmare that could have been easily avoided by opening more Id checks and metal detectors. I was not the only person to miss my flight: about 15 other people also missed the same flight for the exact same reason as me - the incompetence of TSA. I will never be able to get back those 6 hours of what happened to be my birthday and it is all because of government mismanagement. Disgraceful.
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 : 3/5/2015 10:47:13 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/05/2015 10:04 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 4
TSA Employee: (If Known) :
Comment : TSA agent at Terminal 4 lane 6 metal detector. Unprofessional demeanor, unable to direct flow of traffic from bag scan through personal screening devices. "I don't care, whoever wants to go, go!" This was in response to unscreened passengers queueing up, not sure what lane was taking precedence or how agents wanted us to zipper in. Agents at lane 5 and 6 did not effectively control flow of traffic, individual controlling lane 5 was not easily visible or heard from bag screening queue. Aggravated at the agents frustration who works day in and day out at the same location, and she be able to readily identify why customers would be confused.
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

We wanted to let you know the security scanner, i.d. checking, and xray operating TSA staff on Thursday, March 5, at 6:45 p.m. was hugely unprofessional, disrespectful, rude, mean, sarcastic, and were the WORST example of staffing, I have ever seen. These "staff" members were located near the E gates at LAS, McCarren Airport.

The line of passengers was very polite, and docile, and short, and staff repeatedly told us to change lines, or stand in places where there were no lines. They yelled at us asking if we " knew what a metal detector was"...telling us that is "like something used on a beach, to find gold," and to "get our metal off!"

There were no containers, as it was TSA precheck, but they ordered me to get my watch and bracelets in a container. I asked where containers were, and looked me in the eyes and me " we don't have any." I then had to search other areas, and run back to the line.

My 28 year old daughter, who knows what customer service is, asked if she needed to remove her knitted cap, and was reprimanded by extremely, and unnecessarily rude agent (b)(6) " Is it a metal helmet?" , as if she were a toddler, and then said to NOT remove it. I am sorry I did not know she was yelling at my daughter or I would have said something to her then. I did mention to the staff who were yelling at me that "we do not work there", so are unfamiliar with the rapidly changing rules and invisible signage.

It was actually impressive how incompetent they all were...and I suspect there was no supervision at that time.

!015 8:36:1

I was helped an hour later, by a very kind supervisor, (b)(6) who listened and identified (b)(6) and directed me to this address.

Another agent, (b)(6) (identified as (b)(6 on our tickets) was completely unprofessional, non-interactive, and when asked by a passenger where to stand, as he had been directed to a confusing location (b)(6) said "I don't know. Just stand there."

Like all of us, I have real concerns my in life, and I totally appreciate and respect the TSA, and the service they provide. I am totally compliant, but this staff needs to NOT work with humans. Please.

We had a great trip, and our last impression of Las Vegas is predominated by the rude, unprofessional behavior of most of the staff there at that time.
I welcome your response, and input.

Sincerely,

(b)(6)
Alaska Flight 601 to Seattle

(b)(6)

(b)(6)

TSA Contact Center

CCR

(b)(6)

From (b)(6)
Sent: Friday, March 06, 2015 8:55 AM
015 10:27:1 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: 3/6/2015 8:54:51 AM

Name:

(b)(6)

Email:

Caller stated she had an horrible experience at SFO. She told them she would like to opt out of the AIT. She stated they sat her on a chair that was on an incline and left her there for half an hour because they did not have a woman available for a patdown. She could not sit in the seat that they provided and she needed to get up so she told them she would be happy to go through the metal detector like the other people. She said they told her that once she opted for the patdown that she could not go through the metal detector. She is 75 years old.
It was the men that treated her badly. The men were very rude to her. There was a man that grabbed her arm and tried to drag her into the other room, she stated she felt like she was going to be disappeared. She wanted to know how she could prevent this in the future.

:015 5:13:0 CSM RFI
Airport: SFO
Airline: Southwest
Flight Numbers: 3991
Date and Time of Incident: Saturday, February 21st
Location of Incident (Terminal or Gate): Terminal 1.
Contact information (phone number or EMAIL):

Remote Client IP(b)(6)
Date Time: 3/7/2015 1:37:18 AM

Name(b)(6)
Email(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):March 1, 2015
United Airlines 35
International Terminal G
Comments:March 1, 2015
United Airlines 35

!015 9:26:2 To whom it may concern:

Re: Rude, curt and hostile service and service that is inconsiderate of international travelers.

Formerly a resident of California, I have been living in Asia for the last 9 years, but have flown to the US regularly to visit relatives. In the same period, as a basis of comparison, I have visited numerous international airports throughout Asia and Mexico and have generally had far more efficient, professional, and seemingly safe experiences than I have had with TSA security screening procedures in the US. Though I can say that TSA service and procedures have generally improved in the last 10 year in other parts of the US, I have seen the least amount of improvement at San Francisco International Airport which remains not only uncourteous but sometimes rude and harassing.

For the most part, I would like to convey my experience from the perspective of an international tourist arriving in San Francisco with jet lag, higher service expectations, and possibly limited English proficiency:

On the date of my flight I found the security checkpoint to be uncrowded and my family, which included a 6-year-old child, arrived extra early. While I have experienced a surprising amount of helpfulness and friendliness from other TSA representatives at other airports (notably Denver's International Airport the week before) which even expedite families with small children, I found the staff at the San Francisco international G terminal security gate to be surly and speaking curtly to fellow passengers. After just witnessing an apparently East Asian passenger being yelled at, I was suddenly selected (apparently randomly) for a full body scan (a process I am actually unfamiliar with). A fellow passenger from behind had to explain what was happening: a TSA employee with a native English accent had spoken to me, though while avoiding eye contact, avoiding useful hand gestures, and speaking in mumbled, incomplete sentences, it took me a while to recognize that the employee was actually talking to me rather than another passenger. I asked the employee to repeat herself three times since I couldn't understand what she was saying. The employee openly conveyed her annoyance for having to repeat herself, and the employees statements remained so curt, and abbreviated that I had to make a lot of quick, confused guesses about the procedure based upon reading the available signs. Though another employee with a more professional demeanor had previously informed me that it wasn't necessary to remove a small amount of change in my pocket, I would later be chastised for not removing change from my pocket. When I mentioned that I was following another employee's instructions, and that I wasn't familiar with the full body

Today, my checked bags were inspected by TSA in Northwest Florida Beaches International Airport in Panama City. I am totally fine with any and all bag inspections and checks. Problem is that they did not put the power chord for my DVD player back in my checked bag. I checked with the friend I was staying with in Chipley, FL, and it is not there. I do remember packing it, but I called her to make double sure as memory is not always accurate. The room where the player was located actually has very little in it, so it is not like it would be hard to find if I left it there inadvertently. So, my first question is do I have any financial recourse for making a claim? I can't use the DVD player for very long without the power cord, and I cannot purchase a power cord separately. There is a reason. The DVD player is no longer available and I did check this along with the parts store. Replacing it, costs me $70 minimum.

The next point I want to make is a comment and a complaint. Generally speaking, I like flying into and out of this airport. I had TSA pre-clearance today. Despite having TSA pre-clearance, I had to remove my laptop, take off my shoes, my belt, etc. There was not one difference from regular security other than I went through the metal detector vs. the body scan machine. By the time I had done all this, I might as well have gone through the body scan for goodness sake. In fact, I was would have been fine doing so. I saw no discernable difference.

!015 8:19:4 This airport has the luxury of little traffic, so they have a tendency to be extra stringent in security. I find that this luxury of time is something they take advantage of beyond random sampling. One example, both passengers, the one ahead of me and the one behind me were pulled out of line and searched. I have had it done to me. Not a problem per se, but it seems a little extreme since it happens more often than not for reasons that are questionable compared to statistical sampling techniques I am I am familiar with. I understand this with kids during Spring Break or people that evoke suspicion, but really no other airport I have traveled through clamps down like this with TSA Pre-Approval. Spring Break was not in swing yet, and I am thinking this is a lack of balance, process, and perspective that I find to be a pattern at this airport due to the light traffic.

Please advise.

Thank you!

(b)(6)

The caller stated that there was a security issue at PDX and he wanted to make a suggestion. He was going through security with his wife and has TSA PreCheck. His wife underwent a patdown and they left her carry-on bag sitting on the conveyor belt. He stated that her bag was out of her site even when she was still 20-30 feet on the other side of the metal detector. He stated the bag was out of her site for several minutes. He walked up to the bag and picked it up while she was still undergoing screening and he could have been another passenger looking to steal the bag. It took a couple of minutes before security officers came up to him and asked if that was his wife's bag.

!015 9:59:0

Date and time: 3-7 around 12:00 or 1:00 p.m.
Airport: PDX

I understand the TSA Screener's job is a hard and difficult. And I am grateful for those TSA Officers who do their job diligently and respectfully. But the obnoxious, disrespectful, loud and arrogant TSA supervisor on duty at 6:00 am on Monday March 9, 2015 is something you—and I—can do without. Neither I nor anyone else should have to put up with the disorganization and confusion he creates along with his arrogance.

Customs and Border Control hand pre designated travelers such as me a slip to hand the to the TSA Officer designating the traveler as a TSA Pre traveler—in my case, because I am a member of Global Entry. But TSA Officers at this checkpoint create a confusing and chaotic problem by shuttling those travelers designated as TSA Pre into the same security screening lines with non-TSA Pre travelers. For instance, they did not divide travelers into two separate lines, or that even if you're TSA Pre you have to remove your laptop and shoes and belt, or any other helpful direction. Some people are to go through the full body scanner and others go through the metal detector. People are crisscrossing and bumping into each other. People don't know which line to get in. And your officers are continuously yelling orders. Not helpful orders, just obnoxious orders. And even though the TSA Pre travelers are directed into the metal detector instead of the full body screener, they send all luggage through the same Xray machine.

Your TSA Officers then complain that I didn't remove my laptop from my bag and hold up the line to require me to remove it and put the bag back through even though they could do it more easily and at most other airports, usually do; but as a TSA Pre traveler, I'm not supposed to have to remove my laptop from my bag. I attempted to go through the metal detector while keeping on my shoes and belt, but it repeatedly triggered the alarm until I removed first my shoes, and then my belt, requiring three tries to clear the Xray, only then to be asked if I left my laptop in the outside pocket of my bag—which of course, I did, since I travel extensively, am always TSA Pre bc I'm a member of Global Entry and after going through a TSA Pre checkpoint only 150 or so times, thought I had the drill down. But for some reason, this checkpoint doesn't adhere to the same TSA Pre rules, even though the slip handed out by Custom and Border Control designating certain travelers as TSA Pre relates the regular screening rules—put all metal objects in your bag, leave your computer in your bag, leave your shoes and belt on—and yet, your own officers don't know what it says.

015 10:05:4 And in response to voicing my exasperation by telling them it is the most disorganized screening line I've ever been in, I'm get in response from the male supervisor on duty a disrespectful and arrogant response that its not disorganized, that the rules are all spelled out on the slip of paper I received and he'll explain them to me when I get through the other side of the screening.

I don't really care if I have to remove my computer or not or remove my shoes or take off my belt; I just want it to be organized and orderly. Don't tell me to do one thing and then complain when I do it because you wanted me to do something different. If you need me to remove my shoes, belt and go through full body scanner, I'm happy to do it. But don't tell me I'm designated as TSA Pre, condition me to leave my laptop in my bag, my shoes and belt on, and then trip me up for following the TSA Pre rules and subject me to the arrogant and disrespectful TSA Officer screeners at the international connection checkpoint, and to the confusion and chaos your TSA officers create at this checkpoint.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/9/2015 1:23:35 PM
Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
015 2:15:3 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.
Of course it's not terrible. But compared to every other airport it is not efficient.
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 : 3/9/2015 1:20:34 PM
Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
015 2:15:4 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.
Of course it's not terrible. But compared to every other airport it is not efficient.
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 : 3/9/2015 1:20:29 PM
Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
015 2:15:4 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.
Of course it's not terrible. But compared to every other airport it is not efficient.
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,

I am filing this complaint against the TSA precheck service in MCO airport. I am a frequent traveler with a global entry registry. Every time I travel and approach the pre-check line, TSA has the line opened to the general public and they cannot control or diseminate who the known or unkown travelers are. I am continiuosly subjected to random searches before I even get to the metal detectors. Doesnt that defeat the purpose of forms, finger printing and back grounds searches I paid for? These pre-check lines are not pre-check lines, they are general population lines, but with minumal security screening.

To run non- pre check personel through this pre-check line is not a good idea. Can someone at the very least conduct an observation at this location of the pre-check lane practice?

015 10:15: I appreciate your help and thank you for your time.

(b)(6)

United Airlines (b)(6) Lantau, Hong Kong

HKG Cell (b)(6) US Cell (b)(6) | HYPERLINK (b)(6)

2015 3:43:3

Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling 310.242.2911. She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver s license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn t have a state ID. She says that the officer just pointed in a general direction and didn t give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, What are you doing? in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn t tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn t very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn t rude until the end when she just said Have a good day! and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, They are over there somewhere. She says that she finally found a supervisor (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn t understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs; whether this be in person or via phone.
Caller Went through security this morning, one of the TSOs took 2 of her bracelets, Placed them in a little bowl and did not give them back to her. She did not realize she didn t have them until she was boarding the plane.

2015 2:00:0

Date Time: 3-11 6:05Am
Gate: a30
Airport: IAH
Airline: Frontier
Flight #: 1105
Missing Damaged Item description: 2 Bracelets that she was wearing, She had to place them in a bowl when she set off the WTMD. She advised that she did not see the TSO again and did not realize she didn t have the bracelets until she was boarding the flight.

2015 3:18:2

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/11/2015 12:44:44 PM Airport : LAS - McCarran International Date/Time of Travel : 03/10/2015 8:15 AM Airline & Flight Number : Southwest 764 Checkpoint/Area of Airport : Southwest Terminal - lane farthest to the left as you are entering the area TSA Employee: (If Known) :
Comment : I traveled yesterday through LAS airport to PHX and went through the TSA checkpoint about 8:00am. Just as I came up to get my ID checked another lane opened up off to the side (the left most lane as you're facing the checkpoint). I was one of the first five people through that lane that morning. It seemed that the employees had received some news about some additional training right before the checkpoint opened because they were not focused on the travelers, they were complaining to each other about having to take this training. The one who was the most vocal was standing right next to the belt, before you went through the metal detector. He was tall, salt and pepper hair, maybe in his 50s. He was talking to the guy who was actually looking at the x-ray images (this was concerning to me since I wasn't sure how he was reading the images AND complaining about his job all at once). The tall guy next to the belt said that this additional training was "bullshit" and that "this part-time job wasn't worth it". It was incredibly unprofessional and frankly made me feel unsafe that this guy was only considering this a part time job that wasn't worth his time. As travelers, we certainly think the TSA agents are taking their jobs seriously and keeping us safe. Thank you for the attention to 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

My name is (b)(6) and I need to speak with someone in charge regarding negligence on the part of several TSA agents at MCO airport on 3/12/15 at the East checkpoint area. At 11:48AM I approached the screening belt and was told by the TSA agent (a Caucasian woman named (b)(6) most likely in her 30's) that we didn't need to remove anything from our bags (liquids, jackets, laptops, etc) before placing it on the belt and if we'd already done so, to put everything back in our bags. The woman directly in front of me was taking a little longer than I had to put everything back so (b)(6) grabbed my purse (a tan Michael Kors tote that doesn't have a top closure) and put it through the machine as I walked through the metal detector. I went straight through with no problems and immediately turned to my right to retrieve my purse at which point I saw it coming out of the machine completely flipped over, so that the top of my purse was directly on the belt. This of course concerned me because my purse is a tote and wasn't able to be secured closed. I stood there for a few seconds trying to ensure everything was there but people were coming up behind me to get there items so I placed my bag on the nearest bench to double check that all my belongings were accounted for when I immediately noticed my sashay of jewelry (valued at approx. $1,500) was missing. I told (b)(6) that my jewelry was gone—thinking it has fallen out of my bag when it was flipped over. I described to her that the sashay was light blue/gray (almost transparent) and about 6 inches in length and that it had the word "glo" written on the outside. It had a drawstring closure. She started looking for it, as did I but it was difficult with all of the bags continuing to come through on the belt. Within a minute of me notifying (b)(6) I saw one of my diamond earrings and one of my gold rings loosely going by on the roller portion of the belt. When I let her know of this she reviewed the the image of my purse to locate where the jewelry pouch had been and what may have happened to it on its way out...she told me it made it through so we continued to look on the belt and around the belt. We couldn't find anything else so she said she was going to get a supervisor involved. During the wait for a supervisor, she rescanned my bag to ensure it wasn't lost inside despite me reassuring her it wasn't there. She confirmed it was missing after rescanning it. A few minutes later a tall, heavy set African American man (most likely in his 40's) approached my boyfriend and I and introduced himself as the supervisor. He had us explain what happened and what the jewelry pouch looked like so that he could review security footage. We waited about 10 minutes before he returned saying he couldn't find anything and that he didn't see the pouch on camera. I told him it was definitely there because (b)(6) had confirmed she saw it on the screening image as well as I found 2 random pieces loosely on the belt. I then described the pouch to him for a second time, saying it was a light blue/gray sashay with a drawstring closure and about 6 inches—I told him again that it had the word "glo" written on it. He then said the camera wouldn't pick up the word on the outside of the bag but that he'd keep looking. He wasn't rude but he wasn't nice either...his tone was short and he acted as though he was really doing us a favor. Another 10 minutes went by and he came back over to us saying it
:015 12:13: was no where on camera so he was going to examine the inside of the belt, saying it may have gotten caught on something. After doing so, he told us it wasn't there. He then had another TSA agent scan our bags again, despite my telling them they had already done this twice before and time was just being wasted. They went ahead and of course confirmed it wasn't in there. Mind you this entire time not one person asked us when our flight was or showed any empathy whatsoever—the collective attitude was that we should simply be grateful that they were taking the time to try to find my jewelry. When we voiced our frustration at having my bag scanned a third time and that the whole thing was taking way too long because we had a flight to catch, the agent responded by saying that it wasn't his fault and we shouldn't be mad or blame him. No one wanted to take any responsibility. At 12:35 PM, after 45 minutes had passed, the supervisor waived me over to review some security footage. He said he thought he may have seen what happened to my jewelry pouch and asked me to confirm that what I was seeing was indeed my jewelry pouch. The footage showed an average height, slender Caucasian woman with long brown hair pulled back in a low ponytail with black jeans, a dark colored t-shirt, and a red jacket tied around her waist standing at the receiving end of the screening belt. She grabbed my sashay of jewelry (which came out separately from my purse) quickly dug through it, took it, and walked away. I looked at the supervisor and said "yes, that's my jewelry pouch" and he said, 'oh, I was looking for a dark colored pouch, that's why it took me so long". I was flabbergasted! I mean, despite me describing the pouch to him twice and to (b)(6) before that, how many small drawstring pouches with the word "glo" on the outside were randomly traveling the belt between the times of 11:48 AM and 11:49 AM? So, to sum it all up, it took the supervisor 45 minutes to review one minute of security footage. It took me less than a minute from the time I approached the screening belt to the time I realized my jewelry was gone. How in the world could he not pinpoint the pouch on camera within a few minutes? A total of 45 minutes were completely waisted, in which the thief had more than enough time to get away. This entire situation and especially the way the supervisor handled the time was completely negligent. After discovering it was theft, the supervisor got the police involved. The officer dispatched a few of his fellow officers to search surrounding gates but told me that too much time had lapsed—that had they seen the tape earlier they would've had a much better chance of tracking her down. He also said that this sort of thing happens all of the time with TSA. TSA forces you to separate from your property during the screening process, and people steal items constantly during the short separation. In my case, a minute. The officer confirmed that TSA should be held accountable for their negligence and he was the only one who showed any kind of empathy—he got more accomplished in 10 minutes than all of the TSA agents in 45 minutes. I filled out a police report and it is case number (b)(6) I would greatly appreciate a response from the appropriate personnel regarding my situation. Again, my jewelry was valued at approx. $1,500 and TSA needs to be held accountable.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/13/2015 3:36:36 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : So you don't have a separate pre check line open and the only instructions given are tell them you are precheck. I have to ask about taking out my laptop or not. So I put all my bags through the scanner and go to the metal detector and I tell
2015 4:23:(them I'm precheck and they ask for my boarding pass - which of course is on the scanner belt going through. So now I'm not precheck at all!!!!! And they make me take off my shoes, belt, etc. no one seems to care, this same thing happens to 2 guys behind me as well.and we all express our frustrating experience and no one responds at all.
Perhaps customer service and politeness training should be included in your weekly meetings. Not sure if you care what the public perception is of TSA, but in New Orleans it is very low.
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

Greetings and to whom it may concern,

On the morning of Thursday March 5th 2015 at approximately 6:00 am I passed through security at RDU airport. After passing through security, I realized that I had forgotten to remove my stainless HYPERLINK "http://www.amazon.com/Zebra-Stainless-Ballpoint-Retractable-29411/dp/B002L6RB80"steel pen from my left pants pocket.

I was and still am surprised this was not detected at any point during security screening however. I am also troubled, as my stainless steel pen could just have easily been a stainless steel HYPERLINK "http://www.amazon.com/X-ACTO-Knife-Cap-Silver-X3602/dp/B000V1QV7O/ref=sr_1_1?ie=UTF8&qid=1426280006&sr=8-1&keywords=xacto+knife"xacto-knife, or any other small but dangerous weapon. TSA agents did not operate a wave machine that morning, and only required me to step through a metal detector, which apparently either didn't detect the metal on my person, or the agent observing the detector wasn't paying attention.

2015 6:13:1

I am bringing this to your attention in the hopes that this lapse in security can be prevented in the future.

Thank you,

(b)(6)

-----Original Message-----
From (b)(6)
Sent: Friday, March 13, 2015 6:00 PM
To: tsa-contactcenter@dhs.gov
Subject: Security at PHL, Terminal A

To whom it may concern,

I was asked to pass on a yellow card (see attachment) stating I was the last customer in line at security, PHL terminal A, today at 4:50 pm.

However, more than 50% of the line was behind me, because they merged Philadelphia customers (incl me) with international arrivals.
Since security took me 40 min, I assume the international arrivals waited for around 90 min.
I have made similar experiences at PHL and this reminded me why I decided not to book international flights through Philly any more.
There might be something wrong with capacities or management and I feel like my yellow card was an attempt to conceal this internally.

2015 8:12:4

Also, the laptop of the customer in front of me did not come out of the x-Ray on the other end. He had to yell at your staff to get their attention and eventually make them help.

I am writing this simply because I felt bad for your international passengers, who were very stressed - not by the length of your lines but by seeing how you manage them, especially the fact that domestic passengers were made to officially "cut the line" before them.

With best regards,
(b)(6)

Attachment

Yellow TSA card, Stamped AENT (b)(6)

Date and Time:
"Hello, I'm a representative of the TSA. TSA is the government agency responsible for making your travel secure. Please take this time-stamped card and help us determine how long it takes to get through the line. You have been selected because you are the last person in line.

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my
2015 4:12:4 General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

Sent from my iPhone

Disability Description: Caller states she has metal implants in her knees and when she goes through the precheck and goes through the WTMD she generally alarms so she requests to go through the AIT and usually does not have any trouble. Caller
2015 8:43:2 states the last time she flew the officer asked her to remove her shoes and was asking what are the rules regarding shoe removal.

Passenger name: (b)(6)

Airport: Washington Dulles Int airport

Date and time of incident: landed Saturday March 7th 2015 at 15:30pm. Approx arrived at security about 15:45-16:00pm

Airline: United Airlines

Flight number: UA101

Gate Number: C5

2015 8:28:0 Contact number: (b)(6) (uk telephone number)

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

2. TSA agents at Kahului, OGG, have been uniformly sloppy, rude and ignorant. Same with Honolulu and Kapalua.

3. TSA gate agent mumbling and smirking: "so you wanna go together get in other line" to my wife and I and others like it's a big joke

4. Even tho my wife has TSA pre-check, she has to go in reg line with me because she usually gets harassed by TSA because she wears jewelry and has expensive clothing.

5. Sure enough, I am ok except my bag has to be opened by TSA agents who appear to be in a trance, because had 10 gift cards for Nieman Marcus in a bunch. While they open it, they turn and look around like they are doing something wrong. They mumble to each other like convicts about to rob a bank.

6. My wife, even tho one TSA agent handed her a bright yellow TSA approved card, sets off metal detector, bc of shoes (which your agents have no clue she does not have to take off) and jewelry.

7. Real Rude, want to make her take off jewelry!! NO clue what they are doing, make her take off shoes, go back thru detector, then want her to take off jewelry instead of simply wanding her if they don't get that earrings are not bombs.

8. Then, they start playing with her purse, now she has no shoes, getting harassed by TSA about jewelry, and the other goofs at the scanner are stupefied by her Louis Vuitton purse and can't wait to tear it apart.

2015 8:28:1 9. Good thing I am there, watching her purse while trying to watch them rifle thru my suitcase, and teenage girl being harassed about her backpack gives my wife her shoes.

10. Next, they want to body search her, and tear her purse apart, so she asks for private room.

11. The whole place is filthy, usually is, just like the Hawaiian Airlines gates and security at Honolulu.

12. So, we finally get thru that, and on the way back, at HON, same nonsense, even tho both TSA, you have a gang of 11, count them 11, TSA uniforms converge on her after her jewelry and shoes set off detector. Like they are protecting the president who just got attacked.

So, you should fire the TSA directors at these 2 airports, fire all the weirdos you have hired to put on uniforms and pretend they are high on marijuana and have no clue what they are doing. But of course, you are stealing our tax dollars and actually cannot even train your own people to follow your own protocols while you harass well dressed elderly TSA pre-check travelers and every one else.

I am getting real tired of being abused by government employees.

13. The TSA "coment box" at Kahului: I go to make out a card and the PEN IS BROKEN. Just pathetic while you steal our tax dollars. Treat the flying public like the VA treats our veterans. Shameful.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/17/2015 3:01:49 PM Airport : MIA - Miami International Date/Time of Travel : 03/16/2015 8:15 PM Airline & Flight Number : DL 23 Checkpoint/Area of Airport : Terminal H TSA Employee: (If Known) :
Comment : When going through security, the Pre?™ line was closed. I went through the regular line, but they sent me down a shortened path. Once I got to the scanners, they were sending people who had a paper slips through the old metal detector. Everyone else went through the full body scanner. I told the agent that I was Pre?™, but they didn't care because I didn't have the slip of paper. I prefer not to go through the full body scanner, so I opted out. I spoke to the agent doing the pat down and he was very dismissive and rude. When I was done with the pat down, I showed him my boarding pass and asked if he would help other people who should be getting their Pre?™ pass, and he swatted my phone away, didn't even want to see what I
2015 4:21:4 was showing him.

I would like a consistent process that works. Barring that, a little professionalism would go a long way. I'm a million miler, Global Entry member and travel frequently. There's no reason that security can't include customer 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

On 9 March 2015 at approximately 1300 my laptop was taken by another passenger off the TSA Belt. My items were at the Main Check Point at the Atlanta Airport. My daughter and I were sent to the first TSA Belt and had gone through the metal detector, while waiting for our items, the TSA Agent picked our items up and moved them to the second belt. Shortly after that our items were moved to the third belt. I expressed a concern and did not want my wallet taken by another passenger. I was told to wait and while my items were on the belt they were safe and they were being watched. This is far from the truth, my laptop was taken by another passenger and taken to another state. The TSA Agent that stated my items were safe did nothing to help but Agent (b)(6) was there to make up for the short fall of the other agent along with a petite female African American Agent. To ensure the local law enforcement was aware of the situation I called the Atlanta Police Department at the Atlanta Airport and filed a report. I had made several calls to see if the other passenger had called back but there was calls received until the next day. The passenger sent my laptop via Fed Ex Ground and since I work they only deliver during the normal working day. I had to travel 30 minutes and waited almost an hour to receive my laptop then the travel back to my house. All of this happened because I placed my trust in the agents at the Atlanta Airport and they failed at doing their assigned duties.

:015 10:14:

Now that I have identified the problem, what is the solution? I can only recommend a solution if this should happen again. Have the passengers come back and retrieve their own items and place them on the belt. Hopefully there is not a next time.

(b)(6)
Contract Specialist
United States Army Sergeants Major Acadmey

I am emailing about a less-than-satisfying experience my family had with TSA staff members at the Denver International Airport on Thursday, March 19, 2015.

My wife, our four young sons (ages 8, 6, 5, and 1), and I arrived at the TSA security checkpoint around 3 p.m. (mountain). My airline ticket had a TSA pre-check tag on it; my wife's ticket did not. The TSA official standing in front of the security area told us that I could take our four sons with me through TSA pre-check, but that my wife had to go through regular security. We followed those instructions.

I went through the TSA pre-check without incident. I had a bottle of water for our 1-year-old in my carry-on bag. The TSA representative at pre-check asked me to remove the water bottle from my bag. TSA swabbed the outside of the bottle and performed a test. TSA returned the water bottle to me. My sons and I finished the screening. That was the good part.

2015 1:04:5

My wife was not so lucky. She stayed in security for approximately 25 minutes. She emerged from security crying. She explained to me that TSA made her go through the security metal detector twice and then performed a full body pat down on her – and made her put her bag through the x-ray machine twice. A female TSA official than began using very stern, disrespectful, and condescending language with my wife about two small milk boxes and 2 small containers of baby food that she brought for our 1-year-old son. The female TSA official told my wife she would need to puncture the milk boxes and baby food to test them. My wife explained that if they opened these items, then they would be contaminated and we could not use them with the baby – the only way to open the milk boxes would be to puncture the sides (the boxes could not be closed after they were opened) and the same was true with the containers of baby food). The female TSA official continued to use a loud, intimidating voice that was wholly inappropriate under the circumstances. She turned to another another female TSA official and said, with a derogatory and tone: "I guess I need your help because she [my wife] wants a private screen." My wife responded that she didn't need to leave to be screened – she just wanted the security check to be over with. The rude female TSA official replied by barking to my wife: "You said you wanted a private screening." My wife responded that she didn't what a private screening means but she simply wanted to do whatever she has to do to leave security and rejoin her family – without contaminating our baby's milk or food. The other female TSA official then asked the rude female TSA official if she wanted her to take over. The rude female TSA official, again using an inappropriately loud and disrespectful tone, responded in a particularly dismissive way by saying "Yes, I think that's best. I AM DONE WITH HER," and then she stormed off. My wife started to cry, and this other female TSA official (the non rude one) tried to calm her down and finished the security process. None of the milk or baby food was tested.

When I saw my cyring wife and she told me what happened, I walked with her and our sons to the TSA manager station. One man (who I presume to be the head manager) was wearing a blue TSA shirt and sitting atop a stand, and another man (I assume another TSA official) was wearing street clothes and standing beside him. My wife and I explained to them what happened. The man in the street clothes said that what happened to my wife should not have occurred. The man in the blue TSA shirt, however, simply handed me a TSA Contact Center notecard and made a weak attempt at defending what had happened to my wife. I replied that I doubted that my filling out the card would do any good and I asked him to simply apologize to my

Caller stated that there was 2 issues and she ran into with theTSO at the checkpoint. The caller stated that the TSO stated she was trying to pick pocket another passenger and was back talking him when she said she wasn t and the TSO stated he would make the caller miss there flight. The caller stated that he went through the WTMD and stated that there was a problem with her genital area on the scan. The caller stated she has to step aside for a pat down every time he flies and ask questions. The caller stated she wanted to know the policy for transsexual screening. The caller then stated that she was being discriminated against because she is a transgender.

REASON for the call:
Date Time: 3.21.15 1:30pm
2015 1:55:5 Gate Terminal: The caller C3
Airport: EWR
Airline: United
Flight #: UA1466

She said that all the TSA staff was professional except the one who said it looked like she was trying to pickpocket someone. Caller does not have issue with the way that she is generally treated, just the fact that she always has to go through additional screening and has to explain that she is transgender.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/21/2015 1:48:58 PM Airport : EWR - Newark International Date/Time of Travel : 03/20/2015 1:30 PM Airline & Flight Number : UA 1206 Checkpoint/Area of Airport : TSA Pre Nearest Gate 82 TSA Employee: (If Known) :
Comment : My wife and I -- who travel hundreds of thousands of miles annually -- were checking in at the TSA Pre line nearest gate 82 for our flight. The metal detector went off as my wife passed through. The screener asked her to remove her belt. My wife said that the sign said to keep the belt on. The screen said "you have to take it off" which my wife did. At that point I overheard her say to another TSA employee that she had been talking to that "some people are deaf". I ignored the comment. When attempting to pass through the detector again my wife triggered it a second time. This time the screener told her to "exit" and "use the bowl" my wife explained that she could not hear her and became confused. The screener just kept repeating herself. At that point I stepped over and asked the screener what she wanted my wife to do. She repeated herself to me and I passed the information to my wife. My wife said that she couldn't hear the screener clearly. The screener replied that if she spoke louder we would "accuse her of yelling at us". I told her clearly that we would not and that we did not understand the direction. Then the screen started becoming loud and abusive, telling me "now I'm yelling at you" and saying "are you deaf". At this point I became very direct and informed the screener that I would not "tolerate her abuse" and expected that she control herself. She continued to behave abusively, got even louder, told me we must be deaf and in general behaved very unprofessionally.

Once again, I told the screener, this time loudly, that I would not accept her abuse and that I wanted her supervisor.

At that point a supervisor came over. She was very professional. She spoke to the officer and to me. The supervisor told me that I escalated the situation by being intimidating although she said that "there were some things her officer did that she was not proud of". The supervisor took our names and flight information and provided a form for us to file a complaint.

I respect the job of the TSA. I fly constantly and depend on the TSA as part of the system that keeps me safe. I have had no issues with the many TSA agents I have encountered. This particular officer had a terrible attitude, was insulting and disrespectful.

I ask that the TSA investigate this matter. I am confident that an unbiased review will support the facts that I have laid out. I feel strongly that this screener be retrained or placed on duty where she has no contact with the public.

Please keep me informed of the outcome.

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

NOTICE:

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

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

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

2015 6:04:0 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

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

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

Disability Description: Both of her daughters (12 and 18) have diabetes.

Incident Details: She read that px can be screened via the AIT and the WTMD. They have requested to be screened via the WTMD. At most airports, including MCO, they have been permitted to pass through the WTMD, however one of her daughters was not permitted to do so at SLC. She cannot go through AIT as it would effect the insulin pump and had to wait ten minutes for a female TSOs to become available.

The px behind her daughter advised the TSO that she had a metal implant and was directed to the WTMD.

She stated that she is going to file a discrimination complaint.

I asked the following:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations
2015 4:19:3 require that your complaint be put in writing.

The caller indicated that she was not so much interested in filing a formal written complaint, but that she would like more information and consistency in regard to the policy.

She wants more specific information about how the agent makes the decision as to whether a px with a disability it screened. She believes that px should be able to opt for the WTMD screening if the WTMD does not effective the device.

Date Time: 3 19 4pm-430pm
Gate Terminal: Terminal 2
Airport: SLC
Airline: US Airways
Flight #: NA

2015 4:30:4

On Mar 6,'15, I went through the TSA screening system at the ELP airport about 6:30 am. Now, I am very careful to keep up on the "TSA requirements", and I comply with all. My goal is the walk through your screening system without any problems etc. In spite of that, I keep getting pulled aside for one reason or another.? That morning my boarding pass was the TSA Pre-screened type, so I went through that special line. After I went through the "metal detector" I was told that I had to undergo a physical "pat down." And it was the most thorough pat down I've ever experienced. The TSA employee(male, white, tall & large) actually touched my genitals twice: once from the front and once from the back. He did other things too--i.e. checked my shoes for bomb residue or something.? Naturally, as many times before, he found nothing. Now let me tell you about myself: I am a slightly overweight white male 64 years old grey hair, I am now retired from the military(I served 33 years-that not a typo=33 years). Since I in no way fit the profile of a terrorist, I ask you why I am singled out so often? I believe I know the answer: I help out evening out your search statistics. If you only searched persons that fit the terrorist profile, you'd get accused of profiling, so you pick me knowing you would not find anything but I'm good for the statistics because I'm a white male. Question: Am I right???? Please reply.

(b)(6)

(b)(6)

2015 6:29:3

I recently traveled on a flight on Alaska Airlines. I have a knee replacement and have internal medical devices, I showed the agent on duty the card that I had printed, so that I would not have to go through the metal detector. He had no interest in looking at the card and kept insisting that I go through the detector, I finally refused and explained to him that I have internal medical devices, so then he let out a big sigh and rolled his eyes as he called a female to take care of me so that I could continue on my trip. I am letting you know this because I do not look like there is anything wrong and I do not use a walker, wheelchair or a scooter, but I still had issues that needed to be addressed and he had no intention of doing it.

Sincerely

(b)(6)

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

!015 10:13:

I have pre check and use it at Delta JFK terminal 4.

Once I get through the ID stage of pre check I am merged in the security(bag and metal detectors) with non pre check passengers.

If they are not pre check why are they allowed to go through pre check security? In other words nothing comes out of their bags, shoes stay on, etc. Isn't this a security risk?

And why if I paid for this service am I delayed in line because they are directed to the pre check security?

When I asked a Senior TSA official at the airport I was told because of the volume of people!

So let's jeopardize security and delay people like me that have paid for the service because you are not staffed properly?

Sent from my iPad

2015 4:45:3

Disability Description: Passenger has Type-1 Diabetes and has recently had surgery

Incident Details: Caller is at ORD and they are flying back to Wisconsin. They had surgery two weeks ago and they are a type 1 diabetic. They had an issue yesterday with the agents at EAU and how they screened her insulin pump and herself.

Caller normally does a self patdown of the pump and they swab her hands with and ETD. When she went through EAU yesterday she submitted her pump and walked through the WTMD and no alarms were set off. When she got through the WTMD the screener told her that since she did not bring the pump with her through the WTMD she would require a full body pat down. The screener offered a private screening and the passenger chose the private screening. During the patdown, which the passenger stated was too invasive, the caller informed the screener that she had recently had surgery. The officer replied and said she would be gentle on the area and still touched the area. Afterwards the caller asked the screener why she wasn t informed that going through the WTMD without her pump would result in a patdown. The officer replied that she was correct and apologized for not doing so. Caller did not have the name of the screener.

When the caller spoke with screeners at ORD they informed her that they didn t believe that she was screened appropriately. Caller wants to report this so it doesn t happen to others.

REASON for the call:
Caller says that she wants to register a complaint.
On March 15th in Sky Harbor, she flew as a crewmember. She was redirected as a random search.
She was carrying breast milk and asked for it to be hand checked.
The agent came over, frustrated, insisting she put it through x ray.
She says this is the first time any officer has been difficult about this. Her name was TSO (b)(6)
She put the milk into a dirty Tupperware bin, upset about this. The officer at the checkpoint even had her remove a vest and go through a patdown. She s had to remove a jacket in the past, but never a vest.
She went through a metal detector, and the officer began to pat her down. She was very aggressive, rude, and she was putting a lot of pressure on her. She was told to pull her shirt up.
She says her hands went far up her skirt.
She felt the knuckle of her finger go in between her genitals.
She requested a different screener and a supervisor. The supervisor was very nice, he pulled the tape, looks at all angles of the footage. She says it was a violation of privacy.
The next agent was not rude, and courteous about the process. She complimented the supervisor and next agent who performed a patdown.

!015 12:18: Date Time: March 15 at 8:00AM
Gate Terminal: Delta terminal
Airport: PHX
Airline: Delta Charter
Flight #: DL8943
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

RESOLUTION to the caller's issue:

Special Notes: The name of the agent giving her a difficult time was TSO (b)(6)
The caller s family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family s request for patdowns, and there arose a situation in
2015 7:43:4 which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

My name is (b)(6) and I would like to discuss an incident that I encountered during my last airport experience. Every person I have spoken to informs me that the pat-down was necessary because explosive material was detected. However, no alarms went off and I never got a clear confirmation from any agent that my item was positive for explosive material. Therefore, it is not clear whether or not explosive material was detected. I find it unsettling that my situation, as well as what the TSA agents involved did as standard protocol, was found justified. I have concerns about my situation and the TSA agents at O'Hare International Airport. I still fail to understand why a pat-down was needed when there was no confirmation on explosive material being detected on my bag of food, and I was cleared by the other TSA agents when I went through the X-ray machine.

I called the contact center once before, but I would like to take the time to explain my situation once again, this time in writing, since things can get lost in translation when said over the phone. I was traveling with my husband and a friend, leaving Chicago at O'Hare International Airport, arriving to Miami. We went through Security Point 7 for Gate 11A for American Airlines flight #1687, which was scheduled to depart at 4:50 PM Central time. We were going through the security check around 4:00 PM Central time. The following is the sequence of events:

1. I put my stuff down on conveyor belt of X-ray machine. My belongings included the following: a coat, scarf, sweater, pair of boots, purse, carry-on suitcase, and a bag of food. Inside the bag of food were two packages of popcorn, and a cake roll.

2015 8:28:1 2. Next, I proceeded to go to the imaging technology x-ray machine

3. I did not set off any alarms, and was cleared by the TSA agents to continue on.

4. I waited by the x-ray machine to get my belongings.

5. I started to pick up stuff until TSA Agent (b)(6) approached me and asked me if the bag of food belonged to me, a bag of food that was handled by everyone in my travel party, but I went ahead and told the agent that the bag of food belonged to me. At this point, no alarms had gone off.

6. (b)(6) starts to inspect bag, with no explanation as to why and what she was looking for.

7. She inspects the two popcorn bags, then takes out cake.

8. As she was looking at it, TSA Agent (b)(6) comes over and assists (b)(6) with cake.

9. Both agents are now examining cake box. They look like they are discussing what to do next.

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

2015 6:17:1 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? Yes
Nationality? No
Gender? No
Disability? No

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

REASON for the call: Caller is calling to file a complaint. They are at LaGuardia went through security and she is unhappy about the way she was treated and it was very unprofessional. Her daughter had TSA precheck on her ticket and the TSO checking IDs told her she didn t have to take her shoes off. She went through the WTMD and another TSO told her because she didn t have a piece of paper that says precheck she had to take her shoes off. This happened at Terminal A and his name was (b)(6) There were hundreds of people behind them and he is giving her a hard time and he was very rude. She spoke to a supervisor to get a blue comment card and she was laughing at her when she told her what happened. Her daughter is 15 years old and was wearing jeans and a gray sweatshirt with brown boots.

Date Time: March 27, 2015, 630 pm
Gate Terminal: Gate A4, Terminal A
Airport: LaGuardia
2015 6:56:1 Airline: JetBlue
Flight #: 1271
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Told the caller I would forward this to the CSM at LaGuardia for them to investigate the matter.
Special Notes: N A

Hello,

Yesterday I flew out of ITO. I am pregnant and asked not to go through the ATI. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why
2015 3:19:1 TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

Thank you for your consideration.

(b)(6)

2015 9:27:2

Hello,
Today I had a flight booked home from Fort Lauderdale to toronto. I had an issue at security and with that now I have a broken cell phone. I went through the metal detector and when I went through I went to go retrieve my items I looked down in my box grabbed my phone than one of the employees out of nowhere shoved all of the boxes and they started tilting I was caught off guard and my phone fell out of my hands as I looked to see that my items were still in the box and now my screen is completely cracked and I cannot use it without getting glass shards on my face or hands. I asked to speak to the head of the department and he reviewed the video footage and said he would be sending it in to try and get my phone situation resolved. Could someone please contact me to let me know what precautions need to be taken attached is my flight information and also my phone with damages. My cell phone is (b)(6) or you can contact me via email.

Thank you

2015 9:27:4

Thank you for your prompt response - which wonderfully skirted my question without answering it.
You responded in pertinent part: " 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?® 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." . . . Lovely bit of bureaucratic caviling to my enquiry, "What's the point of GOES background check (I have a Global Entry Pass) and telling the TSA agent that I have an implant if not to ease my passage through airport security?" Please respond directly to that question; succinctly, "What's the point of GOES . . . check . . . and telling agent that I have an implant . . .? If you're going to ignore the meaning of the GOES Pass AND ignore my information re implants, why do you even have a separate queue for the Pass AND why do you enquire concerning bodily implants? When you know what sets off the alarm by a Trusted Traveler . . . patting him down rather reduces the federal background check to the absurd, wouldn't you say? TSA is clearly abusive of its authority. /creveling/

:015 12:40:

Caller has been flying with assistance and TSA has been good to her in the past. She says that her last flight and she spoke with Josh. She says she is calling as a follow up to the last call. She said that when she got into her safe her jewelry had been searched and she did find her piece of jewelry that she was missing. She flew yesterday She called TSA in San Diego and she left a message saying that she called and left a message She got a patdown even though she did not trigger an alarm and she wants to know why. She had no pockets and was not wearing anything heavy.

She is in a wheelchair. She says she walked through the WTMD. She says that TSA did not put things back in her bag the way that they were after they searched her bag. They were inspecting 8 cans of Prune juice and they swabbed them. She says that they took apart he Medical machine and inspected it. She says that they cut the labels and she is missing a receipt for medical expenses. It is in a sealed white envelope with her name in black marker on it.
She also said they did not look at her medical items and they only looked at her prune juice.
She appreciates TSA and will be flying again with Delta to CO springs to see her grand children. She then said she was flying form Philadelphia to DEN
She has several forms of medications. She talked a lot about her accident that happened 7 years ago and the surgeon who reconstructed her face.

2015 1:29:2

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 3/29/2015 11:55:56 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/29/2015 10:45 AM Airline & Flight Number :
Checkpoint/Area of Airport : checkpoint 1 TSA Employee: (If Known) :
Comment : I hate when Austin channels PreCheck and non PreCheck passengers together. Today the PreCheck lines literally had 8-10 people each and regular lines had one. I am a frequent flier and it is not more efficient for me to be in a PreCheck line with people who aren't familiar with the process and are confused by the tsa agent barking instructions at them that go against regular screening rules. Let PreCheck be PreCheck and leave the rest in the other line. Open up the metal detector over there if you want to speed things up without alienating frequent fliers.
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 was scheduled to travel from DCA to ATL Sunday, March 29, 2016. When I arrived at the TSA-Precheck security check point, I informed the TSA Agent, (b)(6) the gold chain on my boots would trigger the metal detector so I requested to be screened through the X-ray type machine. She refused even though she had just allowed people before me go through the machine. I explains to her I had on long boots and they would go tigger the alarm add asked again to allow me to be screened through the other machine. She refused again and said the only people who could go through the X-ray machine were people who had metal implants, even though several people had already gone through it. She insisted I go through the metal detector. My boots trigger the alarm just as I told her they would. I requested again to be screened through the X-ray machine. She refused and told me to take off the boots and come back through. I told her that process and request defeated the intent and purpose of TSA pre-check. I requested to appeal with a supervisor and another agent went to get a supervisor. I removed my boots, went back through the metal detector, cleared security and waited on the supervisor.

Another passenger, (b)(6) corporate executive with Coca Cola had experienced the same treatment. (b)(6) had a very bad attitude and I could hear her talking to a male agent standing near her about us and the fact that she was not going to let us to through the X-ray machine. She was saying a lot of things that seemed to appear sharing had an attitude with us but I could not hear everything she said. However, her body language gave me the impression she was talking about us. I hope you all have both audio and video surveillance at the check point so you all can take a look for yourselves how the exchange

After a few minutes (b)(6) appeared and indicated he was the supervisor. We both explained to him what we had just experienced. He apologized and gave us a complaint card to fill out and mail in. We told him he needed to do more that that, as
2015 5:08:4 as we were talking to him she let other passengers go through the X-ray machine. (b)(6) said he would speak t her, gave us the complaint but no instructions on what we should do with it.

We noticed another gentle a in a suit who looked like he clearly was in charge. He asked us if we had a problem and we explained the situation. After and (b)(6) saw us talking to him, he went up to (b)(6) and pulled her from the line. The gentleman asked us if she was still at the checkpoint and we told him she had just been pulled after it was noticed that we were not satisfied with (b)(6) response, although he did say she should have honored our request. However, at first he said the machine was down until he saw (b)(6) send another passenger through. The gentle in the suit and earphones said he was in the middle of "dealing with a situation" but he would handle it. We trusted that he would and proceeded on to our departing gate. He confirmed, however, that she should have honored our request to be screened through the X-ray machine.

Thank you in advance for following up on his matter and I look forward to hear what was done to resolve/rectify this issue so other TSA Pre-check customers are not subjected to this type of disrespectful treatment.

(b)(6)
Sent from my iPhone
Please excuse any typos

The last two times I have been through a PreCk line at ALB and DCA, they told me to remove my belt even though the sign says to keep belts on. What's the deal?

Also, the agent manning the metal detector at DCA Term C was really rude, condescending and unprofessional. Instead of being helpful and motioning people through, she had her hands behind her back and leaned against the metal detector barking
!015 10:08: out orders. (Today, 3/30, 9:00 a.m.)

I expect more from TSA and, especially, PreCk.

From (b)(6)
Sent: Monday, March 30, 2015 11:36 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: 3/30/2015 11:35:38 AM

2015 2:17:5

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

COMPLAINT

Comments:

Yesterday, my husband and I were ready to travel to Kansas City on South West Airlines flight #4098. We encountered the following: Total confusion among the porters who were unable to satisfactorily check us in when we were prepared to submit full id, a bona fide boarding pass, and one piece of medium size luggage. We were moved from one line to another and after 15 minutes delay, we were finally checked in and advised that the individual we were dealing with was a (b)(6) Undeniably, he

It brings me with much displeasure to report to you my family's eventful day with TSA agents at the Orlando International Airport. My family and I have frequented the Orlando and Tampa areas for many years now and have put up with the rude hospitality that TSA displays at the Orlando International Airport. I am here to inform you that today was the last straw.

As always, the clearing at security was a cluster at Orlando International Airport. We started out normally by approaching the agent at the counter checking IDs and Boarding Passes prior to entering the lovely maze to the screening and X-ray machines. I was traveling today with my wife and three children. I politely handed all IDs and boarding passes to the TSA agent. He rudely responded to me that I needed to pass them out to each member of the family along with their IDs. I complied with the agent's request.

We were then herded like cattle into the security checkpoint where we were directed to a special line where we were told that we were not required to take our shoes off or anything else. All we were instructed to do was empty our pockets and send our baggage through the x-ray machine. In disbelief, we asked the TSA agent again and they repeated the same instructions back and assured us we would have no problems. My wife even informed the TSA agent that my three year old son's sippy cup had water in it and asked if we should dump it out. The TSA agent assured us the cup would not be an issue. We complied with all requests and put our baggage through the x-ray machine and walked through the metal detector.

I went through the metal detector first, followed by my daughter, oldest son and my wife with our three year old son. My daughter set off the metal detector and my wife and I were then separated from our children for additional screening. I protested, but I was assured it would not take long. My wife and I went through the machine that scans you with your hands raised above your head. We passed this screening process with no issues. Then much to our surprise we found that there was an issue with my wife's bag which had the sippy cup in it. The TSA agent asked our party to see whose bag it was. My wife complied and the TSA agent took her to the side with her bag. My wife asked the TSA agent what the issue was. The TSA agent explained that they had to test the sippy cup. My wife once again declared it contained water, that it was for my three year old son and that a previous TSA agent claimed that this would not be an issue. The current TSA agent denied my wife's request and scanned it any way. The TSA agent then patted down my wife from head to toe and swiped her hands to test for explosives. Before she was patted down from head to toe, I asked the TSA agent what the issue was. They reluctantly told me what the issues were while standing 10 feet away from me. I informed the TSA agent that I was having trouble understanding her and that she needed to come closer for me to hear. Her supervisor then came over and claimed my wife tested positive for explosive residue and told her to proceed with her for a private pat down. My wife complied reluctantly because she did not understand why another pat down was warranted when nothing was found from the previous one 2 minutes before. We finally made it through the screening process but were highly disappointed with the lack of respect and ill treatment.

I am an Aircraft Loadmaster for the United States Air Force. Screening and handling of passengers and their baggage is my bread and butter as well. I also know professionalism does not always have to be cheery, friendly, and welcoming but the effort must be there. I understand each and every TSA agent has a job to do. However, today's episode was uncalled for and unwarranted. My family and I complied with all instructions and directions from TSA agents. My wife was wearing yoga pants, flip flops, and a T-shirt. She was also traveling with her husband who proudly serves our military and understands fully the need for these security measures. I can tell you from my experiences the image my family portrayed today did not warrant a threat. We fully declared all items to the TSA agents multiple times that were in question and they continued to belittle us and demand two full head to toe pat downs. It is insulting and dehumanizing.

I am here to inform that the treatment of my family by the TSA agents at Orlando International will not go quietly. I will make sure everyone who needs to be is aware of this incident will know. TSA agents at Orlando International ruined a great vacation for us today. Other people will not put up with this and I am here to tell you until this dehumanizing screening process is fixed; neither I nor any member of my family will transit the Orlando International Airport. In light of recent aviation events families should not be scrutinized. Flight crews should be screened more thoroughly.

For the record I will be sending this letter to Orlando International Airport as well, the Better Business Bureau and whoever else I feel needs to be aware. If the hospitality of passengers for air travel is no longer a factor then I will no longer spend my hard earned money dealing with such lack of hospitality.

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Willoughby
State: Ohio
Zip Code (Post Code): 44094
Other:
Email: (b)(6)

!015 10:08:

==Incident Information==
When did this happen? 03\06\2015
Where did this happen? OHIO - CAK - Akron-Canton Regional
What happened?
A white female TSA agent racially profiled me and subjected my person to an unreasonable and painful search of my person based on my protected status as a black female. This occurred on March 6, 2015 at the Akron-Canton Regional airport. I was traveling to Atlanta on Southwest Airlines Flight 954 originally scheduled to depart at 4:30 p.m. (flight was delayed and we did not depart until almost one hour later). I was traveling alone and was wearing jeans, grey sweater, brownish boots and carrying a black purse. After I removed my shoes and placed my personal items

****

(Accepted complaint from Agent who said caller told him that she felt she was discriminated against because of her last name (b)(6)).
Told caller I am sorry she was upset.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) (That is her full name) Caller said she is African Amencan and was born and raised in the US. She said she was treated like a ternonst.

Phone #:H (b)(6)
Phone #: C (b)(6)

We lost contact and I tried the home # and it is not in service but reached her on her Cell.
She confirmed home again as correct.

!015 4:00:3 Email: Does not Use computer. She was born in 1934 and is 80 years old.

Airport: Detroit Metro (Was flying to FLL on Delta).

Date and approximate time of the experience: 1-26-15 (The flight was departing at 7:20 AM) She was at the checkpoint between around 6 AM (She first tried to tell me after 8 AM)

A discription of the experience:

She went through the metal detector and a second TSO went over her body again and by then her carry on bag had gone through the conveyor.
Caller said she was in a wheelchair except for the time she got out to walk through the metal detectors. She sat down in the wheelchair and 2 more people came up and searched her carry on bag and the TSO scanned her shoes and had her to remove them had her to stand up and get a Patdown. She insisted that nothing alarmed.
She commented that she thought when you are over 75 you do not have to take shoes off but they made her take them off.

She felt she was being discriminated against because her name is (b)(6) and they treated her like a terrorist.
Her grandparents were slaves in the US.

I recently (11:45 am April 1 2015) went hrough security in the TSA Pre line at the United terminal in LAX. One of my daughters set off a metal detector and the individual covering it (a woman) sent her to the radiation imaging technology screener. I specifically said I DO NOT want her to go through that machine. She said she will not. I turned to help my other daughters through and when I turned back found she had sent her through the machine.

I am curious as to why the TSA does not follow their own protocol. As a parent I do not wish my child to receive extra radiation. I specifically and clearly asked she not be screened by that machine. I was assured she would not be and she was. Is anyone at the TSA held accountable for your own rules? Is there an oversight process ... Is it adhered to? Or do people simply need more training?

I mentioned my issue to a supervisor (b)(6) who checked in it and assured me she did not understand my request. I reject that. If she spoke English then it was clear. She chose to ignore me and is so often the case decided to ignore the request ...
!015 4:26:0 I assume in a display of power.

If you have rules and you abide by them then it would seem obvious you should do something about it. Curious to hear your response.

(b)(6)

Sent via mobile....apologies for tipos

I got your contact information after calling the 866-289-9673 TSA number. I need your help.

My name is (b)(6) and I traveled from Phoenix Sky Harbor airport on Tuesday March 31st on DL Flight 2046 to Atlanta that departed at 3:43PM. I had TSA Pre-Check but at around 2:40PM PST when I was going through security the pre-check line was closed so I went through a non pre-check line. I was given a card by the agent that scanned my boarding pass and looked at my ID which allowed me to keep on my sportcoat and shoes but I had to take my laptop out of the bag which I almost never have to do, As a result when I went through the checkpoint I failed to retrieve my laptop. Had my laptop not been in my bag when I reached in to take it out for screening I would have noticed. Unfortunately, I did not realize this until i was 20,000 feet in the air on my flight.

I called the TSA PHX lost and found as soon as I landed in Atlanta and left a detailed description of my laptop on a voicemail. I received a call back today (4/1) from a female TSA agent at 4:36 PST who informed me that no laptop fitting that description(Silver Macbook air with two distinct stickers on it) had been turned into the lost and found and it would have been by then if it was lost on the 31st. I find this very hard to believe as the only place I could have left would have been at the TSA checkpoint. I would like the help of someone in the TSA in recovering my laptop given the specific time windows and information I can provide. Please see the information below:

I traveled on DL Flight 2046 leaving Gate 17 and I passed through the North checkpoint between 2:40 and 3:05PM. I believe it was between 2:40 and 2:50

:015 8:33:3

I am a 6'2 178lb African American male who was wearing a gray sportcoat, white dress shirt and blue jeans with brown shoes
I think the woman that waved me through the metal detector was about 5'5-5'6, brunette wore glasses and saw that I had my card in hand that allowed me to keep on my sportcoat and shoes.

I had a black rollerboard come through the belt first, followed by my laptop bag and then my laptop would have been left on the belt in a tray.

Can someone review the security footage from that very narrow window of time and find out what happened with my laptop? Did an agent take it? Another passenger? My goal is just to get my laptop back. I find it hard to believe that there would have been a person right behind me in line that would have seen the laptop and not attempted to turn it in. I would greatly appreciate a returned call or email and some help on this if possible. My many experiences in PHX and with the TSA in general have been nothing but pleasant over the years and I really hope my laptop can somehow be tracked down.

Sincerely,

(b)(6)

Reason for the call - Her laptop is missing.

Airport - FLL
Airline - Southwest Airlines
Flight Numbers - 2327
Departure Times - 7 am
Arrival Times - She went to the checkpoint at 6:10 am and she got through about 6:50 am
Date And Time of Incident - 3\31\2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
!015 2:30:0 Was There An NOI - NA
Was Anything On The NOI - NA
Missing\Damaged item description - She has gray Dell laptop missing.
Location Of Incident
Gate - B6
Terminal - 1
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - The line was very long and her items were screened and cleared 10 or 15 minutes before she was. She told the TSO that there was no one watching the items. The TSO told her that there are cameras all over the place and nothing was getting stolen. She asked to go through the metal detector instead of the AIT and was told she could not. She stated that she called and filed a claim with lost and found. They did not have her laptop. She wanted to know where her laptop is. She asked if TSA put it somewhere.

Resolution to the caller's issue - I emailed her a claim form. I advised her that I would forward her record to the CSM at FLL for review.

Hello,

I am a frequent flier with TSA Precheck and I always run into an issue with the metal detector. I found that many times I went through the metal detector, the random noise came on and I had to go through additional screening. The question is, how many times does the machine need to single me out in a row, where you can no longer consider it random anymore?

I recently started to wear different and lighter clothing when I travel at night because it s easier to relax on the plane, and I am noticing that the random alarm isn t going off on me. Clearly, there is no doubt that the jeans I am wearing is causing the random alarm to go off. This is a major inconvenience especially when I paid extra money just to get Precheck. Just two days ago I took a day flight for a meeting, wearing heavy clothing and jeans, and again the alarm went off.

!015 4:08:5 So do I need to start dressing a different way in order for me to have a nice experience the airport security now? I don t understand. I d like to get this resolved.

Do not call or reply to me telling me that indeed it is random, because random would mean that this only happened to me once in a blue moon. If we can t resolve this easily now, then I d like to forward this to the media with video evidence that I have already begun to build. So please let s make this an easy process to address and clarify for me.

Thank you very much
(b)(6)

718-637-1062

On Apr 2, 2015, at 5:17 PM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

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

!015 6:15:4

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

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

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers, athletic warm-up jackets, and sport coats for x-ray screening before proceeding through the walk-through metal detector or Advanced Imaging Technology. It is important to note that if a sport coat or blazer is worn as the innermost garment – not over

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) Alexandria VA
Zipcode: 22312

!015 6:15:4

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? yes
Nationality? no
Gender? no
Disability? no

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

To Whom it May Concern,

I do not travel as often as I used to, but I have noticed in the past few times I have traveled through New York I have felt that the TSA agents were hostile and spoke to passengers in a very inappropriate manner. I realize that New York has the busiest airports and the security line is hectic, but there has to be a better way for them to maintain order.

I am not saying all agents, but a large percent of them seem to yell and treat people with little to no respect, do not listen when people speak to them, bark orders and act hostile. I had an experience today at LaGuardia that was extremely unpleasant. I was escorting my 13 year old niece to the gate and one agent told her she did not need to take her shoes off, but the agent at the metal detector told her to remove her shoes. When she tried to explain that the other agent told her to keep them on, she was rude and hostile towards a child. When I stepped in to tell her to be nicer to a child she did was rude and hostile towards me. I noticed that it was probably because the agent did not have a hand held wand and that was why she needed to take her shoes off, but nothing was explained and yelling and hand gestures were the first step in communication. It is exhausting to have to go through all the security measures while being yelled at spoken to in a manner that is demeaning and hostile. Again, this was not my first time that I have seen hostility as the first step in communication.

!015 8:04:4

I have spent my fair share of time working with the public and do know how trying it can be, but I do not see how employees of the Department of Homeland Security should be allowed to act in such a classless and unprofessional manner. It is not a good representation of New York or the United States Government. I feel that there should be better training so that each agent has a solid, respectful way of communicating normal interactions. I think the majority of travelers want to get through security in a safe and organized manner and I don't think it is right to speak to everyone like they are a criminal.

I hope that someone takes into consideration that I spent the time to write this email because I am fed up with the treatment I receive when I travel and I am most likely not the only one. I also ask that you consider making more extensive training for agents in communication and how they come across to others. It may actually be more beneficial to them because I am not an angry or hostile person, but I felt angry and hostile in reaction to being treated with anger and hostility.

Thank you,

(b)(6)

!015 2:05:1

Caller has applied for PreCheck at SFO. Caller has a metal implant, and he alarms the WTMD. Caller wanted to know if there is something that could be done at the checkpoints that do not have the AIT available so he does not get push back in line. Caller wanted to know if there was a card that would allow him to not have issues at the checkpoints.

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: 4/4/2015 8:40:43 AM

!015 9:14:3

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):STL Terminal 2 around 150pm, TSA Precheck line, employee (b)(6) (??), older guy with glasses.
Comments:I have an artificial knee and still prefer the STL TSA Precheck line even though the metal detector will alarm and require a "female assist" search. The line is shorter and I like not having to remove my laptop and liquids. The TSA Officer was critical of my choice and rude - complaining about the additional resources it takes to do the search. I explained I was a frequent traveler and that some airports have Precheck lines with scanners but when they don't I just allow extra time. He lectured me about how much trouble it was with a negative and critical tone. I'm disappointed with how I was treated and would prefer that my artificial knee not prevent me from using the TSA Precheck line in STL.
Hello,
I am travelling through the Palm Springs Airport and I am a TSA-PRE CHECK qualified individual. I am concerned about security procedures, as I went through the pre check lane and upon reaching the second security station (bag scan and metal detector) I observed families from the non precheck lime coming over to the precheck security point and the TSA female security member allowing them to come over and did not require the family to discard their full water bottles, like everyone else just run it through with your bags was her direction. This inconsistent security procedure could result in hazardous material being allowed through.

The TSA team at PSP airport needs to be reminded of the correct security procedures IAW TSA Securities handbook.

!015 1:12:5 (b)(6)

Sent from my T-Mobile 4G LTE Device

I am a frequent traveler who has been part of TSA Pre-check almost since the start. I use the Pre-check security lanes at many airports across the country but continually experience problems and delays here in San Antonio's Terminal A. The issue is that people are being randomly assigned to the Pre-check lane by TSA personnel who do not understand what Pre-check means and who do not fly often. Most times (peek or off) he Pre-check lane is almost as long as the regular security lanes. Today, the Pre-check lane conveyer was so backed up that the agent checking IDs had to stop until the jam cleared. When I got to the metal detector the line was held up by an older couple who obviously had never been there before and required special help to understand how to walk through the metal detector. Anyone could tell by observing this pair that they flew very infrequently, if at all, by their luggage and the way they appeared. On another occasion, I was behind a couple who attempted to place their full-size roll-aboard bags on the conveyor standing up!

My point is that the practice of randomly assigning people from the regular screening lanes into Pre-check causes delays and can result in inappropriate persons having access to the expedited screening process. I have complained to the local management on numerous occasions but there has been no change and the managers I have spoken with are quick to hand me a TSA contact card as say "tell them your story". Individual agents working the Pre-check lanes are just as frustrated as legitimate Pre-check passengers and tell us to complain to management.

!015 4:30:1

I understand that there has been an advertising push to enroll more people in Pre-check and that the random assignment is intended to encourage people to apply but I believe the practice is both slowing the process and defeating the premise of passengers who have been pre-approved for lighter screening. As I noted at the start of this message I use Pre-check in many airports but find San Antonio's Terminal A to be different from all others in their disregard for the integrity of the Pre-check process.

(b)(6)

To whom it may concern:

I am a long time Trusted Travellor with Nexus issued by the USA.

I recently had both total hip replacements and now I set off the metal detector at the air ports. In particular at DCA on March 29, 2015. I was subjected to a full body pat down which was embarassing. I should have asked for the private room but did not realize what was going to occur.

As I have gone through extra screening, iris scanned, finger printing why am I treated so harshly when I set off the metal detector.

!015 8:02:2

Sincerely,

(b)(6)

Burnaby, BC
Canada
V5G1X9

this one just like everyone else." Traveling is stressful and the rules are confusing. TSA officers need to be civil. Please pass this feedback on to the TSA officer in question. Thank you.

(b)(6)

Mailing address:
(b)(6)

Seattle, WA 98104

Phone: (b)(6)
Fax: 206-897-5401

!015 8:02:2

~~The above email may contain patient identifiable or confidential information. Because email is not secure, please be aware of associated risks of email transmission. If you are a patient communicating to a UW Medicine Provider via email implies your agreement to email communication; see~~
(b)(6)

~~The information is intended for the individual named above. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited, please notify the sender by reply email, and then destroy all copies of the message and any attachments. See our Notice of Privacy Practices at~~ (b)(6)

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Lubbock
State: Texas
Zip Code (Post Code): 79423
Other:
!015 9:08:4 Email: (b)(6)

==Incident Information==
When did this happen? 04\06\2015
Where did this happen? TEXAS - LBB - Lubbock International
What happened? While entering the security area of the airport, I attempted to follow other passengers through the metal detector. Before I could enter the metal detector two large men put their hands up to stop me. They then directed me to an area where I put my feet on to footprints, put my hands over my head, and then be x-rayed. Before I was x-rayed a woman put on clothes and waited for me to exit the x-ray. I asked her why I m always being singled out in this way and she pointed to the x-ray machine and said there was a spot on the x-ray machine and that s the reason why they were going to have to go through my hair. I told her

The caller would like to file a complaint. He was flying out of US Airway. He flies around one time a year. The last two years, both times he checked items. The TSO s made him feel uncomfortable because of the way they looked at him and the
!015 9:17:2 questions they asked. The TSO s stopped him after going through the WTMD and searched his bag. He felt like he was being picked on. There was a Caucasian male named (b)(7) in Terminal 4, the caller asked him why he was being searched and the TSO replied by saying Because god wants us to . He felt discriminated and profiled. This was at Ontario airport in California.

A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather then in font of everyone traveling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the medal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage
!015 8:21:5 closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Soilder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soilder who served in Vietnam and a 40 year retired police office. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the upmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong.Thank you for your time.

REASON for the call: Caller said when he came through the body scanner a heavy set African American TSO started rubbing him down and never said anything. Caller then asked the TSO what he was doing and he said he was clearing a alarm that was on his chest. Caller asked the officer if he was suppose to tell him before he started touching him and the officer said no. Caller did not get the name of the TSO. Caller was wearing a dark blue silk shirt and blue jeans. Caller said he has grey hair and is about 6 foot 1 inch tall.

Date Time: 4 7 2015 at 3:30pm
Airport: ATL
Airline: Delta
Gate Terminal: Caller does not know
!015 4:08:3 Flight #: Caller does not know
Bag tag #: n a
Bag Description: n a
Missing Damaged item description: n a
NOI: n a
Email: Caller does not want to provide

RESOLUTION to the caller's issue: TSOs must conduct additional screening to resolve an alarm of the walk-through metal detector or an anomaly discovered during Advanced Imaging Technology (AIT) screening. It may also be necessary for TSOs to conduct additional screening on carry-on items. TSOs are required to be considerate and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller was returning a call back he received from TCC regarding his MB complaint.

On the previous call he said that the TSOs made him feel uncomfortable because of the way they looked at him and the questions they asked. The TSO s stopped him after going through the WTMD and searched his bag. He felt like he was being picked on. There was a Caucasian male named (b)(n Terminal 4. the caller asked him why he was being searched and the TSO replied by saying Because God wants us to . He felt discriminated and profiled.

!015 6:44:3 Airline ONT
Terminal 4
US Airways
Flight number was UA1844 airbus A321 Economy.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 6:23:30 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 04/08/2015 6:00 AM Airline & Flight Number : united Checkpoint/Area of Airport : pre-check TSA Employee: (If Known) :
Comment : First there was a checkpoint person change and the new person was not ready to start so had to wait for them to then find gloves(from two officers over) and then to 'adjust till he was ready. Pre-check is supposed to to be expedited. Then
!015 8:27:4 Issue was I was random beep through metal detector and had to get the full hand scan because I don't do the scan machine. Random used to be a quick hand scan. Not awful except again the wait.
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 : 4/8/2015 10:04:59 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/08/2015 6:45 AM Airline & Flight Number : AS 83 Checkpoint/Area of Airport : north satellite TSA Employee: (If Known) :
015 12:25:5 Comment : I travel through SEATAC approximately once per week, and have Precheck clearance. I wear the same belt every time I travel, as it does not alarm. Yet this morning it set off the metal detector, whereupon the TSA staff look at me like I'm an idiot and I have to back out of the line and remove the belt, upsetting other passengers.
Why is the system which is set up to speed trusted travelers through security, got a metal detector that "randomly" clears a belt one week but not the next?
TSA on the whole does a very good job at keeping us safe, and these sorts of issues are an annoyance rather than serious. It would be nice to know what you can and can't wear to make travel, which is already stressful, just that little bit easier Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link :
http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 3:37:22 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/08/2015 3:15 PM Airline & Flight Number : delta Checkpoint/Area of Airport : 5 TSA Employee: (If Known) :(b)(6) Comment : I went thru as a global entry member through the TSA pre-check. Going through the metal detector everything was fine, I was pulled over by (b)(6) because he said he needed to do extra screening. For no reason. He then proceeded to be really obnoxious and yell at me. When I complained as to why I was getting screened when there were no problems he told me if I do not shut up and listen to him he will take me back out through security and rip up my boarding pass. He then did the security pad down five times on each area of my body. When I asked him why he's doing the patdown over and over when all I was wearing a T-shirt and sweatpants he told me to shut up
!015 4:19:5 and he proceeded to do the entire pat down for sixth time.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :(b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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 Fairfield, CT

Zipcode: 06812

!015 8:32:1

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? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Bradley International Airport

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Jose
State: California
Zip Code (Post Code): 95116
Other:
Email: (b)(6)

015 12:25:0

==Incident Information==

When did this happen? 04\07\2015
Where did this happen? CALIFORNIA - SJC - San Jose International
What happened?
I was escorting my wife and two daughters (ages 3 and 1) through a TSA checkpoint. Every time in the past that we have gone through an airport, a TSA agent would take us all through a metal detector, and sometimes swab my hands, and in the case of my wife to pat down around her head-scarf and put the swab in a scanner.

scanner I still have on my jacket, because since I am PreCheck I can leave on my jacket, well then the agent calls female assist. I said what is going on? And the agent says your zipper probably set off the machine. Excuse me what is the purpose of Pre Check and not removing your items (which you are repeatedly lectured on by the agents) if you are then having to go through additional screening and pat down because you didn't remove them? This is ludicrous! While I wait to be patted down, my carryon luggage is just sitting unsupervised at the end of the screening belt and an airport employee that is doing a wheelchair assist starts to take my bag! I yelled out at her and fortunately she heard me that she was taking the wrong bag. I told the TSA agent that was holding me hostage that people were taking my shit and he said oh that's not good in a ho hum voice, not at all concerned that he should take responsibility! Then I get my left side and abdomen padded down all because of a zipper on the outside of a jacket. I mean seriously get your act together, if I hadn't caught the airport employee starting to take my luggage how would I have had any recourse locating my item? So much for expedited security priviledges!

(b)(6)

:015 10:15:

(b)(6)

Littlestown, PA 17340

Fax: 717-359-9109

HYPERLINK (b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 4/10/2015 8:23:05 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 04/10/2015 7:45 AM Airline & Flight Number : UA 4881 Checkpoint/Area of Airport : Pier D TSA Employee: (If Known) :
Comment : The last 3 time I've flown from BWI TSA Pre was closed, as it was today. The hassle of having to pack so I am TSA compliant on the off chance that TSA Pre is closed is a problem. The TSA agent when asked said it was just closed and for me to go thru the regular line with a card for using the metal detector- I still had to pull out my laptop, liquids efc. You need a better way to handle trusted travellers- this issue at BWI is making me consider other airports. As platinum level with United I will contact their Customer Service about this too.
:015 10:15:
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

Caller has a complaint against a TSA employee at FLG on 04 10 2015 at 2:30. He called someone in the Arizona area and they told him to call TSA and that a lady named (b)(6) might answer the phone.

He was flying US Airways Flight number 2770.

He was getting ready to go through screening at FLG. He told me that he had flown a lot and he has been screened a lot and that this was very unprofessional and he felt like the TSOs there were not well trained. He also informed me that he was a LEO.

He also said that while he was being screened the TSO touched his crotch with his palms turned up instead of down. He said the TSO hit his crotch pretty hard and was very rough with him. He said the TSO pulled his pants down about 6 inches to a foot on the left side of his body. They offered him a private screening but his bags were moving on the baggage conveyor out of his sight so he declined so he could hurry up and get back to his bags. He said he had a police badge and $500 in his carry on.

He said he informed the TSO that he had had a knee replacement which was causing the machine to alarm. He said they did not have the AIT so he had to use the WTMD. He said they only had 5 or 6 employees working at the screening checkpoint
2015 6:52:(and that it was a small airport.

He said the screener was about 30 years old. He described him as a large, which he said was a nice way to describe fat, and that he was either Hispanic or Indian.

He said prior to boarded his flight that he overheard 3 female and 3 male TSOs talking about their private life, such as their girlfriends and things, and thought it was unprofessional. He asked a LEO that was standing at the screening checkpoint who their supervisor was and he pointed out one of the men in the same crowd that he had witnessed talking about their personal life.

Again he stated that he believed the TSO at FLG were unprofessional and badly trained. He said they acted like they might be part time employees.

Hello,

For the second time in six weeks, I have been told I must remove my shoes to go thru the hands over head metal detector.

I have had BOTH my knees replaced and have substantial scar tissue that prevents me from bending down and removing my shoes. I Carry the printed out TSA page for Passengers Who Cannot Remove Their Shoes with me.

I showed it to Supervisor (b)(6) and he informed me that his SOPs over ruled that policy and I must remove my shoes.

2015 2:27:(I do not believe this to be true and would like some clarification, both for me and for Supervisor (b)(6)

Thank you,

(b)(6)

Sent from Windows Mail

To TSA
From (b)(6)
Subject: Humiliating and unnecessary treatment by TSA
On April 12th 2015, I took Jet Blue Flight 466 from Fort Myers FL. To Boston
I checked in on line the night before and it had a TSA precheck on my boarding pass.
I have prosthetic right leg that extends from my hip down. I fly this route approximately 4 times a year. I understand the procedure for amputees.
this is tha TSA procedure from your website

"The passenger should inform the Transportation Security Officer (TSO) of the existence of a prosthetic, his or her ability, and of any need for assistance before screening begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.
Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown.

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without
2015 6:30:1 exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material.
I informed the TSA agent that I had prosthesis; he was very nice and directed me to the imaging machine so I wouldn't set off the metal detector. This is what happens every time I fly whether it is Boston or Fort Myers.
Unfortunately the Male assist officer I was handed off to either didn't understand the procedure or just decided he was making his own procedure. After I went through the imaging he proceeded to give me a complete pat down, tested my shoes, hands and the bottom of my prosthesis for explosives. At this point I am starting to feel a little uneasy with the search as usually after checking the bottom of the prosthesis and my hands I am sent on my way.
This guy tells me he needs to perform a further evaluation of my leg; I asked him if there was a problem? His response was no not yet. He took me into another room with another guy had me remove my pants to he could swab the entire prosthesis.
THIS IS NOT IN your procedure!!!
I am now getting pretty aggravated. I asked him why, he said it is procedure. I tried to tell him nicely that was a frequent flyer and that it was not and that does not happen to me and never has. His response was a non-caring shrug.
Told me to take it up with his supervisor!
After I was cleared for the second time. I told him how BS he was I took my bag that he was holding and not willing to give to me and went to my flight that I just barely made it on. Thank god I did, cause had I missed it. I would have had an ugly conversation with him and his supervisor.
I am not a person to give anybody a hard time and I understand the need for safety but I should be humiliated and belittled by somebody just because he can.
Unfortunately I was so upset and short of time I didn't get his name.
He was a tall white bald (shaved head) man with a really lousy attitude. Hopefully this doesn't happen to me or any other person like me again going through RSW and that it was an isolated incident, I however suspect it wasn t. Just because people with artificial limbs are different doesn't mean that TSA person should be able to humiliate an discriminate and demean anybody things are hard enough.

(b)(6) North Billerica MA 01862

I have a grievance and would like to file an official complaint. Please direct me on how to do so.

My complaint is as follows:

At 2:10pm on Saturday, April 11, 2015, I arrived at Chicago Midway airport and proceeded to security checkpoint for my daughter and I to go through security screening. As I approached the security screening, I alerted the security (TSA) agent behind the xray machine AND the security (TSA) agent next to the metal detector/xray screening that I was in possession of medically necessary blood product that I had a Dr. letter for, and that the blood product could not go through xray screening. The man by the xray machine called for a "hand check" and handed the bag off to another TSA agent.

I went through security and looked for the bag (the medication/blood product was in a box inside a SuperMan lunch box). When I saw the agent who had my bag (African American woman with blonde hair with the name tag "Carter" on it), I said, "please wait until I am present before going through the bag, it contains blood product AND it belongs to a minor child". She rolled her eyes at me, opened my bag (which I KNOW she is not suppose to do, she is suppose to ask ME or my child if she were traveling alone to remove the items or if she may open it) and CONTINUED swiping the SANITIZED box which contains my daughters PLASMA based product. She raised her voice and said to me (as two other TSA agent women surrounded me), "I DIDN'T OPEN YOUR BOX I OPENED THE BAG-I'M CHECKIN' IT N YOU CAN SEE ME". To which I replied, "I know my rights and you are not allowed to open the bag of BLOOD PRODUCT without my permission, or without asking me to do so". She pushed my bag aside dropping it on the counter and said, "I'm done anyway" and walked away.

2015 4:09:0 I cannot tell you the fury that fills me. I cannot tell you the insecurity that filled my daughter as she watched this occur. She travels often and has been THOROUGHLY briefed by TSA at McCarren Airport as to her rights when carrying her blood product through security. She travels often and as a member of the Bleeding/Hemophilia community, it is medically necessary to carry her blood supplies with her. For that reason, she was briefed two summers ago by TSA on her rights and how to approach carrying her product. To watch these rights be violated right in front of her was infuriating to say the least. Atop that, the TSA's mishandling of almost $4000 of blood product rather than asking ME to pull it out of the container, TSA Agent Carter should've changed her gloves before contaminating our product, is unbelievable. I am now in to position to where I was not in contact with the blood product and it was handled by someone else, with unclean hands/gloves and now it is unusable to me for risk of infection from contamination. Thank you for wasting almost $4000 of medication, and for violating the rights of my daughter and I. We have lobbied long and hard to make certain my daughter gets her allotment of medication. The amount she gets is regulated and now your agents' violation and possible contamination of her blood product leaves her short of the appropriate supply.

I want an immediate response and resolution to this email. Should I not receive a response in a timely manner, I will escalate my formal complaint.

I have included in this email a link to your TSA rules and regulations.

(b)(6)

http://www.tsa.gov/traveler-information/medically-necessary-liquids-gels-and-aerosols

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4/14/2015 5:48:43 PM

Name (b)(6)
Email (b)(6)
2015 8:08:4 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines at Newark airport at approx 5:15pm on 4/14/15 I encountered TSA Agent (b)(6) (sp?) at the TSA checkpoint near the metal detectors for gates 120-139. My flight was to Denver at 6:51pm at Gate C131.
Comments:I encountered TSA Agen (b)(6) (sp?) who was not giving clear verbal or physical cues as I stood by the metal detector. I thought he waved me through the metal detector and when I walked through he raised his voice and said he didn't save me through. I said "ok" and stepped back. He then proceeded to ask me "what are you thinking?" and "use your head" repeatedly. I wasn't looking to engage in an argument. Mentioned that I bought I saw him wave me through and he continued to lecture me.

I found his conduct, comments and attitude completely unprofessional. Although I work in business now I spent 4 years in the Marines and 4 years at the United Nations in a role as a diplomatic security agent. Conduct like that would not have been tolerated.

Good morning
I wanted to bring something to your attention at the JetBlue Terminal in BOS/Logan Airport.
I am not TSA Pre Check screened approved - or whatever it is.

I was in the general security line queue with everyone else, on the left side of the security area (when entering the security area) - adjacent to the TSA PreCheck queue.
The far left podium doubles with both general queue and TSA Pre Check. I went to this podium as the Pre Check line was empty.
After confirming my boarding pass and ID - I proceeded to the metal detector and x-ray queue (to the podium's left, agent's right).

However, this is where everything went a bit differently. Passengers going through security, myself included - were confused when no bins were provided - and we were instructed to keep our shoes and belts on. Laptops and liquids staying in the bag. I quickly dumped my personal items from my pockets into my bag.

I'm not sure if this is the new SOP - but then it dawned upon me that perhaps the screener thought we were TSA Pre Check passengers.

!015 10:20: This was today, 15 APR 2015 at approx. 0630 hours. The person on the x-ray machine literally just got on her rotation at that machine.

If you have any follow up questions please do not hesitate to e-mail me.
Thank You.
(b)(6)

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(b)(6)

I saw the news blurb regarding the dismissal of two security agents for inappropriate fondling of male passengers this morning. I believe I was one of the impacted individuals and wish to formally lodge a complaint.

On March 25th, I went through security at DIA. My flight was at 5:55 so it was probably around 4 pm. I am TSA Precheck due to my Global Entry (which was noted on my ticket as well) but was selected and pulled out for a pat-down after being sent through the scanner (and not the metal detector). The agent told me he needed to pat me down thoroughly and proceeded to run his hands up and down my legs including touching my genitals and across my backside. I travel a LOT and I've been patted down before, but never like this. I was upset afterwards and told my girlfriend who was with me but in another line that I felt like I needed a cigarette after the pat-down (making an obvious reference to a joke).

You should pull the video tapes and investigate this. I am willing to provide a verbal statement if required. I do live in Denver and fly in\out of DIA several times a month.

!015 10:20:

Thanks. You guys do a good job overall and you don't need a pervert giving you bad press.

Regards,
(b)(6)

Thomas E Smith Jr, CPA

On April 11 I had the unfortunate opportunity to meet the most rude TSA member in my years of travel in the international terminal of the Seattle -Tacoma airport. I had just arrived on Delta Flight 166 from Narita at about 9:29 Saturday morning and headed to a connection flight at terminal C. After clearing Customs, we were shuffled to the TSA area, where an officer was barking to form three lines from what was originally two. The length was so long that one could not determine what type of scanner was at the end. That matters as I am a dual knee joint replacement recipient and choose the scanner as to accelerate the process for all and to eliminate the pat down. By the time I could see the metal detector, I elected not to change lines as the lost time would have been significant— things were not moving fast. As expected, the scanner announced the presence of metal and i informed the TSA officer of the metal joints. He politely asked me to step to the side, which i did and he shouted for assistance (pat down).

The assistance did not arrive after approximately a minute and the officer elected to continue screening while waiting— not a bad idea as passengers were stacking up. He requested once again for a pat down and continued screening. I waited, while other passengers' scanned items piled up on mine. Not a real good thing for delicate laptops. After yet another couple minute delay without assistance for the pat down, the officer once again announced the need for a pat down. And the stuff continued to pile up on mine. After the officer's fourth plea for help, an officer seemingly put out that he would have to perform a pat down (the same one that was barking to form three lines) showed up. He asked if the stuff being dumped on at the end
2015 2:27:3 of the scanner was mine, to which I replied with a "Yes" and made a move towards it. He quickly snapped that I was not to touch it and to move over to carpet that had the foot locations marked on it. I suggested to this officer that they needed to have some means of letting passengers know which line to get into for the scanner. He proceeded to inform me it was MY RESPONSIBILITY TO SELECT THE PROPER LINE, not theirs to tell me. I proceeded to tell him that the entry point of the line did not allow one to see the scanners. I once again suggested that maybe signs, he once again told me it was my responsibility. What a rude interface with the public. Not in the best of moods myself after being up for almost 24 hours, I asked for his name. He informed me he would not give me his name, but would provide a card and his supervisor. Little did I know things were about to really go to HELL.

As I gathered all my stuff, over wandered this blob of a person with a title of TSA Supervisor. Apparently he got this job to fill an EEO requirement as it sure wasn't for his ability to interface with the public. He proceeded to tell me he did not have time to put up with piddly assed minuscule things like me and my fake knees. He would stand up for his officers no matter what. They had been there all morning and not even had lunch. Personally, he could go without many lunches as fat as he is! He proceeded to tell me once again he did not have time for my little problem I could take my problem " all the way to the President of these United States" and turned away. WHAT A FAT, RUDE, in-his-postion-only-to-fufill-EEO-quotas. I sure hope I never, ever have to incur this fat excuse of a TSA officer again. In all my travels around this great nation, I have never seen a TSA representative act half as unprofessional as this worm. Maybe he is related to the sleeping baggage handler for Alaska Air.

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Fontt 512
Zipcode:

2015 2:28:2 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? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Disability Description: Caller has brain cancer

Incident Details: Caller had a horrible experience for screening. She has a medical condition and could not go through the machines for her screening. She asked for a patdown instead for her screening. They would not allow her to use the WTMD. She says she understands the job TSA does and knows it is very difficult.

She never gets upset at her screening. But this time was so bad it has made her cry. She has never filed a complaint before. She says the agent that gave her the patdown was so mean to her. She said if she spoke the agent told her to not speak then when she did speak, the agent responded to her by saying for her not to get upset at her. She was only going to ask if she could put on her shoes.

She has brain cancer and says this isn t the way screening should be for someone going though something so bad. She wants to file a disability complaint.

2015 7:27:5

She says the managers name may have been (b)(6) and he was kind. She says the entire staff was terrible.

Date Time:04-15-15 at 5:05 pm
Gate Terminal: Terminal C and she was there about 4 pm
Airport: McCarren
Airline: Southwest
Flight #: 564

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 4/16/2015 6:19:28 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/16/2015 4:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : only one open TSA Employee: (If Known) : asian American Comment : Pre-check not open yet, had to do complete basic screening. Even at locations around the country that don't have ore-check they still give benefits (some) ie going through metal detector.

2015 8:45:4 I opt out of the ray scan. The employee was courteous but was much handsy then most I have ever gotten. I don't do the wave scans so am accustomed to opting out when a location has no pre option. This guy basically had his hands on my scrotum. Either he is very wrong or most of the screeners around the country are doing it wrong.
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 keeps having problems with TSA and other passengers have spoken up that she is being mistreated. She had a radiation accident when she was a teenager. She has cancer and many surgeries. She is 80 years old. She has trouble walking. She tells them that she cannot use the screening technology. She was going to a meeting she could not miss in DC. She was searched and almost missed her flight. She had to finally asked for a supervisor and asked him if she has to get on her knees
2015 1:48:5 to be able to finally go. She tells them she can use the metal detector and they tell her no although they point others to the WTMD. The supervisor who came over apologized for the way she was treated.
She knows that there is a program that she can get prescreened and use lanes that you go right on through. She does not mind the patdown but she does not want to have to wait in line. She has had items taken from her and stolen. She does not even bring carry ons with her any more.
She liked the idea of getting assistance at the checkpoint and asked how far ahead she should call us.

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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: 4/20/2015 3:27:01 AM

Name: (b)(6)
2015 8:34:4 Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Yuma Airport. April 19th at about 8:00 A.M. U.S. Airways.
Comments:On April 19th I caught an 8:45 flight from Yuma to Honolulu via Phoenix. There was only one female TSA agent on duty. This female TSA agent opted to do a "pat down" of me after I passed through the metal detector. No alarm has sounded but she said she had to do a pat down since I was wearing a dress. She had me stand in full view of everyone in front of the metal detector and she put her hands on either side of my leg reaching as far as my genitals which she touched quickly but hard. It was moderately painful, and also disquieting.
I've been an American my entire life, I'm a woman in my fifties and do not fit any common sense profile of a "terrorist". I found the so-called pat down to be a violation of my personal liberties and a disgusting display of ignorance. There is no need to debase citizens arbitrarily for the sake of a false sense of safety. There was no excuse for what would be seen as a sexual assault in any other circumstance.
The TSA continues to be a disgrace by rendering innocent Americans suspected criminals based on nothing more than their style of dress. If the TSA can't tell the difference between normal, innocent citizens and potential "terrorists" or criminals and is allowed to randomly touch people's genitals we are not a safer country, but a more dangerous place to live as the government gives others the right to sexually molest its citizens in the name of safety even when there is no danger.
I am writing regarding a preflight screening experience I had in Denver on Wednesday April 15th at about 5:05 pm. I entered on the north side in the main terminal through the TSA Pre Check lane. I placed my bags, one carryon suitcase and one handbag, on the screening conveyor and walked through the metal detector. An alarm sounded. The TSA screener told me I had been selected for "random". He did a swab of the outside of my suitcase and inserted it into the instrument and another alarm sounded. He told me they would have to do further screening. Another TSA person came, moved my belongings to the search area and began by swabbing outside my bags and then proceeded to swab every pair of shoes and then my hair iron. I was unfamiliar with this degree of scrutiny having never been subjected to nor observed it while going through security at airports. I asked what the alarm was and was told, "E1". That meant nothing to me. I was getting annoyed by then and sarcastically asked her if she was going to swab my toothbrush with the same swab after swabbing my shoes. The situation escalated quickly from that point.

I am a very experienced frequent traveler. I fly almost weekly for work. I have also completed the TSA Known Traveler screening including an interview and fingerprints. In my 15 years of frequent travel, I have had one very objectionable TSA screening experience and many small annoyances that were not memorable. I have been selected for random additional screening that amounted to a swab of hands and perhaps baggage that added no more than a minute or two to screening time. The experience I had at DIA on April 15th was an outrageous experience and took over an hour and caused me to miss my boarding position.

After becoming annoyed at the swabbing of every personal item in my suitcase and a visual check of everything in my possession, I asked for a supervisor. The supervisor arrived in a very aggressive manner toward me. She was outright militant and authoritarian. Having not committed a crime, I was not about to put up with this approach and treatment. She took everything I said and tried to twist it to elicit an inappropriate response from me. I was very indignant and angry by this time. She accused me of interfering or rather she used the term, "obstructing". I think I told here to do what she had to do. She alerted armed security and three uniformed and armed police officers moved in toward me along with a shady character who seemed to be a commander or some such thing. He looked like he was the leader of a swat team. He began whispering to other TSA screeners in the area. I counted and I was surrounded by 12 TSA/ security/military persons. This scene was so ridiculous to me. It irritated me further and I actually found the absurdity laughable. The rest of the processed took place and I was finally cleared. Once cleared, the supervisor's provocation and ridiculing continued when she twice wished me "have a good rest of
!015 12:08: your day".

There are many things about this incident that trouble me deeply.

First is that screening is voluntary, and when an alarm sounded I seemed to become "Public Enemy Number One" in the blink of an eye and when I did not roll over and act contrite like a person might who was caught doing wrong, I was subjected to very harsh treatment. I was told in so many words by the supervisor that I had no choices or options and I was subject to her complete authority. In hindsight, given the mood of the situation, intensity of scrutiny and the manner in which I was being held in suspicion, I think I should have been read some rights. At least, I think, I should have been afforded the courtesy of an explanation and given notice of the procedure required to clear me for flight from the alarm.

I have done some looking into false alarms during TSA screening science my incident and understand better now that they occur with some frequency. This is all the more reason to expect the TSA screeners to do some explaining before launching into the assertion that I am a criminal carrying explosives with intent to do harm. I have to question, are all of the expertly trained TSA people that hungry to spring into action that they practice their skills in facing a potential threat on a fifty- seven year old grandmother from Broomfield, CO traveling for work? The same person who is afforded the trust to drive a car - which can be turned into a lethal weapon and the same person who participates in the civic process to elect our law makers and serve on a jury. What happened to me is JUST PLAIN WRONG.

Secondly, it disturbes me that I participated and paid for Know Traveler when none of the information was taken into account in how I was treated. I question what is the purpose of obtaining an Known Traveler Number and submitting to fingerprinting and an interview if it is not taken Ito consideration in a situation like this? I can only speculate it is a money-making enterprise for a government contractor and possibly a PR facade for frequent travelers.

On my return flight to Denver from Phoenix, I toyed with the idea of asking to have my carry-ons swabbed to see if the alarm would repeat. I spoke with a TSA screening supervisor who was very professional, pleasant and reasonable. I explained what
Dear Sir or Ma am,
I m an airline pilot out of uniform with badges and KCM ID and was traveling out of KVPS Fort Walton and requested to go through the metal detector. I was denied since I was out of uniform, however a TSA agent told me a couple weeks ago I would just have to ask and I would be allowed to use the metal detector no problem out of uniform.
Even as a civilian I should be allowed to use the metal detector if requested. I sincerely demand some sort of compensation or something in writing that allows me to use the metal detector as flying frequently I do not want to get scanned. I will follow
2015 2:53:4 through with my congressman and consult legal counsel as I believe I was denied a privilege and basic right that I had today to use the metal detector and not get forced through the scan.
(b)(6)

Sent from my iPhone

On 4/17/15 at approximately HYPERLINK "x-apple-data-detectors://2"11:25 pm, my family was in the Las Vegas Airport at terminal HYPERLINK "x-apple-data-detectors://3"1 gate D lane 7. We were departing on US Airways at 1235 am on 4/18. We arrived early because the night before, we attended the Blue Man Group show where my 10 year old son,(b)(6) received a one of a kind stretched canvas painting. The paint was still wet from the night before. We were hand carrying the art to avoid it being damaged by placing it in a bag or other container.(b)(6) informed the female screener who was managing the line through the metal detector. She requested her male colleague, taller gentleman with glasses and balding, to do a swab and visual screen because the paint was wet. To us this indicated there was a way for the painting to be screened without being Xrayed. He seemed to acknowledge the request amd took the painting. The gentleman then took the wet painting and placed it on top of other people's stuff on the Xray screen belt. A passenger behind us tried to stop the painting from entering the screening machine. He forced the painting in and it scrapped the top of the painting. We were furious. A 10 year-old did everything he was asked and the screener although following the letter of the rules didn't even attempt to ask for a supervisor nor did he follow his peers request for a visual screen and swab. When challenged about why, he only indicated that it needed to go through the machine. We understand there is pressure to get everyone through quickly but accurately screened. The screener did say "sorry but everything is supposed to go thru the machine." We were frustrated and asked to speak to a manager.

There was no one in the surpervisor booth. So, we spoke with (b)(6) He provided us with a comment card. We asked for the screeners name he refused. We asked for the screeners badge number he refused. We showed him the painting with the streaked paint and explained what happened. Although he said sorry, he did not seem to care and have any sense of empathy. He said, "you know it is supposed to go through the machine." When asked about the visual screen and swab, he had no real answer. When I expressed that there is likely paint on the rubber and it may get on other articles. He said "not likely." When he provided the comment card, he did not mention his badge number. I was totally exasperated by the engagement.

!015 10:19:

We left the screening feeling violated with a defaced painting. My son was crying because of the lack of respect and damage to something that was special and unique. As a boy scout, he looks up to authority and expects people in uniform to do the right thing.

We read the comment card while in the tram. We noticed that it asked for a badge number. My wife and son returned to the screening area to retrieve a badge number. As my wife was approaching,(b)(6) was talking with a colleague saying they were complaining about some painting. She excused herself and asked for a badge number. He said well what one do you want I have several.(b)(6) teased her saying what about this one pointing to a name tag with no number. What about this one, it was also a badge with no number. Finally, she wrote down the number on the TSA badge(b)(6)

We really appreciate what TSA does for everyone. We also understand the need for procedures and screening. We tried following the procedures to include announcing what we had. We also informed staff about the wet paint to avoid damage to equipment and other people's belongings. We were really disappointed that the screener damaged our property. It was(b)(6) unprofessional behavior that was most disappointing. His demeaning approach when asked for the badge number made us feel like we had no rights. TSA wears blue as a sign of justice. During this screening, we were not treated fairly or justly.

REASON for the call; Caller wants to complain about how her bag was searched. Her two suits that were on top were rumpled up. She had an ipad and she asked if they turn it on.
She flew from BOS to PHL and back. The issue happened out of PHL.

Date and Time:April 10th at about 10:10 am but she checked in the bags about 7:30 am
Gate and Terminal:NA
Airport:PHL
Airline:JetBlue
Flight Number:160
!015 10:54: Bag tag(b)(6)
Bag Description:It is a royal blue bag American Touristor brand and medium in size with wheels.
Missing Damaged item description:two suits that are crumpled up
NOI present (writing on it):Yes with nothing written on it.

She asked if she can carry on the ipad.
She asked which screening device affects insulin pumps, AIT or WTMD. She said that she was bothered by the patdown because she was in a suit.
She has been hassled over juice so she started to bring raisins. She received Precheck. She had to walk around is her stockings on the dirty floor.

I am at Tampa International Airport concourse "C" and ask if this makes sense.

I go through security and the metal detector alarms go off with the surgical titanium plate, cage, and screws in my neck so I get a pat down to see what concealed nonsense I might have. We all know I can't bring anything metal through security or in our bags. Now that I am past security I want a bite to eat so I find someplace that serves not fast food and the waiter puts these in front of me...

See photo below

2015 2:19:3

(b)(6)

"Wine is sunlight, held together by water." (b)(6)
Sent from my iPad

Caller emailed a complaint. He also wanted to make a verbal complaint. His compliant number is (b)(6) He went through the checkpoint at JFK on 4 19 2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was
2015 3:35:4 told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can t it give someone who has something a pass. He was not given an explanation.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 4/24/2015 4:10:47 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 8
TSA Employee: (If Known) :
2015 6:10:3 Comment : The worker at the metal detector at 4pm was extremely rude to everyone. She gave no instructions as to where to go or what to remove from pockets, then yelled at all of the travelers when they did something wrong. Extremely unpleasant attitude that ruined an otherwise wonderful Pre-Check experience.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I'm writing this e-mail in regard to a recent trip I had this last week. I don't except a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it take to purchase new technology or change a procedure when anything is government or state run, the changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

2016 1:08:2 My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public new what outdated testing was being done and what a waste of time it was we would all be furious.

Caller flew yesterday out of ATL through the South Terminal @ 9:42 am and was denied his right to get a private screening and was kicked out of the TSA line for asking for a private screening. The Agent refused to give his badge number and name. He refused to allow his friend to take a picture at the screening checkpoint. The officer that refused the private screening was (b)(6) The caller usually goes through the Precheck line but was not selected on this flight. When he got to the checkpoint he realized that he did not get Precheck and ask to go through a patdown screening. The officer that was conducting the patdown was an angry man. The caller was in a good mood that day and was laughing and giggling during the patdown and told his friend to take a picture during the screening because he thought that it would be cute to put on facebook. The officer conducting the patdown refused to pat the caller down due to him laughing and giggling. The officer then called (b)(6) over to conduct the patdown and was told by this officer that if he did not cooperate he would have to leave the checkpoint. Another agent came over and ask if the caller would like a private screening and he said yes. At that point (b)(6)
2015 9:57:0 said okay that s it you are just playing games so you are out and he kicked him out of the screening area.
He then went to another screening checkpoint and went through the WTMD and spoke with supervisor (b)(6) badge # (b)(6) who was extremely nice and told the caller that he was permitted to take photos at the checkpoint and that the other agent was not allowed to escort him from the screening checkpoint a police officer should have been told to do this. The officer told him to go back to the first screening checkpoint and confront the officer and get his name and badge number. He told officer (b)(that he now knows that he did not have the right to escort him from the screening checkpoint and ask for officer (b)(badge number. The officer turned away and advised him that he did not have to give this information and said that he would have him arrested. He then ask to speak with a supervisor.
He is wanting the CSM at ATL to contact him back.
Some one needs to retrain the retrain the people at the TSA checkpoint at the Shreveport, La. airport. The fat white guy just leans up against the scanner talking to the other TSA agents, not directing people, everyone going thru the line has to ask what to do, then he treats you like your stupid. Telling me to go back through the metal detector because I did not push my bags all the way into the scanner, while he lays against the counter talking to other agents. He was rude to everyone in line.
015 12:17: Worst agents in any of the airports Ive been to.
Thanks (b)(

I recently enrolled in GOES and (thus)TSA Pre-check. As it happens I have previously been through the TSA Pre-check system a few times prior to my enrollment. I have noticed that each airport seems to handle us differently and would like some clarification.

At ORD in Chicago, everything went smoothly and as I had anticipated. At PHX in Phoenix, people were told to carry their boarding passes with them and then were passed through the system without taking off shoes, etc., again as expected. At DEN in Denver, however, it fell short of expectations. When I told the personnel there that I had an artificial hip and would automatically set off the metal detector, I was told that I had two choices: to go through the metal detector and then have a full pat down, or to carry my boarding pass and carry-ons along to one of the regular lines (directly). And so I did the latter. In spite of the Pre-check status and a lengthy and unsatisfying conversation with TSA staff, I was then required to go through the complete procedure of removing shoes, taking out laptop, etc.

2015 6:25:4

Thus I have a couple of questions and a comment: Why the discrepancies in approach among the different airports? What can be done to make the DEN experience less difficult/less onerous? My comment is that this is all being done through a US-wide management system, and it seems that a directive from the national headquarters is needed to get this all to be a helpful and consistent process in all the US airports. It would certainly help the traveler know what to expect at various airports and would enhance the image of TSA.

I look forward to your reply.....

(b)(6)
Caller would like to make a complaint.
Her daughter, 14 has a diabetic pump. They had negative screening experiences at Salt Lake and San Diego airports.
She cannot go through the WTMD. They separated her from them for the patdown.
She had to wait 10 -15 minutes for the TSO. They were friendly but not helpful. When her bag of medical supplies needed to be xrayed. The TSO in charge of the Xray stated he was going to lunch. They had just take the Diabetic medication, supplies which could not be screened by Xray out of the bag. They had to wait for someone to come and supervise the Xray machine.

2015 4:17:2 They traveled from San Diego on 4-11-15 Between 6-7PM.

At San Diego. They separated her daughter from her again. No one came to help after her for at least 15 minutes. When the TSO arrived for the pat down she stated, You took my off my lunch break for this?

These experiences scared her child. They look like police officers when they really are not. She is not trying to get anyone in trouble.
She would like more training or education provided about Diabetes to the TSOs. The screenings could have been much smoother.
She does not want follow up.

To Whom It May Concern:

I was a passenger on United Flight 1627 from Newark, NJ to Montego Bay, Jamaica on Saturday, April 18th, 2015. I currently use a wheelchair after a serious accident I suffered in January of this year. I was traveling with my wife and 3 children. I am a frequent traveler and typically fly for business between 2-4 times a month. I have NEVER sent a letter of complaint in over 25 years of air travel, however, I feel compelled to let the TSA know about my experience on April 18th.

My family and I arrived at Newark Airport at 7:15 in the morning for a 9 am flight, and checked our bags by just after 7:30 am. We were directed to the wheelchair and family access security line in Terminal C. The line for wheelchairs wasn't very long. I'd estimate perhaps 15-20 long when we arrived. We waited patiently as the line seemed to move very slowly. The TSA agent checking documents seemed to take more from the family line than the wheelchair line, which contributed to making the line proceed slowly. I witnessed families walk up to the line long after we had been waiting and be sent through. There was a passenger who was there with an elderly person who told the TSA agent that he had never seen a line go more slowly in his years of going through wheelchair access. We finally got to the front of the line, and one of the agents asked if I could stand for a few seconds, which I said I could. He then had me hop into the wave millimeter machine while my wife and children went through a metal detector, which seemed odd. After I went through the machine, I had to wait for several minutes while waiting for someone to clear my wheelchair. I calmly explained to one of the agents that we were about to miss our international flight, who ignored me. I tried to tell one of the other agents, a seemingly pregnant agent with red hair, that I had been waiting almost an hour in the security line and there clearly was something wrong with the way their system was working. She responded that there was no way I was waiting that long, because they switch over every 30 minutes. She effectively called me a liar rather than listen to my feedback. I explained that it seemed to me that handicapped people should be facilitated through security rather than slowed down, to which another agent said I should have gotten to the airport earlier. The point is that not only were patently unhelpful in a situation where I was trying to make a flight, but also they completely wrote off the possibility that I was correct and that their system had broken down. I had to stand and wait while they clearly ignored my wheelchair on purpose. Another agent finally cleared my wheelchair and I was able to leave at 8:47 am for a 9 am international flight.

I've been on hundreds of security lines around the world, and this was by far the worst both in terms of speed as well as the rudeness of the TSA agents. I fully understand that the agents have an important job to do that can't be rushed, but there clearly was a breakdown of the system, and the agents' behavior only served to exacerbate an already stressful situation. The TSA should be embarrassed by this unnecessary event and I bring it to your attention in the hopes that other handicapped people don't have to go through what my family and I experienced.

Good Afternoon,

My name is (b)(6) I flew out of Palm Beach International into New York yesterday. I am writing to tell you that I am very concerned with the security there. They are implementing this expedited security check that does not require the removal of shoes or taking fluids out of the bags.

I do not agree with this at all. I believe that complacency has become acceptable now because individuals have been flying safely for over a decade now. I do not think these security procedures would have been good to go in 2012.

People are warned to get to the airport plenty of hours in advance to anticipate lines at security. If they complain or are difficult to deal with maybe a friendly reminder that these procedures will prevent another 9/11 will correct them.

During the procedure I was not patted down once, my carry on was not opened, and numerous other necessary checks were not done. The most I was required to do was walk through a metal detector.

I could have been concealing a sharpened piece of plastic on my body or even in the carry on that was not checked. I apologize if it I am using extreme examples but I served as a Sergeant in the United States Marine Corps and they fortunately gave me a sense of situational awareness that red flags times like these.

This matter is very important to me. I realize my one email or attempt to contact you may not be taken seriously, but I would please like some sort of response or explanation from whatever security professional deemed this acceptable. Maybe he/she can help me understand why this is happening.

Thank you for taking the time to read my concerns & I hope some corrective action will eventually take place.

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 4/29/2015 1:21:59 AM Airport : ANC - Anchorage International Date/Time of Travel : 04/28/2015 9:00 PM Airline & Flight Number : UA 1104 Checkpoint/Area of Airport : Pre Check line TSA Employee: (If Known) : N/a Comment : I went through the "traditional" metal detector without any problems/issues (which was confirmed by the TSA agent. However, I was then told I needed to go through the full body scan detector. Again, there were no issues/problems when I went through this. My complaint is that as a pre Check passenger (not to mention Global Entry) for quite some time without a single screening issue ever, that I had to go through a "double security check" which was more stringent than
2015 8:45:2 typical security a non pre - check passenger goes through. What's the purpose of this?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Today I flew out of DFW airport, terminal E. I passed through the security check point near gate 8 at around 7am. In doing so the agent who checks name to ticket informed me that I could leave my laptops in my bag and boots on, unless steal toe because they will set off the metal detection equipment, because I am a tsa pre check person. Then when going through the metal detector and my baggage scan the lady informed me that my laptop needed to come out. I then said "Sorry, but that guy over there said to leave them in." She said "I promise you that's not what he said." Now I am not upset because I had to take out my laptop, I could careless. What I do care about is being called a liar. This pisses me off more than I can
:015 10:01: describe. Whoever is in charge of DFW needs to get their people on the same page. Security depends on EVERYONE being on the same game plan. And if they are this rude to people you will have small problems turn into big ones. I doubt yall want people to start complaining to their state reps because of stupid stuff like no respect.

(b)(6)

To Whom It May Concern:

Yesterday, April 28th, 2015, I flew from Cancun, MX to Chicago Midway. At Chicago Midway, I was required to go through the screening process again after clearing customs, along with all others who were transferring to another flight. During the screening process, I asked to not go through the full body scanner as I'm pregnant and I am very careful to avoid any harmful substances that can be avoided. I was willing to go through the metal detector, but was told it was not an option although there were three women that were allowed to avoid the scanner right before me and go through the metal detector. So my choice was either the full body scanner or be patted down. The pat down was embarrassing and quite frankly unnecessary since I was willing to go through a metal detector. I was clearly pregnant as I'm 25 weeks. I understand the need for security, but where is the common sense? Since passengers are able to be randomly selected to go through a metal detector and
2015 6:12:5 that's acceptable, why wouldn't it be acceptable for a pregnant woman to walk through a metal detector? I flew two times when I was last pregnant in 2012, and I was checked with a hand scanner and not physically patted down.

I understand the need for security procedures, and maybe these procedures are more effective than I give them credit for. However, I flew on a plane into the U.S. with a screening process that was very easy for everybody and not intrusive at all, into a U.S. City to only be screened yet again but intrusively. It seems ridiculous to me and that there can be a better process put in place that is reasonable and effective.

Sincerely,
(b)(6)

I am writing this email to you to express my continued frustration with the TSA Pre-check system for over a year. This morning was yet another example of what is wrong with selecting "random" travelers to participate.

I went through the B terminal security line at Charlotte at about 8:00AM. The line was much longer than usual for what should be used by a very select group of people.

- There were two families (mom, dad, kids) going through. Perhaps one of the parents MAY have gone through the Pre-check prescreening process. But I can tell you that NEITHER family had any idea of how to go through regular screening, let alone the expedited Pre-check screening. They didn't know what could stay in their bags, what to do with the strollers, etc.

- There was an elderly couple as well. I can absolutely tell you that this couple had NO idea about airport security at all. They backed up the line for a long time just trying to get through the metal detector. There is NO possible way that this couple travels on a consistent basis and would have even known about Pre-check , let alone signed up for it and been through the entire process.

- There were several people who were officially TSA Pre-check participants and we were all quite upset and frustrated by what was going on.

!015 10:07:

As I understand it, TSA Pre-check is supposed to expedite the security process for well-seasoned travelers who signed up and paid for the service. Why did I go through the TSA Pre-check process, have a thorough background check, pay the money for the program, only to have RANDOM people also included? They did NOT go through the TSA Pre-check process, they did NOT have a thorough background check, they did NOT pay the money for the program.

The TSA screeners told me that TSA allows the airlines to "randomly" select travelers to "try out" the Pre-check systems. NOTHING about airline security should be RANDOM. Nothing about my safely, the safety of my family, the safely of my coworkers, the safety of anyone flying, should be RANDOM. That is completely and utterly unacceptable. How can the Transportation SECURITY Administration possibly allow this to happen?

What part of allowing apparently completely RANDOM travelers through the least comprehensive screening process is considered safe? What the TSA is allowing is the exact opposite of SAFE.

I would highly suggest that the TSA stop allowing RANDOM travelers to participate in the Pre-check screening process immediately, regardless of what the airlines want. The TSA's role is to make sure that the traveling public is SAFE, not to allow the

This morning in Burlington Vermont, a nice screener named (b)(6) told me I could take a few drinks of my coffee before walking through the metal detector because there was no one behind me. Out of nowhere came an extremely rude and arrogant
2015 4:13:4 man named (b)(6) asking me what I was waiting for. I told him that (b)(6) said I could take my time. (b)(6) looked over his glasses at me and said (b)(6) was wrong and that I was screwing up his wait time. I have no idea what this means but I'm sure I've never had to deal with such rudeness at Burlington or anywhere else. I'm TSA Pre and I don't think that one of the advantages of this program is to be berated by (b)(6) (b)(apologized to me and said that (b)(6) is the supervisor. A SUPERVISOR? This is who you choose to be a leader?! That's an appalling thought. What's worse is the thought that wait times are more important than customer service and probably security with cowboys like this "leading."

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/1/2015 12:10:52 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/01/2015 Airline & Flight Number : united 733 Checkpoint/Area of Airport : terminal E united TSA Employee: (If Known) :
Comment : This was the most disorganized check point I have been through in year. TSA prescreen is a messs.same line as all others. You have to walk over show mobile boarding pass then go back put phone back for xray. Then go back to walk
!015 2:18:5 though metal detector. Not a good process at all.disrespectful agent to boot.
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

Good Evening,

I wanted to bring to your attention an issue I experienced this morning at the IAH Terminal E security checkpoint traveling as a pregnant passenger. I was a TSA pre-screen passenger transiting the checkpoint at approximately 0730 hours. When I walked through the metal detector I was randomly selected to receive additional screening through the backscatter machine, however, I am currently six months pregnant and my doctor advised me against walking through this machine. I informed the TSA representatives of this issue and requested a patdown in lieu of walking through the backscatter machine. I was informed that they needed to find an agent, but was instead left waiting indefinitely. After five minutes I requested an update on an agent and was pressured to walk through the machine. When I refused, I was again left waiting. I also asked that my belongings be removed from the conveyor belt so that they could not be accessed by other passengers, but was initially told to just stand and watch them from the other side of the security screening. After discussing my belongings again, they were moved to the side so that others could not access them. After having waited for almost 15 minutes and after having been pressured again to use the backscatter machine, I requested to speak with a supervisor. When he arrived, he resolved the issue, however, when I tried to discuss with him the treatment I had just received he did not verbally respond and instead ignored my feedback entirely and walked away.

:015 8:32:1

I understand that the airport is busy and that the agents are dealing with many situations at once, however, this situation seemed borderline discriminatory and does not appear to be in line with TSA guidelines. I appreciate your looking into and resolving this matter so that future passengers do not encounter the same type of inappropriate behavior from your agents.

Regards,
(b)(6)

Sent from my iPhone

I recently traveled from ORD-->Dallas/FW. I was delayed by security, by saying both of my carry on bags contained elements of explosive devices. My bags were literally torn apart in front of me, clothes strewn everywhere, not to mention my bras, and underwear, as I am a female. I was surrounded by at least two different tier security levels. I was outed down twice by 2 female officers, who explained the procedure well. They found a bottle of clearasil face wipes, opened them, and found them to still be in their original packaging. I was demanded to open it, and I had a hard time doing so, as I was shaking. I've never had anything like this happen to me. I finally opened it, and they showed the astringent face cleaner to about 10 different personnel. They dumped my suitcase all over a table, told me to pack my stuff, and hurry, as my flight was boarding, and I had to book it to concourse C at ORD. I said it was not going to be easy, as that bag was packed to the max. For them to dump my personal belongings, hold up bras and underwear was not only degrading, but humiliating. I have no criminal record, as I am a registered nurse. I asked for a bag full of my medications for my anxiety meds, and they refused to give me my medicine, as I stand there, tears flowing down my face. No one was respectful, and I was treated like no human should EVER be treated, which was like a criminal. I'm a 5'7 brown haired girl, no tattoos, plain Jane who hardly wears any make up. You completely need to retrain all your ignorant staff, on how to treat the human soul. Not to abuse power they believe they hold against us. The ruined half my luggage by opening my 3oz containers, which spilled all over my belongings. Thanks for starting off my trip on a somber, anxiety-ridden note. If I wasn't so upset, I would have asked for all their names to report every single one, but they were morning shift on 4/30, at 0530am united, terminal 1 at ORD. if anyone else has went through I have, I completely pity them for being violated, verbally abused, and humiliated as you literally aired out my bras and underwear for all to see. You should be ashamed, of yourselves, your values, and what you stand for, which clearly isn't the ethical equality treatment of all people. If I could curse you out, I would. May God have mercy on your souls, you get not one single compliment from me, as you all abuse your privilege, power, and believe you're the hierarchy above all else (probably whatever God you believe in too). Thanks for also taking my belongings and NOT telling me you planned to take them. That was the icing on the cake. Please retrain your staff on how to be compassionate, and show human-like qualities, instead of militant, barbaric, rude, and disgusting behavior. How can you call yourselves human?! You really can't, when you act like barbaric, self-righteous, heretics. I don't expect to hear anything back, as I don't think you care enough about anyone who walks through your metal detectors. We're just numbers. Focus your efforts on people who truly deserve your attention, and not the 32 year old single cute girl, whom you feel you can expose and treat anyway you please, which was with disrespect, lack of empathy, or explanation. Your staff was rude, uncourteous, and just plain terrible. There's a special place for people who don't tear others the way they would like to be treated. If you'd like to apologize, no one is more deserving than me. Get your act together, and say something!

:015 2:11:5

(b)(6)

Sent from my iPhone

The caller flew from MLU and he was concerned when he went through security people were not required to remove there shoes and jackets. The caller is concerned that you can get something through the checkpoint in your shoe or your coat. The caller states that there were 4 or 5 people that went through screening without removing their items. The passengers were going through a metal detector.

015 11:00:4

Date and Time: 5-4-15 departing and went through screening at 5:45am.
Gate Terminal: only one gate
Airport: MLU
Airline: United
Flight #: UA4506K.

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98121
Other: Please contact me in writing
Email: (b)(6)

==Incident Information==
When did this happen? 05\04\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles International
What happened?
At approximately 9:40 am PDT on May 4, 2015, I entered the security checkpoint for Terminal 3 at Los Angeles International Airport (LAX), on the way to my flight, Virgin America 232 to Chicago. I was in the pre-check lane.

After having my boarding pass checked, while I was placing my items in the x-ray machine, TSA Screener (b)(6) (Badge No.

Caller wants to know when congress threatened the government shutdown. She believes it was around the end of February. She says that since then she has been receiving additional screening at BWI only. She says that she believes the officers are doing this to passengers because they are upset with the government. She first told me that no alarms sound. Then she tells me that they do. She says that she will get PreCheck on her ticket, but the line is rarely open, so she has to go to through normal screening. She says that last Saturday there was an alarm with the WTMD and they tried to get her to go through AIT. She opted to receive the patdown instead of going through the AIT. Therefore, the equipment does alarm and she opts for the patdown. She says that the officer told her it was a random alarm. She believes the officers are manipulating the WTMD to alarm just like the officers done in DEN. She says that it is a waste of TSA s time to do additional screening on a Medicare aged woman. The caller is very insistent on a response. She says they are targeting her. She says that this past Saturday made the 7th time this has happened. The only time it didn t is because she let a man go in front of her and he got the alarm instead of her. That is how she knows they are targeting her because she was supposed to be the one to go through that particular machine at that particular time. The flight was Saturday, May 2, 2015 and she went through security around 3 p.m. She says she was flying United, so it was at the United terminal B. She says she has another flight from there this Saturday and wants to know what to do if it happens again. She will be at the 703 area code phone number on Friday and then on Saturday will be back at the 408 area code number. She does not have an email address.

Caller left Ft. Meyers on 04 28 in a wheelchair with a dog in carry on. She went through the WTMD and her luggage was being inspected while she was going through screening and she is now missing 200000.00 worth of jewelry she has accumulated over the years that was in a black and white zippered pouch. As she was being taken to the gate and one of the personnel which she believes was a SW employee told her she had to check the carry on baggage since she was traveling with her dog in the cabin. She called the airline and they told her to call another number and they told her she should've taken the jewelry with her in the wheelchair instead of leaving property like that in the bag.
Mishandling RFI-
Airport- RSW
Airline- Southwest Airlines
Flight Numbers-609
Date and Time-04 28 15 7:55AM maybe about 6:30
Baggage Tag Numbers: (b)(6) Gate Checked 04 28 15 7:21
Description of Baggage- Black Wheeled Carry On Extending Handled Zippered Around with a black and white pouch inside of it that had the jewelry in it there was a Pink and white drawstring bag and a beaded circular coin purse and they were together in the black and white zippered pouch
Was There an NOI?- No
Was There Anything on the NOI?- N A
What Terminal or Gate (Carry On Only)- Gate B24
Contact Information: (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: Kemah, TX
Zipcode:

!015 8:21:2

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? No
Disability? Yes

Which U.S. airport were you traveling through?
William P. Hobby Airport

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number (b)(6) Phoenix, AZ
PO Box or Street Address: (b)(6)
City: Phoenix
State: Arizona
Zip Code (Post Code): 85044
Other:
Email: (b)(6)

!015 6:17:0

==Incident Information==
When did this happen? 05\08\2015
Where did this happen? NORTH CAROLINA - RDU - Raleigh-Durham International
What happened?
With everyone else I walk to the TSA check point, and before I can join the line the Caucasian man in front of me is directed by the Caucasian male TSA agent to the line full of Caucasians, and I am directed to the empty line where a female African-American TSA agent stands. My hands are swiped for explosives. I guess because the explosives test is done by an African American, the TSA must think ignorance would be ignored signaling out everyone also African American with features close to West Africans.

Caller has PreCheck and she has a knee replacement that causes an alarm. She gets a patdown and wants to know if there is anything she can do to bypass this. She also has a pacemaker and wanted to know if she would have to have a patdown because he doctor suggests that she doesn t go through the WTMD.

!015 7:36:0

She said she would like to make a complaint regarding the screeners at LAX. She said they were extremely rude when giving directions, often barking orders at the passengers.

I don't know why so often you have the old fashioned metal detectors as the only choice in the precheck line – we can't go through those – we need to go through the new ones.

In most airports, the TSA precheck person checks me through then calls over another TSA agent who shepherds me to the new scanner and it's fine.

BUT in DEN, noooo. The precheck person checked me in and just waved me over to the other lines (the only detector for precheck was the old type).

I got there and was told that precheck or not – I had to pull out my laptop, put it it in a separate bin, etc. etc.

And when I tried to explain I was already checked through and tried to show the boarding pass – I was snapped at. AS IF I DID SOMETHING WRONG.

2015 5:20:0

Please get the new scanners available for precheck people – or at minimum, have your staff at least be polite.

(b)(6)

Wilmington, NC 28405

(b)(6)

Fax: 804-335-1322

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 5/11/2015 5:33:03 AM Airport : PIT - Pittsburgh International Date/Time of Travel : 05/11/2015 4:45 AM Airline & Flight Number : delta dl650 Checkpoint/Area of Airport : tsa TSA Employee: (If Known) : male Comment : I have two hip replacements. I have traveled extensively since surgery eight years ago. I have never been told by any TSA officer that I need to tell them BEFORE entering metal detectors. I always walk through as directed and inform the TSA representative when I am within earshot. This morning a male TSA officer yelled at me in front of everyone because I didn't inform him about my hips until the metal detector beeped. That is uncalled for on many levels. First, as stated I've been traveling for eight years... I have never read this or been informed about this policy. Secondly, if I were a new traveler, how would one know this? Thirdly, travelers are rushed through TSA... I understand efficiency is important, but having orders screamed at travelers
2015 8:48:3 only make us anxious, actually slowing us down! Lastly, am always respectful to TSA reps as they have a tough job.... But at same time, they have no reason to treat travelers in this manner unless the traveler is posing an obvious threat... I am a senior citizen with two fake hips. I deserve the same respect I give them. If this is a needed policy, it should be obviously posted.
Would you like a response? : True
Passenger's Name (b)(6)
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 from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

2015 4:13:1

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more that happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

Today, I was at the Salt Lake City International Airport at approximately 10:30am and found myself extremely frustrated. I have paid to have the TSA Precheck as I travel almost weekly for work. When I arrived, at Terminal 1, the wait was 22 minutes to get through Precheck, even though there was only 9 people ahead of me, due to the fact that TSA Precheck was being combined with regular traveling customers. Now, I understand that at times a random person will be randomly selected to go through Precheck. However, they were putting an entire line of regular traveling customers through Precheck without consideration to safetly or the advantages of those of us who have gone through the additional screening and paid to be in that line!! I nearly missed my flight as a man with two small children and a lady with a dog, among others, were in front of me. Not to mention all the others who were allowed to leave their liquids and electronics in their bags and go through the metal detectors without further consideration to the safety of the airport or flights. This is concerning to me on a multitude of levels.

This is the first time I've seen this in any airport. Generally when flying through the Salt Lake Airport, my home airport, I use terminal 2 and I've never experienced this there. Today however, I chose a different airline. Please train or redirect whoever made the decision to willfully ignore the Homeland Security standards by devaluing the TSA Precheck rules of engagement.

2015 9:00:4

Thank you so much for reading my rant. I nearly missed my flight because of this. I'm used to being able to clear the SLC International Airport TSA screening within a short period of time.

Kindest Regards,

(b)(6)

(b)(6)

Caller traveled on May 2nd and after she went through the WTMD, she thinks she heard an alarm go off but she is not sure. A female TSO, pulled her aside and did the patdown, she thinks in a private room but it may have been in the open. She felt very insulted by the way she was treated as she stated she is older and has Parkinson s disease. The TSO did not explain what was happening, why she needed the patdown and did not explain the patdown while she was doing it. Caller stated that she was standing there and got her breast checked with men standing all around. This has happened before at other Airports. She went to the TSA office once in DCA and they only wanted to write down her name which she did not give them. She conveyed to them her concerns and just left the TSA office. This is her first call to TSA to report this, but it has happened 3 different times in the past 2 years. The treatment she received was not professional. She asked if her name can be taken off the list so she would not get a patdown again. Caller said they should put the patdown information on a board so it will be clear to all the passengers about that procedure.

2015 1:31:3

Date Time of Incident: 05.02.15 At security after 12:00 p.m. Flight Time: Around 2:00 p.m.
Gate Terminal: B 14
Airport: ORD
Airline: United
Flight #: Not Available

I'm writing to inquire about screening procedures.

I have a Known-Traveler-Number and always receive the TSA pre-check with whichever airline I fly with.

I also have a prosthetic left leg from my military service.

Having served 22 years in the US Army and now serving with the Dept of Justice, I am a big advocate for security. I never give the TSA screeners any issues when travelling and appreciate their job and mission.

My question is regarding the inconsistency I experience every time I fly. Sometimes I'm scanned in the device where I stand with my hands up and the device circles me, and sometimes I'm scanned by walking thru the metal detector. But every time I also receive a thorough pat down.

2015 6:31:1

Your web-site says "Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown."

Why do I always receive a thorough pat down even though I show that I have a prostheses and I go through the imaging technology or metal detector? Usually, even though I'm TSA Pre-checked, I have to remove my belt too.

Just curious.

Thank you

(b)(6)

Good morning,

I m emailing to express my disappointment regarding how the TSA treats pregnant women. I am in JFK airport and requested not to go through the metal detector. The agent at the gate was extremely rude to me and made me feel very uncomfortable for even asking. I was yelled at for standing in the way and was asked to move off to the side. When I requested it again I was told that other pregnant women have gone through and was pressured to walk through, as there was no agent to help me.

2015 8:55:1

I m requesting that this does not happen to others in the future. I have heard many stories that are similar to mine. It is simply an unacceptable way to conduct business.

(b)(6)

To whom it may concern:

I am writing to file a complaint about a recent experience at the security checkpoint for the USAirways terminal at MSY airport in New Orleans. I was in line for security on Tuesday afternoon and the lines were moving pretty slow. When I got closer to the front, I could see that two lines of X-ray baggage machines were feeding into a single body scanner. There was one woman motioning passengers through the body scanner, and each X-ray machine was manned by 1-2 employees. There was no one standing near the lines directing passengers on what needed to be removed for security screening. At some point, a male TSA agent (I wish I had been able to learn his name) began yelling at the passengers in line about how no one was listening or following the rules and that it was our faults everything was moving so slowly. He was angry and aggressive and it was actually frightening to be addressed in this manner by the agent. It was the most unprofessional and disrespectful behavior I have ever personally witnessed by any security agent.

Furthermore, I am enrolled in the TSA precheck program to have expedited security clearance. This airport did not have a dedicated TSA precheck security line. The agent who check my ID told me I just needed to keep my boarding pass out and show it at security. I did that, after waiting in the long line of people removing shoes and jackets. The woman at the body scanner was friendly and motioned me through the metal detector. While I was waiting for my baggage to come out of the Xray, an agent declared there was a computer in a bag. I announced that it was mine and that I was pre-checked, showing my boarding pass, and that I did not believe I was required to remove my laptop and that no one had said otherwise since no one was offering directions when we were putting our baggage through the Xray. The angry agent came over, barked that "there is no dedicated precheck line" and that indeed I needed to remove my computer. He then grabbed my backpack off the conveyer belt and walked away with it and then informed me that he removed the laptop to re-run both items while I waited. Again, there was no reason to be so rude and demeaning. There was no way I could have anticipated that the precheck program I spent time and money enrolling in would not apply at this airport.

In addition to his horrible behavior, this protocol of not having a dedicated line for precheck passengers makes no sense. It created a situation where people in the same line were expecting different treatment. And there were no agents available to explain what was going on. I hope this matter is taken seriously. I wish I could have gotten this particular agent's name, as I believe he deserves significant reprimand for his miserable behavior.

Thank you,
(b)(6)

Sent from Windows Mail

Reason for the call - Caller has a left hip replacement. She has metal in her lower back and screws in her feet. She did not set off the metal detector at TPA.

Airport - TPA
Airline - Southwest Airlines
Flight Numbers - 21
Departure Times - Does not know
Arrival Times - She went through the checkpoint on the morning of 5 02 2015. She does not have a approximate time.
Date And Time of Incident - 5 02 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - Does not know
Terminal - Does not know
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - Caller emailed TSA with a question. She is not sure her email went through. She flew from TPA to Cuba. She sets off metal detectors every where she goes. She did not set off the alarm when going through the checkpoint at TPA. She did not know what to do. She wanted to know what to do if this happens again.

Hi, I'm not quite sure if this will even get to the right department but I thought I'd give it a shot. Yesterday my entire family, including my 2 yr old daughter were threatened and harassed at Charlotte Douglas international airport. I'm trying to spread the story as much as possible. My mother worked for TSA once. I know the correct protocol and I have complete respect for TSA and what they do. But yesterday was completely and utterly demoralizing.

It was obvious to me, knowing the procedures from my mother, this was a training exercise. They pulled my family of four out of line and brought us to a supposedly "quicker" line. Immediately I could tell they were trying to train somebody how to swab hands for explosives. They swabbed my hands and surprise surprise it beeped. I look to my husband said "okay sweetie I'm going to handle this you take the kids through." I was immediately met with hostility.
No one called me ma'am, no one looked me in the eye. While I waited for instruction, I watched helplessly as my husband was forced to make my two year old daughter walk through the metal detector alone, something we'd never been made to do in all 6 times flying with her. She was terrified. They told him if she didn't walk through alone, they'd have to pat her down. Thankfully she finally did, trembling and screaming for me. Meanwhile I was being escorted with a red bin (obvious to everyone around me that I was flagged). I was told to place my items in the bin and stand in the full body scanner. I want to make it clear, I was completely compliant and very friendly and understanding. They brought me back to the end of the table and
2015 4:23:4 proceeded to go through it, which is fine, nothing I hadn't experienced before. At this point my daughter was nearby and ran up to me holding my leg's and hysterically crying. The woman looked down at her and said "YOU NEED TO WALK AWAY." Then looked at me and said "OR ILL HAVE TO PAT HER DOWN TOO". This was the only time I could have been considered combative, I looked at her and said, "That's never going to happen, we'll leave before I let a stranger rub my 2 year old daughter down." My husband thankfully grabbed her and they proceeded to make me enter a private room...all the while my children screaming for me. I could hear my son yelling, "what did my mommy do??!!". No one attempted to explain to my husband or children what was going on and I was told not to speak to them. I won't elaborate about the room, it's not the point of my story. The point is we were treated as if I was a terrorist. As if I was guilty before innocent. As if I was a prisoner. We left the security area and headed to our gate in complete shock. My daughter was still trembling, as was I. My husband and I remained calm and compliant and cheery through the whole thing so as not to scare our children more. I believe this will be the only thing to help them not be afraid the next time we fly. Once the plane took off I went to the bathroom and broke down. I felt dirty and degraded. I felt like my rights had been stripped and I terrified about what they would have done to my children had they not complied. I use to hold a great respect for the TSA. Now they feel like the terrorists.

(b)(6) Keyport, NJ

Sent from my iPhone

On May 15th, 2015, I went through security checkpoint E-33, Lane #4 at 12:55 p.m. at DFW. I was confused with the new type of security where I don't have to take out my computer etc. I went through once and the alarm went off and I asked the TSA agent do I have to take my wallet out he looked at me rudely and said well it is a metal detector. I took my wallet out and other pocket items and put it in a tray and sent it through. I went through again the alarm went off again. I had to turn around again. I sent my watch through in another tray. The alarm went off I had to come back around I finally asked the agent to secure my wallet and valuables sitting on the other side of the scanner where all these people are taking their stuff. He did nothing and did not care. I went through again with my shoes off and the alarm didn't go off but he decided to swab my palms. While he was putting the swab in the machine I went to get my wallet and secure it in my pocket three feet away and he yelled at me like I was a child in front of everyone. He said he held up the line for me but that was not the case, the other people felt sorry for me and held up the line so I could get my valuables secured while he did what he had to do. I go through 70+ airports a
2015 4:06:1 year and I have never gone through security without thanking the TSA agent for what you guys do for us. This is the first time in all my many many travels that I have been treated rudely by a TSA agent. He gave me dirty looks, raised his voice to me and treating me like I was an idiot for wasting his time. I went to the desk but they would not give me his name they said he would be on some sort of camera if I gave you the information. I am not a complainer and I am very easy going but, I do not like to be talked down to. I had to take it from him and not say anything back so I wouldn't be harassed and miss my plane, I had no choice. I was just a well mannered traveler trying to protect my identification, credit cards and tickets. For all I know he could have been in on some sort of scam to take peoples stuff. I don't want to complain about the TSA in general because you guys do a great job I just think this guy needs to be doing something else.

(b)(6

Hello,

I recently traveled from Tucson Arizona International Airport to Eureka/Arcata, California airport. I have TSA pre check and this was the first time I used my global entry card. I had both a good and bad interaction with TSA. I went through security at about 0600 in Tucson on May 8th. I walked up the pre check lane on the left hand side going to the United gates. A TSA female employee with shoulder length dark hair was seated at a checkpoint but was on the other side of the rope barrier. I was one of the only people going through security and she could not have missed me, but she was talking away to a male coworker about something personal. I walked on by, just thinking she must not be the person who checks my id and boarding pass. She then yelled at me to come back and who did I think I was trying to get passed security. I said I didn't realize she was there to check my id, and she said I had walked past a stop sign. I said where? On that gate, which was not closed and the do not enter sign, not stop sign, was not facing the oncoming lane. I said it's not facing the way I walked up. Then she said if I was going to be difficult I could walk right out and start all over again. At that point I didn't say anymore as she took several minutes to check my id. Then I was shocked as she yelled "disgruntled passenger coming up". I was not the disgruntled one, she was rude and her behavior was inappropriate. She needs training on how to treat the public with respect. It's not all about her and her power. I am sorry to say I did not get her name. After she yelled to her coworkers that I was disgruntled I said I work for CBP, and she said so what. I replied that I knew how to contact TSA to report her behavior. Luckily for me none of the people working the xray or metal detector heard, and they were all very polite. I assume you can narrow down who was working that shift and location and speak with her about my concerns.
:015 10:15:
Now the good experience. I flew back from Eureka/Arcata airport on May 12th and went through security as soon as it opened for the 153 pm flight to San Francisco. I had just checked in with United Airlines and the ticket agent said he didn't think my global entry card was an acceptable form of ID, and could I give him my driver's license. When I walked to the security checkpoint the doors were shut. Two tsa employees were walking up and told me they would be open soon for the flight. I asked them if the global entry card was acceptable id and they agreed it was a tier 2 id, the gold standard. It was a tall man with grayish hair and a woman with salt and pepper short hair. Both were friendly, they helped me, and reflected well on your organization. I wish I had gotten their names, but I hope you can figure out who that was and give them my thanks.

We all at DHS have a standard to maintain and the public is often our customer. We have to be polite and courteous when dealing with people.

Thank you for taking the time to read and hopefully respond to this email.

(b)(6)

!015 10:16: Caller flew from IAD to SFO yesterday, and he was rather unhappy that the Premier lane was running much more slowly than the normal lane. Caller was in the Premier lane, and they were using the AIT, while the normal lane was using the WTMD. Caller does not like that the other lane was moving fast than his.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 5/17/2015 11:56:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 05/17/2015 8:45 PM Airline & Flight Number : AA192 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Have your TSA officers know the rules about knee replacements and since I'm required to go through the metal detector of course the alarm is suppose to go off. I'm then suppose to go through the body scanner without removing my shoes.
2015 8:46:3 If I'm wrong please explain.
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 : 5/18/2015 12:26:00 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 05/18/2015 12:30 PM Airline & Flight Number : Delta 1360 Checkpoint/Area of Airport : Pre check TSA Employee: (If Known) :
Comment : Not enough instruction about the procedure. At other pre checks, we simply walk through. When we approached this one, no one said anything and I assumed it was business as usual until the detector went off. I have never had to empty
2015 2:29:0 my pockets and take off my belt at a pre check station. There were no bins to set my open carry on bag and it tipped over. My husband had to go through the metal detector 3 times before he was allowed through (after completely emptying his pockets and taking off his belt).
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

While I think that the Pre Check program is a very good idea and I have been enrolled in it for nearly two years now there are some times when I question whether the program is being compromised, there are two different issues that I have concerns about and would like to bring to your attention.

Firstly. On a trip last week from Indianapolis to Syracuse after being checked at the pre check line the regular line was integrated into the pre check line as there was only one metal detector open, watching how the two lines merged I can see no way that the security personnel on duty could tell who had been through pre check and who was from the regular line and I saw at least two people from the regular screening line that did not remove shoes or jackets, should this practice of only using one
2015 8:46:3 metal detector line be looked at as unsafe? I have seen this more than once at Indianapolis.

Secondly. While I realize that people are randomly picked to go through pre check, whether it be to promote the program or to alleviate the congestion in the regular lines I have twice now been in line with foreigners that speak no English and have no idea what is going on in the pre check line and also on many occasions have seen confusion from people randomly picked for pre check that cannot be good for the security personnel who are trying to watch the flow of people through the lines. Should the selection process for random pre check be more carefully screened?

Thank you for your continued diligence and please consider my points.

Regards, (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/19/2015 9:52:35 AM Airport : DEN - Denver International Date/Time of Travel : 05/18/2015 6:00 PM Airline & Flight Number : swa flt108 Checkpoint/Area of Airport : TSE/PRE TSA Employee: (If Known) : unknown female 4:30
!015 12:13: PM Comment : Before entering metal detector I informed attendant I have two knee replacements yet she told me to come through. Again I advised of implants and she rudely ordered me to remove shoes,belt and light jacket for a total of three failed attempts. Each time I tried to remind her of my implants, she would not listen, and told me to stand aside with no further instructions. The male attendant who performed a Body scan was also informed of my knee implants, and was equally as rude. I am a frequent traveler and this is the only time I have been treated in this manner. Thank You for your service, (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

I have a couple comments about the Pre-Check at the OKC airport. I went through the Pre-Check screening on May 20 at ~4:50 am.

First, there was a security person at the start of the Pre-Check security line (he was wearing a white shirt with a "security" badge, not a blue TSA shirt). I assume he was there to make sure that only Pre-Check passengers went down that line. However, he was close to the general security entrance so everybody was stopping to check with him first. He is an older person that moved very slow, and for every person he had to unfold their boarding pass, check for pre-check, tell them what pre-check is, then (in most cases) direct them to the general line. All six people in front of me were re-directed to the general line, one at a time. This took a very long time and was a waste of everyone's time. In other airports, if there is a person there to check, they would speak loudly and inform travelers that this lane is for Pre-Check only. This works much better than stopping to check every person's boarding pass and tell them to go to the other line.

Second, the number of non-PreCheck people going through the Pre-Check line is a problem. The Pre-Check is for people who paid the fee and subjected themselves to a thorough background check, so we could take advantage of this process. The Pre-Check travelers know the process, know to leave liquids and laptops in the bag, know what items set off the metal detector, and make it a very smooth process. However, having the large number of non-PreCheck people go through the line really slows down the process. This morning, there was a gentleman who kept setting off the metal detector and kept pulling more things out of his pockets each time. It took him 4 tries to get through the metal detector, and he caused a backup of six people behind him. If he can't (a) understand the process, (b) read the signs, and (c) understand the verbal instructions, he has no place in the Pre-Check line.

:015 10:12:

Those of us who subjected ourselves to the background check and paid the fee should be the primary people to use the Pre-Check.

Thank you,
Mark Gwaltney
St Louis, MO

Confidentiality notice: This message may contain confidential information. It is intended only for the person to whom it is addressed. If you are not that person, you should not use this message. We request that you notify us by replying to this message, and then delete all copies including any contained in your reply. Thank you.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/20/2015 3:27:09 PM Airport : DEN - Denver International Date/Time of Travel : 05/20/2015 1:00 PM Airline & Flight Number : US 1898 Checkpoint/Area of Airport : Bridge west TSA Employee: (If Known) :
Comment : I was so excited to get my Precheck traveler number but have not been able to use the benefits. While I can understand that smaller airports either do not have precheck services or they are closed when it is slow, Dener airport should not
2015 4:21:4 fall in either category. Either have signs indicating where precheck is open or follow what the do in myrtle beach when it is slow. They mark the boarding pass, do not make you take shoes off and run you through the metal detector. I had to go through the full process in Denver Would you like a response? : False Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear Sir or Madam,

My name is (b)(6) and early yesterday morning, May 20, 2015, I had an experience with my four year-old toddler going through TSA Security at Spokane International Airport that I found bewildering and totally unnecessary.

After we had passed through the metal detectors, I proceeded to gather our carry-on luggage from the conveyor belt for the carry-on bag scanner. One of the TSA agents said he needed to inspect my daughter's backpack. The problem apparently was her sippy cup that had about 4 oz of water in it. We travel through Spokane's airport at least once a year since she has been born, and past TSA agents have also inspected her milk/water/juice in her sippy cup as we went through security. And every time they allowed us to continue to the gate for our flight. The agent yesterday opened the cup, wiped the cup's exterior with a little round white cloth and then told us that he would have to escort us to the exit, and that I would have to dispose of the water and go through security all over again. He didn't give me the option of confiscating the sippy cup from us, which would have been totally fine with me. I'd rather sacrifice a $3.00 sippy cup than miss a flight that was planned months in advance. We also weren't given the option of just drinking/finishing up the water on the spot. Instead, we had to exit and wait in the security line all over again.

All of this was taking place at 5:00 in the morning when the Spokane airport is extremely busy and the security line is particularly long, as it was yesterday. I went ahead and exited as directed, disposed of the water, and then went through security all over again. Thanks to the efficiency of your other TSA agents working that morning and the TSA pre-check program, my daughter and I were able to go through security a second time and board our flight, but just as boarding was nearly over. During
:015 10:11: my 12 years as a Spokane resident and one who travels through the Spokane airport at least once a year, I have had consistently excellent experiences at this airport, and thus was sorely disappointed by my experience yesterday.

I did not get the name of the agent who told us we had to exit and go through security a second time. I was too distracted by the thought of missing our flight. But he would have been on a shift during the 5:00-5:15 am time frame on May 20, 2015, and he was an African-American, middle aged man. He was very polite to us during the whole process, but I have never heard of such a policy or incident that requires going through security a second time because of a sippy cup with a small amount of water in it.

Thank you for your time.

Sincerely,
(b)(6)

REASON for the call: He traveled this morning from XNA to Chicago to Washington DC. He received a patdown screening because of an alarm on the front of his body, The TSO sent him back through the WTMD a second time where there was an alarm on the back of his body. He received two patdown screenings in which he was touched in the groin. The TSO used his fingers to conduct a patdown of his groin area He was screened with ETD of himself and his belongings. He indicated that the alarms were associated to his tie and groin but ETD was not conducted in the area. He believes that the alarm was a false positive and that screening was extreme. He believes that the ETD sampling should not have been conducted if he received a patdown screening.

He believes that he would have received a private screening if he was not African American.

He spoke with a supervisor (b)(6) who referred him to the CSM at XNA who advised that he should have been taken to a private patdown and referred him to the TCC and that TSOs should use the back of their hand when conducting a patdown.

2015 3:54:1 Date Time: 5 21 He was at the checkpoint between 7:15am and 7:30am. his flight was scheduled to depart at 8:20am.
Gate Terminal: A4
Airport: XNA
Airline:American
Flight #: 3612
Bag tag # (10digil: Na
Bag Description: NA
NOI: NA

From: (b)(6)
Sent: Friday, May 22, 2015 10:35 AM
To: Ombudsman, TSA
Subject: TSA Harassment

Please take note and respond.

!015 12:21: I have recently flown from Boston to Richmond and back. On all three flight check-ins (three because one flight was canceled and I had to take it the next day), I and my carry-ons passed through the metal detector without incident, then I was asked to stand in the X-ray machine, THEN I was completely patted down, and on one of these three I was told to remove my belt and empty my pockets of everything including the Kleenex.

This is not random screening. Three out of three is targeted harassment. There was nothing suspicious in the carry-on screening, and they could see there was nothing on the X-ray, so why the further harassment on all three flights? My traveling companion and all the others boarding were just waved through after the carry-on screening.

Also, I am 78 years old (hardly threatening-looking) and a retired US Army officer, which ID I showed for boarding. I am actually the guy you want on the plane if there is no federal marshal.

I can see one incident as random screening, but three out of three is targeting or harassment. Why did this occur? Am I being targeted for some unknown (to me) reason? I am very put out by this. As a vet who has served his country, the least I deserve is similar treatment to other passengers, not similar treatment to suspected threats.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/22/2015 10:46:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 05/23/2015 Airline & Flight Number : delta 133 Checkpoint/Area of Airport : international security TSA Employee: (If Known) : deering Comment : officer (b)(6) was obnoxious. After coming in from an overseas flight I forgot to remove my shoes. All the customers before me went through the metal detector. I was the first one through the millimeter scan. Officer (b)(6) looked at me and said "shoes in the x-Ray" as I am NOT an expert in this equipment that you use I hadn't a clue what he was talking about. If he had asked me that I had to put my shoes on the belt that would have been clear communication. when I looked at him questioning what he was saying he just repeated himself. Then when I went through the machine a second time he failed to communicate where he wanted me to go. he was
!015 12:21: obnoxious, rude and does not know how to communicate properly. I would like a written apology from officer (b)(6) for his rudeness.

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

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address (b)(6)

City: Salt Lake City

State: Utah

Zip Code (Post Code): 84102

Other:

Email:

2015 9:16:5

==Incident Information==

When did this happen? 05\23\2015

Where did this happen? UTAH - SLC - Salt Lake City

International

What happened? Going through security I was directed to pass through the metal detector from a female TSA agent. I had on a wrist of metal bracelets and watch that I asked if I needed to take off. The woman shouted at me metal implants only each time I asked if I needed to remove my bracelets. When I passed through the detector the alarm sounded and I was instructed to go back through and pass through the x Ray machine. The TSA agent on the oppostie side of the machine instructed me to go through while the female TSA agent running the metal detector was yelling at the male TSA agent to not let me pass. When I passed through based on the male TSA agents request the female TSA agent introduced me to once again go back through the x Ray machine. As I travel a lot and as such deal with TSA often. Today in Denver I was sorely disappointed by a screening agent who disrespected many people by patronizing comments she made as we waited to get through the screening process.

One that was specifically disrespectful was in a gasped expression, "Man, it's not rocket science people". Immediately following she went on to make a loud announcement by saying, "People this is a metal detector! You cannot have your phones in your pockets".

!015 10:58: The reason I stated the second quotation is because she had just got finished announcing to everyone that we weren't to take anything out of our pockets and that using the plastic bins was unnecessary.

It isn't our fault that the agents who work here in Denver get frustrated by their own contradictions. Please don't patronize me next time. You aren't given the right to be disrespectful because of a job you hold. Please treat others with respect and please be professional.

Sent from my iPhone

Caller was in Colorado and she was getting TSA precheck with Southwest. She said she heard they were ending this. She joined the Precheck program and put her number in all her profiles and just printed out her boarding pass. There is no precheck on it.
She said that the metal detector alarms which signifies random searches for the next person. She said sometimes this happens in the line where there is 100 people but she usually does this in a line with 25 people. She is talking about the precheck
015 11:59: line.

She said that the precheck office in Denver is telling people that Precheck is guaranteed so she wants to know why she did not get precheck on her boarding pass.
Her KTN is (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 5/25/2015 7:06:35 PM Airport : DEN - Denver International Date/Time of Travel : 05/25/2015 4:40 PM Airline & Flight Number : ASA 687 Checkpoint/Area of Airport : bridge to concourse A TSA Employee: (if Known) :
Comment : Upon arrival to the checkpoint we were told that PreCheck was closed. The TSA screener that checked our id said we could keep our shoes on and to just tell them that we are PreCheck. I sent my bag and phone/wallet through the xray and got in line for the metal detector. I told the TSA screener that we were PreCheck. She asked for our boarding passes as proof. My boarding pass was electronic and on my phone. Since I wasn't able to prove my PreCheck status I was required
2015 8:42:5 to go back and send my shoes through the x-ray. Had the original TSA employee told me that I needed my boarding pass, the confusion and frustration would have been avoided! Yet another example of disorganized and non attention to detail. I'm fine with the PreCheck line being closed during non-peak times, however there should be clear procedures if a boarding pass is required.
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 Tunica MS yesterday and she had a pacemaker and could not go through the WTMD. She said that she was taken to the side and received a patdown. She said that she was told to wait that they needed to check her hands. She said that she waited for some time and then a TSO yelled at her get over there . She said that she told her you don t have to talk to me in that manor and said that the TSO then yelled I said get over there two more times. She said that the officer was one of the most rudest individuals she has every encountered in all of her years of flying. She said that they also took picture of her ID and board pass and she wants to know why. She is also requesting a call from the CSM letting her know what steps are taken to reprimand the TSO. She said that the TSO wrote her name down but it is hard to read she thinks it says (b)(6)

Departing: 11:00 am
Airline: It was a charter flight with the Seasons
Flight #: NA
2015 9:58:5 Time and Date:05\25\2015 She thinks it was10:00 am or a little after when this occurred.

Disability Description: Husband s name is (b)(6) He has a pace maker, a knee replacement and walks with a cane.

Incident Details: The caller and her husband recently flew out of HNL airport. The caller and her husband received precheck and they were sent to the precheck line. The officer at the security checkpoint screened her husband s cane and then directed him to go through the walk through metal detector. Her husband walked through the metal detector at the officer s request. There was an alarm and the caller became very upset as her husband walked through the metal detector, as they requested that he not go through the metal detector since he has a pacemaker.
2015 2:04:2

They didn t get a name but the officer is a bigger man. They went through security at 9:00 9:30AM on 5 23 15. They went through gate 55. They felt that the officer wasn t paying any attention to what they were attempting to tell him. Then the officer acted as if it was not a huge issue at all.

Caller is wanting to file a complaint on a TSA employee, she wears a hearing aid and life alert and she was trying to explain to the TSA agent that she would not be able to go through the screening with her hearing aid in and she would need to place them in the bowl. Caller said the TSA agent starting yelling at her in front of every one and told her that she was able to keep them in for the screening. Caller said that once she went through the metal detector she ended up having to have a patdown and she was touching her in places that was uncomfortable for her and she was rude while doing that as well. Caller said that once she was screening and she place her hearing aids back in the TSA agent told her to never take them out again for the screening.

2015 9:02:2 TSA Female Agent (b)(6)
Date and Time of Flight: 05 13 15 @ 6:05 PM
Departure Airport: TPA
Airline: Southwest
Flight #: 506
Gate Terminal: 31

To Whom It May Concern:

On Monday, May 25, 2015 at approximately 5:00 a.m. EDT at the Richmond International Airport, I experienced an uncomfortable and inappropriate pat-down. After going through the metal detector, there was an alarm on private areas of my body. I had on a loose fitting dress. The female attendant told me to lift my arm and spread my legs in front of about 10 men. She proceeded to pat my leg up to my groin area, then she cuffed my private body part there in front of the group of male employees. I was so startled that I slightly jumped. She then went up the back of my leg and cuffed the backside of my behind. This process was truly uncalled for because the metal detector only showed an alarm on my front side.

2015 9:22:3

The female attendee never informed me of my right to go to a private area for the pat-down. It was truly a humiliating experience, and I would like TSA to rectify this problem.

Please feel free to contact me at (b)(6) or return my email message.

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)

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

2015 5:11:0

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

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

What was the date and approximate time of the incident?
05-31-2015 12:20
Caller and his wife through security at Atlantic City Jersey NJ and she was taken into the back room and was groped. Caller said that they made every one wait in lines and pulled her aside with 2 females in a private screening. Caller is wanting to know why they did not follow the procedures and made every one wait, caller said that they would not let any one go through the metal detector and made everyone go through the xray machine. Caller said that his wife feels like she was raped and she is very upset by the screening. and he is going to contact his congressman and she feels like she was raped. They did not let them go through the metal detector and made them go through the AIT, once she went through the AIT they pulled her aside and did additional screening and it was in a private screening and then groped her. Caller said that he is going to contact his congressman and the President, he is wanting to make sure this is resolved and he is not letting this go until someone is fired. Caller said that his wife will not even speak and is very upset by the groping.

Date and Time: 06\01\15 @ 11:00 AM
Airport: Atlantic City NJ
Airline: Spirit
Flight #: N\A
Terminal Gate: 5

015 11:05:1

TSA Agent: Female Black Supervisor
TSA Agent: Did not get name (Female)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/1/2015 12:32:24 PM Airport : SAN - San Diego International Date/Time of Travel : 05/31/2015 4:30 PM Airline & Flight Number : Alaska 249 Checkpoint/Area of Airport : Near gate 18 TSA Employee: (If Known) ; Supervisor Comment : Alaska has 3 direct Mexico to US flights daily that deplane, go through security, and rebound the same plane in SAN. This has happened since pre-TSA days. The woman at the scanner (whom I complained to the supervisor about) was rude, and completely misinformed. I have TSA-Pre, and it is clearly marked on my ticket. She refused to honor it and refused to let my wife go through the metal detector (which Pre can) and made her get the secondary opt-out screening. The Supervisor said my Pre didn't count because my boarding pass was PVR - PDX, and wasn't from SAN, though it specified the customs stop there on the pass. She just blamed Alaska Airlines. 3
!015 2:18:5 flights a day for may years go through this, and seem to have recurring issues. This seems to be a significant lack of training and communication. How is my Pre/known traveler not valid with my original boarding pass?

Also, the PRE lane was closed, due to a "lack of staffing." On a Sunday afternoon? Really? The Alaska gate agent said that happens A LOT. Why bother having 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

Caller flew into LaGuardia on the 11th of May. She had gone outside to smoke a cigarette and when she came back in nobody screened her. She said that her and another lady were waived through the screening checkpoint by a TSO. They did not have to go through the metal detector or AIT machine and they walked right past the screening area against the wall. She stated there were 3 or 4 screeners standing around and talking by the AIT machine.

!015 4:09:0 Date Time: May 11, 2015 9:00-9:30 PM
Gate Terminal: N A
Airport: LaGuardia
Airline: Delta

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On April 24, 2015, (b)(6) received an e-mail from OCRO Communications that his TSA PreCheck privileges were suspended for 3 years, based on the fact that he had been found to have ammunition in his carry-on luggage as he went through a TSA Security Screening Checkpoint at RIC on March 12, 2015.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some period of suspension is warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to one year. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) (b)(6) TSA PreCheck privileges for three years.

Before I discuss how and why this incident occurred, I would like to point out , that in accordance with the TSA Interpretive Rule as set forth in Federal Register 70, No. 39, P. 9878, and the TSA Sanction Guidance (http://www.tsa.gov/sites/default/files/assets/pdf/enforcement_sanction_guidance_policy.pdf), (b)(6) received a Notice of Violation (NOV) on April 24, 2015, from TSA's Special Enforcement Program Office for possession of 100 rounds of ammunition in violations of 49 C.F.R. §1540.111(a). The amount sought in the NOV was $250.00. The NOV has since been settled and (b)(6) case has been closed.

I would like to note that under the Interpretive Rule cited above, ammunition is deemed to be an explosive, NOT a firearm and pursuant to TSA Sanction Guidance, it is to be treated at the lowest penalty level set forth in the Sanction Guidance. TSA, when they drafted the Interpretive Rule, could have treated ammunition as a gun or firearm (as were BB guns (A.1), gun lighters (A.5), cattle prods (A.11), and parts of guns and firearms (A.6), but it chose not to do so. In the Sanction Guidance, TSA
!015 6:46:5 could have also chosen to subject ammunition to the same $6000 penalty as blasting caps, dynamite, and more than 10 ounces of gunpowder, but it chose to subject it to the same $250 penalty as consumer fireworks, flares, less than 10 ounces of gun powder, and realistic replicas of explosives.

It is my understanding that passengers found in possession of non-firearm, non-ammunition prohibited items where NOVs are issued for $250 receive a one year suspension of their TSA PreCheck privileges. (b)(6) for that reason, is requesting his suspension be reduced to one year.

In addition, I would like to provide you with some additional information as to (b)(6) background and how this violation occurred.

(b)(6) is a 62 year old male, who is a Certified Public Accountant(CPA), as well as a Certified Internal Auditor. He does peer review for the American Institute of CPAs and is a national instructor for Continuing Professional Education for CPAs and Auditors, teaching 35 to 40 sessions a year. (b)(6) volunteers his time serving on four committees for the New York State Society of CPAs and on one committee for the California Society of CPAS. Not only does (b)(6) volunteer his time, but much of the expenses for this volunteer work is not reimbursed. He does quite a bit of consulting nationally for state and local governments. Due to his extensive teaching and national practice, he flies approximately 50 times a year. This past year, he flew over 140,000 miles and has attained Diamond Medallion status on Delta Airlines, the highest level in their frequent flyer program.

(b)(6) was an army brat, growing up in a large variety of places and going to 9 different schools before he attended college. He father served in the Army for 28 years (including service during WWII, Korea and Vietnam) and retired as a full Colonel. (b)(6) son was born when (b)(6) was 20 years old and he has had full sole custody of his son since his son was 3 years old. Under those circumstances, a career in the military was not an option for (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/1/2015 5:56:19 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/01/2015 5:50 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The domestic security screening is a chaos, there are like 12 agents running around while 2 lanes are open with only 6-7 actually working with the passengers. Out of the 4 lanes only 2 were open , and I was sent 3 times back and forth between the mm-wave scanner line and the metal detector line... The lady dealing with this was looking upset about everything, kept making the passengers look stupid by telling things to them like it's obvious, while there are no signs and the rules are not obvious (laptop in separate bin without anything else, while I can have my phone next to it at other airports and even in ATL at the international side).
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 : 6/2/2015 7:24:56 AM Airport : SFO - San Francisco International Date/Time of Travel : 05/25/2015 8:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : 8 or 9
TSA Employee: (If Known) :
Comment : There were 3 agents that were completely obnoxious. I could not get their names because they had their badges turned around, which I thought was against regulation. I asked the girl at the xray machine for her name she told me why? You don't need to know. Rude, disrespectful, obnoxious jerks who acted like they were God. The girl was saying there's 2 lines here I don't know what you all are waiting for. The guy was speaking with different accents saying I said leave your phones in your bags do you not understand? The girl at the metal detector was yelling at an old lady who was in a wheelchair and couldn't understand what the agent wanted her to do. So she yelled at the woman repeatedly saying get out of the way, you're holding up the line, move! I wanted to slap these obnoxious, disrespectful idiots. Where do you get these people? I think you need to do some retraining or have supervisors that can watch them. There were a lot of upset passengers that day.
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 : 6/2/2015 11:13:21 AM Airport : DEN - Denver International Date/Time of Travel : 06/02/2015 9:00 AM Airline & Flight Number : Ua1216 Checkpoint/Area of Airport : Premium lane north side TSA Employee: (If Known) :
Comment : First time i used the premium passenger lane, usually I use TSA pre check. Upon approaching the conveyer I noticed there are no body scanners but just metal detectors as in TSA pre check. So I asked if this is similar to TSA precheck and if ..... And this is where the emotes says no we do not have body scanners, This answer confuses me as TSA pre check has no bodyscanners either. So I attempt to finish the question I meant to ask which is if thing can stay in the..... Again I get interrupted and he says " I said no" in a very aggressive condescending tone. I shut up as I feared this (b) could make my life miserable, but I am pissed. Please explain that if people ask a question to let them finish, them if the question is repeated this may not always be due to the passenger being dim, but perhaps your answer was confusing. Last if you do not like people do not work this job. Hope you can use this feedback in a constructive way, as it is intended

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

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

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Remote Client IP: (b)(6)
Date Time: 6/2/2015 7:37:43 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines 81 arriving at DFW International Terminal on 06/02/2015 going through TSA security to reborn American Airlines domestic flight
!015 8:04:2 Comments:We had just cleared US Customs and we're proceeding through TSA security checkpoint to board our connecting flight. My wife had put her passport and boarding pass into her purse and laid her purse on the conveyor belt for xray. There were no plastic bins available to place her purse in, she was told to lay it on the moving belt. On the other side, her purse must have tipped over inside the xray because her passport and boarding pass was missing. We told the black lady watching the xray that my wife's passport and boarding pass fell out of her purse inside the xray machine. This TSA employee ignored us. Then we told the white lady running the metal detector the same thing as she ignored us. Then I asked all the TSA employees in that area if they could look inside the xray machine for my wife's passport. They all ignored our pleas for help and did nothing. Finally I asked who the supervisor was and I was pointed to Acting Supervisor (b)(6) a short white lady who was doing something on a computer like machine. I went over to her, she saw me standing there, but did not stop what she was doing to see what I wanted. After waiting awhile, I told her we had a problem and needed her help. She never took her eyes off that computer nor did she even look at me. I told her my wife's passport and boarding pass fell out of her purse inside the xray machine and I asked if somebody could look inside the machine. She said they could not do that and I would have to report the passport as lost. I told her again that the passport and boarding pass were in my wife's purse when she placed it on the conveyor belt and they were not there when the purse came out the other side, so the passport and boarding pass had to be inside the machine. She ignored me and continued working on the computer. She never even stopped and turned around to look at me. Frustrated at her total lack of care or concern for our situation, I went back over to the xray machine and tried to look inside to see if I could spot my wife's passport or boarding pass. All the TSA employees there saw what I was doing, they all heard me when I asked for help and not one of them bothered to help, they all ignored me, including the so called acting supervisor (b)(6) Finally, I saw my wife's boarding pass come out and fall to the floor under the conveyor belt. I crawled under the belt and retrieved her pass. Shortly after that, her passport came out. Thank God they finally came out on their own and we got them back, no thanks to any TSA employee and especially no thanks to the so called supervisor (b)(6) I went back over to (b)(6), who was still doing something on that computer, and told her my wife's passport and boarding pass finally fell our of the xray machine. I told her I was going to file a complaint about her lack of action to help and her total non-caring and arrogant attitude. She never looked at me and said "thank you" . Is this how TSA trains their employees and supervisors to treat American travelers who are having a problem? This Acting Supervisor (b)(6) should not be a supervisor nor even an employee of TSA. This is exactly why TSA has such a bad reputation with the traveling public. I am no crackpot complainer. I retired from the US Army as a colonel with 30 years of service and (b)(6) is the worst example of a supervisor annd federal employee I have ever seen.

Remote Client IP: (b)(6)
Date Time: 6/3/2015 2:21:30 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight UA525/united/ San Francisco/ Gate 65/
Comments:I am very disappointed and troubled by the treatment I received from two TSA agents from my flight back from San Francisco to Los Angeles on May 25th around 5:15pm. My crutches were placed through the metal detector so I opted to go through the pat down again as to avoid further injury to my ankle. The female agent that did my pat down at the San Francisco airport was rude and unprofessional. First she rushed my friend and the staff member assisting me with the wheelchair I requested, because she said she could not start the pat down without my things being brought over. I told the TSA agent that it was ok with me if she started but she complained that people tend to be too worried about their things, which I found the revelation and her demeanor uncalled for. Also this was a protocol inconsistency in comparison with my experience at LAX airport a few days prior, where the agent did the pat down/screening first and allowed my friend time to gather our things. After my things were brought over, the TSA agent went ahead and explained the pat down procedure, I also informed her about my injured ankle before she started. The female agent proceeded to swiftly graze her fingers over my head and squeeze my hair
!015 8:37:5 bun, which took me off guard because she did not tell me she was going to do that so I was not expecting it. I simply asked her about it, but the TSA agent became agitated and responded with "Yes we do this, do you want to speak to a supervisor." I told her there was no need that is was ok for her to continue with the screening. The professional thing for the agent to have done was to keep her composure and provide me with some clarity but instead she very rudely said to me "well for my safety I need to call a supervisor over." I started to feel uncomfortable with the situation. Then right behind me the agent flagged a supervisor, (b)(6) down and told her "they are asking questions about procedures and I do not feel comfortable any more can you observe the screening." I felt confused as to how a simple question was escalating to such a degree. Supervisor (b)(6) came over and did not introduce herself, I just went ahead and explained my questioned to which she responded in a condescending tone "Well in San Francisco we do check everyone's hair," I just shared that I noticed a difference in protocols between the two airports and ask for the pat down/screening to proceed. I was really uncomfortable having another TSA agent just standing right next to me watching. The first female agent continued with the pat down screening, but did so roughly between my breasts and up my thighs twice. She used the palm of her hand when she said she would use the back of her hand up my legs and thighs, her hands were mere inches away from my crotch area too. She put a lot of pressure on my legs as she inspected them. The female agent also grabbed the ankle I had told her was injured and she caused me to wince in pain. She did not apologize, she simply got up and brought over what looked like paper squares to test my shoes (another protocol inconsistency: at LAX the agent explained everything professionally and in detail, which made me feel safe and comfortable. The agent at LAX did not touch my injured ankle, simply used those paper squares and she did not go as high up my thigh or put so much pressure on my body) While the San Francisco TSA agent went to check the results from my shoe test, I asked my friend who was traveling with me to please grab my sun glasses for me so that I would not forget them. Supervisor (b)(6) then yelled at my friend "she is not cleared she can't touch them." At no point was it explained to me that I could not grab my sunglasses, the agent at the start simply said she was putting them on the side for me. I did not ask for my glasses to be given to me, but simply kept for me. After I reiterated this to Supervisor (b)(6) she allowed my friend to grab my sunglasses. The female agent then came back and asked me to lift up my shirt high so that she can check my waistband, another thing she did not tell me before hand. I said no because I felt uncomfortable exposing my stomach in a public place, to which the female agent condecendaly replied with "That's why I asked you if you wanted a private room" then supervisor (b)(6) told me I could just left up my shirt a bit, to which I did. The female agent seemed bothered as she tugged roughly around my waistband, The agent then asked me to move around in the wheel chair left, right, forward and back because she needed to inspect the wheel chair. This was another protocol inconsistency because she did not initially inform me that she was going to check the wheel chair. I honestly do not understand why she would need to if the wheelchair belonged to the airport and an airport staff member was assisting me. If TSA agents distrust airport staff, then there's a whole other security issue that needs to be dealt with internally. I did not experience a wheelchair check at LAX either besides the moving from left to right in the chair. I decided to then just stand without my crutches, tolerating pain and further injury so that the agent could inspect the wheelchair quicker and get this horrid ordeal over with. The agent inspected the wheelchair with such an overzealous vigor. I even asked supervisor (b)(6) if this was even necessary, reminding her that the wheelchair

Hello,
I am writing.....a bit late, I realize....because of an experience I encountered in SFO.
On March 28, 2015 my granddaughter and I were returning to PDX after a few days in San Francisco.
We were booked on Alaska Flight 381 departing at 12:55 PM, and we were at the airport about an hour and a half early. Our tickets were "Pre-checked" and everything was moving along smoothly. There was a young man...about 20 something.... guiding people through the metal detector, and after allowing everyone else in the line to pass through, he decided that my 13 year old granddaughter should be "randomly checked" through the x-ray machine. They did not x-ray her once, but twice. She is a beautiful young woman, and I really felt she was chosen for this "random" check because of that fact. I am an ex-flight attendant and retired from 18 years with state police, so I have no problem with security. In fact, I am all for it, but I believe she was singled out because of her appearance. I travel quite often, and every other time I have traveled with her, the agents have always directed her away from the x-ray machine and through the metal detector. Could it be possible that this young
!015 2:12:1 man had ulterior motives for this "random" check?

I realize it has been some time since this occurrence, but it has been bothering me, and I thought you should know.

Thank you for your attention.
(b)(6)

From (b)(6)
Sent: Wednesday, June 03, 2015 4:57 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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Remote Client IP (b)(6)
Date Time: 6/3/2015 4:57:09 PM

!015 8:04:1
Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

letter of complaint

Comments:

On Wednesday May 20 I flew from Seatac to LAX. I had the misfortune of encountering a TSA agent named (b)(who abused his authority in a mean-spirited manner to impede my progress through the airport.

From: (b)(6)
Sent: Wednesday, June 03, 2015 8:55 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Contact Us: Complaints

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Remote Client IP: (b)(6)
Date Time: 6/3/2015 8:54:39 PM

Name:
!015 9:00:1 Nona shows
Email:
HYPERLINK (b)(6)
Complaints:
Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Gulfport Airport on June 2 at 10am. Flying to Clearwater Fl.
Comments:
Lines were long and only one agent checking passenger I'd. A lady about 90 (at least) in a wheel chair was in front of me. She had a prescreened card in her hand. Rather than wand her down they made her get out of her chair and walk through the scanner this woman was very unsteady on her feet yet they still asked her to put her arms up over her head! (She still had her prescreened card in her hand!) they took forever to get her wheel chair to her on the other side. Because she was taking so long and the lines were backing up they started letting the younger more physically fit passengers behind me just walk through the metal detector! These agents are in real need of some serious training! I felt they jeopardized this woman's health and were lax in screening those behind me! Even the younger woman with a dog just lifted the ropes and moved over and walked through the metal detector and no one questioned her or seem to notice! I have flown often and I will say this is probably the first time I have felt uncomfortable about safety issues.

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: 6/4/2015 3:12:28 PM

Name: (b)(6)
Email: (b)(6)
!015 4:17:5 Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Went through TSA general screening at Denver International Airport (DIA) on Thursday 06/04/2015 at about 13:00 hours to get on United Flight from DIA to Redmond Oregon (RDM) United Flight #5497 at gate B89.
Comments:I was in line and folks were moving through the metal detector (not the full body scanner) and as people went through the TSA agent (later identified as (b)(6) motioned me forward and then got immediately irritated because I was not behind the line. I moved back all of the way and she got more irritated and told me to push my articles thru the scanner. I did this twice and the belt was moving. I went back to the X Ray scanner and she yelled at me to stay back, no one was there and I just got done doing what she said. I told her it was rude to yell at me. She immediately snapped back that it was rude of me to roll my eyes. This is completely unprofessional conduct and why TSA has such a poor reputation. I told her I'm the customer and she works for me and snapped back I don't work for you!!! Then she made me go thru the full body scan. She is clearly not cut out for any position of customer interaction and certainly no position of authority. I reported this to the TSA supervisor who could not have cared more and was leaning causally against a desk with her elbow and barely acknowledged my complaint. I was so unsure she even bothered to listen I asked if she heard me and if she would talk with the TSA screener, the 3 striped supervisor looked annoyed. Another failure for TSA professionalism and customer interaction/service. I was in law enforcement for 25 years and if this happens in my agency these folks would be in front of an internal affairs review board. Clearly, TSA needs close civilian oversight.

I am writing to you in regards to an experience that I had today that made me extremely uncomfortable.

I was traveling on:
June, 04, 2015.
Time was approx 4:15 A.M.
I was headed to US Airways flight, 1852, BOS to CLT, departing at 5:00 A.M.
Leaving out of gate B14, from Boston Logan airport.

I had successfully passed through the metal detector in the TSA Pre line.
Ive had TSA Pre for about 3 years now.
After passing through the metal detector with no alarm, a TSA agent asked if he could pat me down.
I said yes, just wanting to get to my flight and get home.
The agent ran his hands up into my groin area, feeling for my balls and package.
Very uncomfortable.
Had I known this was going to happen, I would have said yes to the private room.
:015 9:00:4 I would rather take my balls out of pants and show them to your agents, then have one of them feeling me up for their own enjoyment.

In the 10 years I have been traveling for business, I have never been put though this experience.
If asked to be "patted down" again, I am going to say no.
I felt I was singled out for no reason.
I have to say, that as I walked away I began to get really pissed off..
This experience was to say the least, very strange.
Is this really necessary?

In a few words, that was not cool, and bullshit that they did that.

I'm a 51 year old professional who travels for a living.
Seriously considering contacting a lawyer, and not happy about having my right of privacy being infringed upon at a moments notice.

(b)(6)

NOTICE:

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

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

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

Are you 18 or over? Yes
:015 8:22:4 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?
LaGuardia Airport

What was the date and approximate time of the incident?
06-05-2015 6:25

TSA PreCheck Disqualification No. 1911041

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at Northwest Florida Regional Airport (VPS) on February 9, 2015.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some significant period of suspension is absolutely warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 year. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

(b)(6) is a 36 year old male, who is currently employed by Booz, Allen, Hamilton as a military contractor. Due to his background, he was hired to travel around the US to military bases to train soldiers in Explosive Ordnance Disposal.

Before 9/11 (b)(6) was working as a full time EMT and was attending community college to complete a 2 year paramedic course and become a certified paramedic. After 9/11, because he wanted to serve his country in light of the terrorist attack, he enlisted in the Army and was accepted into the US Army Special Forces (Green Berets). He did his basic and airborne training Ft. Benning, GA. He then attended the JFK Special Warfare Center for 8 months at Ft. Bragg. While there, he suffered
015 10:16:2 a shoulder injury and was waiting for medical clearance to complete his Special Forces training. While on medical leave, the Army asked him, due to his aptitude test scores, if he wanted to become an Explosive Ordnance Disposal Specialist. After a short period of consideration, he agreed. (b)(6) successfully completed the 1 year training (the failure rate in this training was 60%) and he was deployed to Iraq for 6 months (January 2006 to July 2006). While there he earned the Iraq Campaign Medal (awarded to any soldier in the Iraq theater), but more importantly the Combat Action Badge and the Army Commendation Medal for his personally finding a number of secondary IEDs when he responded to blast sites. His EOD team documented disarming 350 functioning IEDs without taking any casualties. He is one of the men, who, while other soldiers were running away from an IED, ran towards them to disarm them. (b)(6) also was selected, while in Iraq, for a US State Department security detail at the US Embassy during Saddam Hussein's trial.

(b)(6) left the Army in May 2007 holding the rank of E-5, and was hired by Explosive Ordnance Disposal Technologies to work in their R&D department. In 2011, he was hired by Raytheon, to go to Afghanistan for a year as part of Task Force Paladin (facebook.com/CombinedJointTaskForcePaladin), where he trained American troops at Bagram Airbase regarding IEDs, including their detection and survivability issues.

In 2012, he took a job with Booz, Allen, Hamilton and is currently employed by them to travel to military installations around the US and train soldiers in IED and other explosive issues.

Right before the incident in question, (b)(6) was at Hurlburt Field (AFB) in Ft. Walton training soldiers. He was there 3 days. He had driven his POV (privately owned vehicle) to the hotel he was staying at outside the base. He left his gun in his POV and left the car at the hotel, getting a ride to Ft. Walton, where he was given a government vehicle to use while on base. Part of the training that (b)(6) provides is keeping his trainees up for long periods of time; the purpose is to see how the soldiers do when they are under great stress and sleep deprived. Obviously, (b)(6) has to stay up with the soldiers he is training and at the time of this incident, had slept only 2 hours in the previous 48.

Towards the end of this training at Hurlburt field, he received instructions from his employer to immediately go to Ft. Bragg. Under normal circumstances (b)(6) would have gotten some sleep back at his hotel. However, in this instance, he went back to his hotel, immediately got his truck and drove to the Ft. Walton Beach Airport to fly to NC.

Caller states he went through security at ATL today with an X-Ray sensor. It is basically a big piece of electronic equipment. He states it cannot go through the x-ray machine, it will mess it up. He states today is the first time he has had any issue
015 4:07:4 getting through with it. Eventually a Supervisor came over and advised the agent, the machine could not go through the metal detector. He states he has brought this equipment through many airports without an issue. He states he received additional screening and the x-ray sensor was swabbed. He went through screening at about 0830, the main terminal, PreCheck Line and he flew on Delta. He would like someone to contact him concerning why this was an issue today.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/7/2015 3:24:18 PM Airport : EWR - Newark International Date/Time of Travel : 06/07/2015 3:00 PM Airline & Flight Number : Jetblue 327 Checkpoint/Area of Airport : pre check terminal A TSA Employee: (If Known) : (b)(6) Comment : The Officer known as (b)(6) was so rude, belligerent, condescending, intimidating and not amusing to the entire population of the pre-check line. He became irritated by a passenger who was taking a longer time to get through the metal detector and took it out on all of the passengers afterwards. Chiding us about the rules and how they were probably all new to us and that this line was 'supposed to be shorter' due to the
015 5:10:3 expidited nature. But his not funny comments to all of us, as if we were misbehaving school children was just making people more confused and taking longer. TSA is security theatre at its best, but i don't pay all this money to fly to be treated like a child while going through an inconveniencing albeit necessary process. Please don't let your officers go on power trips like this, it's rude, unprofessional, and unnecessary.
Would you like a response? : True
Passenger's Name (b)(6)
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 tried to resolve TSA at IAD and they told her that she would need to contact us concerning reimbursement.

On 05 19 2015 the caller was scheduled to fly out of Dulles but she had an event that happened at the screening checkpoint and she would like to file a complaint. When she got to the screening checkpoint, she said they were making everyone go through the Precheck lane. She said that after standing in line for quite some time she asked if she could just go through the regular line to keep from missing her flight but they told her that she was already in line and that she could not change. She said she stood in line for 45 minutes which caused her to miss her flight. She said she talked to United Airlines and they told her that there were not more flight leaving from IAD to Portland but that she could go to Reagan on the shuttle to catch a flight from there. She said due to a misunderstanding about where to meet with the shuttle she missed it to which caused her to have to take a taxi. She said that she finally got to Portland after a $73. can fair and 3 hours of her time. She said that she had already talked to the Supervisor at IAD about the occurrence and they told her that she would have to call the TCC to see about getting reimbursed for the cab fare. She said the who thing happened because TSA had a new toy they were trying out
015 12:11:1 which included an ipad and a dog. She also said she had to go through the WTMD instead of the AIT. The caller would like to be contacted in regards to the $73 she was charged for the taxi.

Airport Dulles to Portland
Airline United
Flight number 3987
Date and time 05 19 2015 at 12:40 pm
Baggage tag number na
Description na
NOI na
Gate or terminal C26
The caller had a problem at JFK they laughed at the caller and stated how can anything go wrong look at all the cameras around. She said that the two ladies screening her was very rude. This ended up with her work computer being confused with another persons laptop. She would like to know how to get her computer switched back.

Date Time: 06 04 2015 around 6PM
!015 2:12:1 Gate Terminal: Terminal 4 Gate B38
Airport: JFK
Airline: Delta
Flight #: 482
Bag Description: It was the screening in the middle, with a AIT and WTMD. They had her standing on the mat with the feet on it.

!015 7:07:1 Caller is in the Seattle airport. She has PreCheck and alarmed on her pass through the WTMD. TSO (b)(6) was condescending and vague in the instructions he provided her in the process of dealing with the alarm. This was at the Alaska airlines terminal checkpoint. She felt the way he acted unprofessional, and did communicate well how this alarm needed to be cleared and where to put the items that she needed to remove to address the alarm (shoes, bracelet and watch). fairly quick.

June 7 we arrived at CVG on Sunwing at a little after three pm, as scheduled. Immigration was quick and easy, then a half hour or more wait for our bags. An employee said there was a belt problem. Everyone was getting anxious, but then customs was easy.

It's been a few years since I'd flown into CVG, so I had forgotten what it takes to simply exit the building!!!

We had to recheck our bags (as YOU know), where I asked the nearby agent about my carryon, which of course had no "checked" tag. He very rudely told me I should NOT have that bag there! I rather loudly expressed my feelings about how we're to know this (since no OTHER airport does this nonsense). Another agent told me it was his first day there, and I told her it's MY first day HERE, too! As if I'm supposed to know this procedure that is unique to only CVG!!!

Then I went through security, and eventually reached the front of the line. There a TSA agent refused me entry to the metal detector and showed me to the (long) line for the millimeter scan. When I finally reached the front of THAT line, the SAME agent asked if I had a metal joint, and since I didn't, I was to return to the metal detector where she had refused me before.

Next was the (SECOND) baggage claim, and during the long walk I saw the train only once, parked at the end of the line. By the time we were finally able to leave CVG it was past 4:30, an hour and a half although immigration and customs took only ten minutes total!

015 12:22:1 I know of no explanation for testing the patience of all passengers except that a crowd of TSA agents must be watching cameras trained on us and getting a GOOD LAUGH at seeing how much meaningless effort the passengers will do as instructed. What next, adding a hall of mirrors? A required zigzag course? That would be funny to watch, just as this NONSENSE must be funny to YOU!!! IT IS NOT TO ME!!!

It really looks like someone started this probably in error, and then no one would dare to change it, so it goes on and on for no benefit, ensuring extra TSA jobs.

Next time I'll remember this experience, and will pay extra money if necessary to go ANYWHERE but CVG!!!

But… maybe you have an actual logical reason for this? If so, please tell me. Otherwise I'll do MY small part to reduce the number of passengers coming to CVG to be paraded for someone's amusement.

(b)(6)

Lexington, KY 40511

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Race \ Ethnicity
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: Freedom of choice Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Greensburg
State: Pennsylvania
Zip Code (Post Code): 15601
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complaintant Information==
Relationship with Complaintant: Fiancee
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Latrobe
State: Pennsylvania
Zip Code (Post Code): 15650
Other:
Phone No: (b)(6)
Email:

015 12:22:3

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Profiling
- Race \ Ethnicity
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
May 21, 2015

This letter is long overdue in writing and sending it to your agency but I had time-sensitive documents that required my attention. This letter is written out of concern for the lack of communication among TSA staff at Dane County Airport, their insensitivity to the general public in which they work, and an unacceptable level of professionalism on their part. After my experience in Madison, Wisconsin on April 30, 2015, I felt harassed and believe my civil rights were violated by many of the TSA officers present at the airport on the day of my travel. My husband and I were traveling from Madison to Dulles Airport on the day in question. Our known traveler numbers are (b)(6) and (b)(6)
For clarity, the following talking-points of the events that occurred during and after security check-in at Dane County Airport on the morning of April 30, 2015 are numbered and imbedded within the text to follow.
Check-In at Dane County Airport

015 12:22:4 1)The TSA officer at the boarding pass check point failed to identify that I
was a TSA Pre-check passenger (see attached ticket). This female officer started the problem and it just escalated.
2)The same TSA officer informed my husband (in line behind me) where the TSA
Pre-check had re-located but had failed to mention anything to me.
3)Two other TSA officers, standing inside the screening area between the
boarding pass check podium and the metal detector, within a couple of feet of the officer who processed my ticket, stood and talked to each other.
4)I informed the two officers that I am a TSA member and should not be in
this line
5)The two officers lacked interest and were unclear what to do, they told me
to remove the required items from my luggage, remove my jacket, hat and if I had a computer place it in a tub
6)Another TSA officer, manning the metal detector, heard the entire
conversation and projected a sarcastic smile when I asked if I had to remove my shoes. Although, he stood on the other side of the metal security scanner and within feet of his two colleagues who were talking to each other, he said that he had not heard the conversation I had regarding being a TSA Pre-check passenger with the officers standing and talking to each other
7)The TSA officer hesitated in returning my driving license that dropped out
of tub as I removed my belongings
8)I approached the TSA officer sitting at the exit to inquire where the new
check-in area for pre-check members had relocated

:015 11:41: Caller: She works for a (b)(6) Addison, TX, 75001 . She have observed that one of the flight attendant telling another attendant to turn off the metal detector at their security checkpoint. She thinks this a breach of security and want to report them. She don t want to report it to the airline because she was afraid of retaliation.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 6/10/2015 4:24:37 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
2015 6:25:1 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Went thru security at terminal 2 in Oakland, CA airport at 12:30pm on June 10, 2015.
Comments:TSA officer (b)(6) appeared to be ignoring my husband when he asked for instructions to have our son's car seat screened. After I went through the metal detector holding my son I asked about the car seat again. Here is the spoken exchange between (b)(6) and myself:
Me: "We also have a carseat that needs to be hand checked."
(b)(6): "I've already told him twice, he needs to take the car seat 2 rows down, it's not my fault if he's not listening."
Me: "Sir, we didn't hear you. Can you please help us?"
(b)(6): "I can't help it if you don't know what to do."
Me: "We need your help. Isn't that your job?"
(b)(6): "Actually, no it isn't."
At this point I walk away and my husband figures out how to get the carseat screened himself.
Please note that the security area was NOT busy.
I will await a response including how this TSA officer will be reprimanded.

Hapeville, Georgia 30354

Friday, June 5, 2015

Transportation Security Administration

2015 2:03:4 Customer Comment Card

4245 International Parkway

Suite 100

Hapeville, Georgia 30354

To whom it my concern:

I am writing this e-mail to file a formal complaint against TSA agent TSO (b)(6) at the Atlanta Hartsfield-Jackson International Airport E-Checkpoint.
I was departing Orlando airport today at around 9:21 am. We passed through the TSA express line. My fiance walked through the metal detector machine. At that moment the TSA officer said to her "Hello Beautiful." I understand that maybe nice for
2015 4:03:0 some people, but it made her feel very uncomfortable. It also depicted the officer as unprofessional. And it was not taking as a friendly gesture. (b)(6)

REASON for the call: She flew from TYS on 6\5 with liquid medications and syringes. She declared the medication and syringes. The TSO indicated, as she was removing them from her bag, not worry about it and directed gwe toward the expedited screening lane. Her bag was went through x ray screening and she through the WTMD.

She expressed her concern in that the 311 bag was not removed and looked at.

She lives in Knoxville. She advised that the local news would take this more seriously.

2015 1:47:0 Date Time:6 5 15 8am
Gate Terminal: Gate 8
Airport: TYS
Airline: United
Flight #: 5818
She was at the checkpoint at 8am.

To whom it may concern,

I recently traveled to Belize, and stopped in Atlanta for a connecting flight June 10th 2015. The process of going through TSA for the connector was ridiculous to say the least. It makes little sense to me why the passenger has to get their baggage from one conveyor and take it to another conveyor for it to be rescanned. I had purchased some hot sauce in a duty free shop in Belize City and placed them in my carry on thinking nothing of it. I then placed my rechecked bags on the second conveyor. When going through the additional metal detector, I was flagged and told the hot sauce was over the limit. I then had to go back to the Delta counter and package them in a box, which they not so kindly did for me. My question is what if someone has only a carry on with no checked bags but buys liquids from a duty free shop? What is the point of scanning one's passports and sealing the bags only to have to later put them in your checked bags? There must have been 30 people employed just to get everyone through the turnstiles for TSA. I was told that I could go back through the pre-check line when I came back through, but the same guy "policing" that line wouldn't let me back through after he said it was ok. When going through the metal detector you could keep your shoes on and laptops in your bags, but yet you had to take everything out of your pockets. The valuables tray was not readily available, and the metal detector agent was nasty as well. It just seemed to me that no one really knew what was going on, as there was a lot of confusion amongst other passengers that were going through the same ridiculous process. I am a federal employee and realize that change takes time, but this process was extremely inefficient and poorly managed.

2015 2:22 (b)(6)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please notify the originator of the message.

Any views expressed in this message are those of the individual sender.

This message has been scanned for viruses and spam by McAfee.

Feedback Type: Complaint
State: New York
Airport: CALIFORNIA - SFO - San Francisco International
Date of Travel: 06/12/2015
Time of Travel: 12:05 pm
Airline & Flight Number: DL 1246
Checkpoint / Area of Airport: Terminal 1 checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- TSA Pre?™
Complaint:

2015 6:20:0

I write to express concerns about a very frustrating experience at SFO Terminal 1 today, going through security shortly after 12PM to catch my Delta flight from gate 41. In short, the TSA staffer checking IDs for the Priority line was prohibiting people in the Priority line from using PreCheck, and forcing them to use the standard checkpoint experience, including the body scanners. I've never before encountered a checkpoint where a passenger eligible for both the Priority line and PreCheck was forced to choose between the two. I went through the Priority line, my ID was checked, the the boarding pass scanner gave the three beeps. I then started to walk over to the PreCheck metal detector, only to be told, quite rudely, that, by using the Priority line, I had "opted out" of PreCheck. This is, frankly, absurd. I can only speculate that it was either (a) a TSA staff member making up rules (as I didn't "opt out" of anything), or (b) there's some effort to force PreCheck passengers to sign up and pay for Clear, as the Clear line went directly into the PreCheck line. If it's the former, the staffer needs to be at the minimum retrained. If the latter, then TSA is intentionally

Feedback Type: Complaint
State: New Jersey
Airport: NEW JERSEY - EWR - Newark International
Date of Travel: 06\01\2015
Time of Travel: 9:30 am
Airline Flight Number: American 4343
Checkpoint \ Area of Airport: Terminal A TSA Employee:
==Complaints==
Complaint Feedback: Professionalism\Customer Service
Complaint: I went through the metal detector checkpoint for screening on 6\1 for my flight (4343) and was randomly selected for additional screening a quick pat down fine. But I was concerned as I always am about my personal items sitting on the roller shelf after the x-ray with strangers all around and I am not able to visually see my property. This is usually not a big issue since the screening is normally very quick and I am at the other end of the x-ray machine to get my property when it comes out. This time; however, because I was asked to stand in a glass box and wait for someone to do the additional screening, my property was left un attended. When I tried to ask the Black female TSA officer who asked me to step into the box, what was the process and express concerns about my property she did not respond. She was trying to communicate with someone who didn t speak English well but she should not have attempted to deal with that passenger until she had addressed me. Not knowing if she heard me or not I tapped her on the shoulder to get her attention and speak with her about my property. She then said I heard you and said don t do that. I don t know what she meant by that. About a minute later a male TSA officer came over to pat me down and I went to retrieve my property. The event of flight travel is cumbersome enough without TSA personnel adding to the stress. I

2015 9:17:5

Caller stated that she was going on a flight on 5 29, she was in a wheel chair at checkpoint and TSO asked her to stand, she stood up and could not walk good when she first stands up. She got up, could not stand, grabbed a bar, her watch made the metal detector alarm, TSO told her she could not touch that. TSO came over and she reached out to touch her arm and TSO pulled her arm back. Caller stated that she fell, did not break anything, but wants to file a complaint.
Date and Time of travel.....May 29, 2015 at 5:30 am
Airport.....OAJ
2015 4:46:4 Airline.....Delta
Flight #.....5491
Phone #.....(b)(6)
Email add.....(b)(6)
Address....(b)(6)
Mount Olive, North Carolina 28365

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

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

2015 5:19:4 Complaint: My wife is pregnant and did not want to go through the metal detector and she found a lot if resistance from a blond female TSA agent. When she refused to do it and asked for a pat down instead, the agent became aggressive, clearly upset, and did a very rough pat down inspection.

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

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/13/2015 3:35:43 PM Airport : DEN - Denver International Date/Time of Travel : 06/13/2015 Airline & Flight Number : AA1184 Checkpoint/Area of Airport : A Bridge Security Checkpoint TSA Employee: (If Known) :
Comment : I went through the precheck line and quickly went to have my luggage screened and walk through the metal detector. The catch is that they don't tell you that you have to show your boarding pass to be allowed through the precheck process. So, my phone, along with my mobile boarding pass was on the belt scanner so I couldn't show it to the person at the body scanner (they wouldn't let me carry my phone through the metal detector anyway, so I'm really not sure how this process is supposed to work). They were going to make me take off shoes, and go through the regular line of I couldn't show them. I pointed out my purse on the belt scanner and explained, asking if I could pull out my phone to show them. After unsuccessfully trying to explain what pocket my phone was in to the guy working the luggage scanner, he eventually handed the bag to another attendant who finally allowed me to pull it out myself. I guess in the future I'll have to carry a paper boarding pass, if I'm going through the A Bridge security? Seems like a waste of paper.
2015 5:19:5
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

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

2016 1:13:1

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

I am currently at the Charlotte airport and was unable to walk through the disabled line as a leg amputee. I was directed through the lengthy line after explaining that I am in extreme pain walking due to a ruptured blister on my residual limb. I was forced to stand on it for approximately 15 minutes before walking through a metal detector, and then the body scanner. After that, I was forced to stand around for between 5 to 10 minutes until someone would swab me. This is unacceptable and I intend to contact my congressman as a wounded warrior who is continually discriminated against at airports.

2015 8:47:0

Regards,

(b)(6)

Sent from my iPhone

I experienced an unfortunate event with TSA personnel on June 14, 2015 at approximately 4pm at Houston's Bush International (IAH) Airport Terminal B. I am TSA-PreCheck and as such am, for all intents and purposes, not subjugated to removing my shoes, belt, toiletries, etc. However today, I was not only made to remove my shoes, belt, and jewelry, but also made to go thru the metal detector multiple times. I would not have a problem with this if it was fair treatment for all TSA Pre Check persons. On this particular day, it was not. Right after I was made to jump thru so many hoops by a female TSA agent a young Caucasian boy and his father, who both set off the metal detector, were not made to remove their shoes, belts, cell phones, or anything. I watched, while redressing, as these two persons were treated with respect and dignity while I was made to basically disrobe. I was very vocal in my disappointment and frustration and was only met with indifference by every TSA Agent in the vicinity.

I paid good, hard earned money, subjected myself to Federal scrutiny to avoid incidents such as this. I am not calling out blatant racism but I can't help but think that had I been of fairer skin, I would not have been made to take off my shoes, my belt or my fit bit or made to feel that because of those actions I should subsequently take off all jewelry to avoid further conflict. Sadly, I was. I felt that if I didn't remove everything short of my actual clothing, I would somehow be forced to an uncomfortable search. It was so bizarre that I even made a joke about having to remove my bra because of the metal wires.

!015 10:24:

I would not have had any issues with doing any of the above had it not been for the young boy and his father who followed me. Had I not witnessed them setting off the metal detector and not being forced to remove their shoes, belts, cell phones, hats, etc... I would have been completely fine. However, I watched as I had to put on my necklace, bracelets, belt, fit bit, and shoes, while the TSA agent discussed with another and then let them pass with no further investigation, they didn't have to go thru the detector multiple times like I did, they didn't have to remove their shoes, the father wasn't asked to remove his belt or anything. Instead they were let thru with no issues.

I found this extremely troubling, as I was still dressed in my CHURCH attire, I was pleasant and didn't cause a scene. I was basically a model traveler and I was made to feel as if I had done something wrong when I didn't. It was so obvious that a fellow traveler joked with me about how I had to remove everything and basically disrobe in order to be given clearance.

In such tense times where racism is seen in so many arenas in such a blatant fashion, I am severely disappointed in the female TSA officer and her conduct. I did not cause a scene, I did not raise my voice, I complied with every command she gave in order to make my flight for work, because I feared that if I had voiced my true opinions and feelings I would have been further accosted and worse case, arrested and used as an example.

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

We then spent about 30-45 minutes waiting in line again after collecting and dropping off our checked bags in order to go through another security checkpoint. By this time, other inbound flights were building up a long line of people. The temperature in the waiting area was oppressive (it was 90F outside, but the HVAC system did not appear to be able to cope with the number of people waiting.
There were only 2 body scanners operational, even though other walk-through scanners were available, and it was taking a long time to get people through. I understand that this security screening is a necessary part of aviation safety.
!015 10:25: However, when I eventually got to the front of the line (carrying my 16-month old), we were directed to one of the walk through metal detectors. I then had to have a hand screening, and for some reason the machine registered a positive test. So it was then on with a bag search and a body pat down which took about another 15 minutes to complete. During this time my son was becoming increasingly anxious and distressed.
Although the TSA staff were only doing their job and acted very professionally, this sort of invasive screening seems excessive. If it is deemed necessary to check the hands of someone carrying a young child through security for residues of explosives or other chemicals, then why not at least do a second test with the analyzer before implementing further checks?
And please do something about the HVAC system at Dulles airport in the TSA areas.

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

Yours sincerely,

(b)(6)

TSA PreCheck Disqualification No. (b)(6)

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at MIA on July 21, 2014.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some significant period of suspension is absolutely warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 1/2 years. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

The Respondent (R) is a 29 year old male, who is employed as a Production Manager for Verizon.

R has a carry permit. R and his wife enjoy going to Disney World and Epcot Center on a regular basis. Florida residents get a discount on admission packages. He goes with his wife, his parents, and his sister and brother in law. They drive up on Friday nights and drive home on Sunday evenings. Being that they are on the road when it is dark, he wanted to carry a firearm for protection of his family. He got his carry permit in 2008. When he travels with his firearm, he puts it in his backpack/briefcase, with this computer which he always carries.

!015 12:27:

This incident took place on a Monday morning. R was supposed to catch a 7:30 a.m. flight. He came home late from Disney World that Sunday night and put his backpack/briefcase with his computer inside by his front door to take with him when he left in the morning. He forgot to take his firearm out.

R left his home between 5:30 and 6 a.m. to get to the airport in time to go through security and catch his plane.

R was flying to DC for a meeting with a potential vendor for his employer, Verizon. R was flying up for the meeting and then turning around to come home the same day.

R put his bag on the x-ray belt and after he went through the WTMD, he saw that the x-ray belt had stopped. R thought there was a problem with a bag belonging to the man before him or the man after. After a few minutes, a PO showed up at the checkpoint and looked at the monitor. At that point, R realized he had left his gun in his bag. The PO pulled R's bag out of the x-ray machine and asked whose bag it was. R said it was his. The PO asked if he knew why we pulled your bag? R responded - Yes, I do. I just realized why you pulled my bag. A second PO then showed up and R was taken to the side and questioned by one PO while the other pulled his gun out of the bag and unloaded it.

R explained what happened and why. He showed the PO his DL, his carry permit and his boarding pass. 5 or 6 more cops showed up and R was taken to a room at the police substation at the MIA airport, where he was continued to be questioned. R was very afraid he was going to be immediately jailed. He never was in trouble before. He was told they would run his DL, check the validity of his permit, and do a check on the gun. R was in custody in the room for about an hour when he was told everything came back clean. R was given some paperwork and told he would receive a summons in the mail.

For your review and action as deemed appropriate (b)(6) applied to the Redress program on 05/24/2015. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank you for your time and assistance.

Sincerely,

DHS TRIP

:015 12:29:

Traveler Information:

Name: (b)(6)

Address: (b)(6) Elk Grove, CA 95624

Email Address: (b)(6)

Phone Number: (b)(6)

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

2015 1:37:(

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

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

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2015 1:37:(

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

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

Caller wishes to file a complaint in regards to her screening experience yesterday at PIT at approximately 12:30PM. She was flying PIT-TPA yesterday aboard Southwest Airlines #608 which departed at 1:50PM. Caller was in a wheelchair and had a wheelchair attendant. Upon entering the checkpoint she informed the officers she could stand and walk and the officers directed her to the WTMD. After the metal detector, her hands were subjected to ETD sampling. The female officer asked her if she

2015 2:28:(

had on lotion or sanitizer and she informed them she was wearing sanitizer. The test come back positive and she was led to what she stated appeared to be a storage closet and received a full body pat-down along with a hand inspection of her carry-on luggage. Caller states she was humiliated by her experience.

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2015 2:28:(

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Feedback Type: Complaint
State: Florida
Airport: FLORIDA - MCO - Orlando International
Date of Travel: 06/16/2015
Time of Travel: 8:45 am
Airline & Flight Number:
Checkpoint / Area of Airport: B
TSA Employee:
==Complaints==
Complaint Feedback:
- Screening
- TSA Pre?™

Complaint:
Went through metal detector, in ore heck line, was told I
:015 11:10: "randomly" alarmed. I was sent to scanner and had to face away
from my belongings on the belt. All the while the voice
announcements tell you to keep your belongings in sight.

Also, will the TSA ever provide response to the court-ordered
comment period on AIT? How many years has it been? Is TSA above
both the laws and the courts?

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

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/24428

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Work Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Knightdale
State: North Carolina
Zip Code (Post Code): 27545
Other:
!015 11:10: Email: (b)(6)

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

The caller is calling to report an incident that happened with a TSO officer at the Oakland International Airport. He states that he has already filed a complaint with the White House and will also be notifying his brother, who is a Sacramento police officer with a gold shield. When he went through the screening checkpoint he had 3 jars of jam in his carry on bag that was not in a plastic zip top 3-1-1 bag. The bag went through the x-ray machine and the TSO pointed at the machine and yelled, What is that? By doing this he alerted other TSO s in the area who came running over. The TSO pulled the bag off to the side and yelled at the caller, Stay there don t move! . They took his carry on bag and ripped open and tossed his belongings out and found the 3 jars of jam. The TSO came over to the caller and told him that he cannot have these items in his carry on bag, he would either need to throw them out or check the bag. The TSO threw his belongings back in his carry- on and told him to go back to the Southwest ticket counter and check the bag. A different TSO escorted him to the ticket counter and told him when he was finished he would need to come back through the checkpoint at a different entrance. When the caller came back and attempted to go through the entrance the other TSO had directed him to, the original TSO started yelling at him and told him that no one could enter here and he would have to go back through the line and be rescreened. When he got back through the line the walk through metal detector that he had went through was closed and they directed him to the AIT machine. The caller told the TSO that he did not want to go through the AIT because of the radiation. The TSO pulled him over to the side again and started yelling, telling him to not move. The TSO came back a few minutes later and told the caller that he would have to have a patdown. The caller told the TSO that he was not going to touch him, he wanted someone else to do it. The second TSO came over and asked why he was being screened again and agreed to perform the patdown. When the caller was cleared the original TSO yelled at him, telling him to get his coat and leave. The caller went over to the TSO counter to ask for the TSO s name and badge number. The TSO manager told him that they do not have badge numbers and gave him a hard time about giving him the TSO s name. The TSO manager asked the caller to explain to him what happened, the caller said
!015 12:57: a few cuss words to the TSO manager and the manager told him that if he had treated his employees that way that he understood why they treated him the way the caller was saying that they did. He finally got the manager to write down a name on a piece of paper.

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

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

015 10:19: (b)(6)

Bristol VA 24202

Sent from my Verizon Wireless 4G LTE smartphone

015 12:20: I am a recent/new TSA-Pre participant. I am an infrequent flier, 2 round trips/year. My most recent trip, HPN-RSW, was the second time as a Pre participant. The Pre line at Westchester was fast and pleasant. The Pre line in Fort Myers was not in use do to low passenger volume. In the regular line they issued me a blue card and indicated to leave my shoes on but made me go through the x-ray, take my belt off, rub my hands, pat me down. I understand not running the Pre line and having to remove my computer from my carry-on but why not treat me as a Pre customer since I've been identified as such with the blue card? Put me through the metal detector and be done with me.

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SFO - San Francisco International
Date of Travel: 06/15/2015
Time of Travel: 10:45 am
Airline & Flight Number: UA 1950
Checkpoint / Area of Airport: United Premier TSA Pre-Check Security checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Missing or Damaged Items
- Professionalism/Customer Service

Complaint:

2015 4:21:4 After placing my bags on the conveyor belt at pre-check security for United Premier members I requested hand-check for my insulin pump (as I always do). The TSA agent asked for me to put it in a small bin and place it on top of the xray machine. Usually I hand it straight over to a TSA agent and it is tested right away. She shouted to no one in particular that a hand-check was requested. I walked through the metal detector and waited on the other side, meanwhile no one had addressed my pump that was sitting out. Although I kept my eye on it, I briefly looked away to put my ID away, and looking back up I saw a TSA agent grabbing my pump and putting it on the conveyor belt. I ran up trying to get the attention of any agent but no one was paying attention to me. The pump went through the x-ray machine and on the other side was flipped out of the bin and crushed by suitcases and strollers of the following passengers. No one ever addressed the need to be hand-checked, apologized for what had happened, or acknowledged my frustration.

This is a $7,000 device with complicated mechanisms that can

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/18/2015 3:15:49 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 06/17/2015 9:30 AM Airline & Flight Number : US 693 Checkpoint/Area of Airport : To Gate 15 TSA Employee: (If Known) :
2015 9:10:5 Comment : Front TSA lady said i didn't have to take-off belt but i did because it beeped the metal detector.
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
State: New York
Airport: NEW YORK - JFK - John F. Kennedy International
Date of Travel: 06/04/2015
Time of Travel: 1:15 pm
Airline & Flight Number: Delta 257
Checkpoint / Area of Airport: Terminal 4, Checkpoint 2 (security check after incoming international flight) TSA Employee: (b)(6) (last name unknown)
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: On Thursday June 4, 2015 around 1300-1330 I was passing through JFK's terminal four checkpoint two, after returning from an international flight and switching terminals to connect to my following domestic connection. At this checkpoint there was a TSA officer who was at the forefront that was giving instructions. This officer, who some other TSA staff members told me was named (b)(6) (though they weren't 100% sure), made several unprofessional, demeaning, and belittling comments to everyone in line. This officer not only acted unprofessionally he actually detracted from making us more secure and on time. I understand that the job is stressful and repetitive, especially when repeating fairly standard instructions such as removing shoes and not needing to place small backpacks in bins before sending them through the metal detector. However, (b)(6) took things a step further. At one point he picked up a passenger's bin, held it over his head, and loudly stated to the crowd in line something to the effect of 'this is what you would do if you weren't listening to me, don't do this.' He made several other statements to the effect that, 'he wished not having common sense was a crime so he could place half the line in jail,' and questioning 'what is so hard about this.' In another instance, after several instances of people not

2015 6:11:2

To whom it may concern:

I recently traveled through Moline airport and saw that there seemed to be a dedicated TSA Precheck lane. Unfortunately, it was closed, and while I did experience somewhat expedited screening (metal detector & lightweight jacket + shoes may remain on), I did not experience all benefits a full precheck lane may offer (e.g. keep one laptop in bag, keep liquids in bag).

2015 8:14:4

What is the criteria for the operation of the Precheck lane @ MLI (e.g. hours)? I asked the TSO checking ID and he said it was only open in the morning for "metrics". There also seemed to be ample staff on lane to manage keeping the dedicated PreCheck lane open, since there was already one TSO at the metal detector, and the only (obvious) additional requirement for the Precheck lane would have been to have a TSO operating the baggage scanner for the Precheck lane.

(b)(6)

First let me start by saying that I fully understand that if one of your machines is indicating an explosive device then it is your employees job to handle said device with caution and protocol. I also am fully aware that it is also standard for a passenger that is carrying an explosive device to tell your employees that the machine is lying and that it is just a laptop. But Sunday when I was leaving Grand Junction CO with my toddler I was withheld for close to 40 minutes while they were checking my laptop because it tested positive for radioactive substances.

I am a very hardworking single mother and I was in Grand Junction visiling my father who is of ailing health and got to the airport an hour and a half before my flight was leaving. It was an emotional good bye because it was two and a half years since I had seen my Colorado family previously. Once I entered the airport and began going through security the first TSA employee struck up a conversation with my daughter offering her a sticker for being an "extra special passenger with a magical ticket" that day and I thought wow when was the last time I got any human experience from going through Security. Well that obviously was not my entire experience so I guess I shouldn't of counted my chickens before they hatched.

First there was only one line going for the metal detector and x-ray belt, I understand that Grand Junction is a small airport but when you are going to flag six bags before my tray I think that is a bit of a unnecessary backup. Once putting all of my belongings on the belt and making sure everything was packed to your standards, I left my laptop and cell phone in a separate tray and proceeded through the metal detector with my child. Once through the metal detector, I had to wait because there was a change in the personnel manning the machine and computer. I noticed there were a lot of people waiting at the end of the conveyor belt but thought maybe that was due to the shift change and the belt needed to just be started back up. Oh boy was I wrong.

2015 8:29:1

There were six big roll on suitcases being lined up to be additionally tested and of course my tray with my lap top and phone. I hurriedly got the rest of my belongings and stacked the trays politely as I waited. One by one the employees tested each large carry on suitcase with cloths and devices. Retesting the majority of them one by one while I waited. By this time it is 1045 am and I begin to worry because my flight is supposed to leave at 1115am. I wait another ten minutes and finally they get to my tray. I guess because it is an electronic device it requires special handling.

The TSA employee begins to wipe it and place it on a machine and put the cloth in a device and then repeats the process a few times. I explain that it is just my laptop and it is not an explosive device and she tells me, "Ma'am that's what they all say. We just have to do our job and make sure." Come to find out the machine she is using is malfunctioning and she has to go over to the closed security lane and use the device over there.

By the time I get my belongings back and get to my gate the Allegiant flight attendant (b)(6) says that they have already turned in their paperwork and we are unable to board the plane and there is nothing that they can do. Even though I was stuck in security there was nothing they were willing to do. It was 11:03am and the flight was supposed to leave at 11:15am.

My daughter is asking me why we aren't going on the airplane and begins crying because I can't explain to her why. I have strangers walking up to my daughter asking her why she's crying and to top everything off my parents have already left to go home 45 minutes prior. I was stuck in the Grand Junction Airport with no flight home and no options for another flight due to the incompetency of the machine in the security line.

Good afternoon,

I'm emailing to provide feedback about my experience today flying out of MSY through security at concourse C. I've intended to give feedback numerous times and wish I would've, before giving negative feedback because almost every experience with TSA, particularly TSA Precheck at this airport has been a pleasant one until today.

For a traveler, the whole benefit of TSA Precheck is to expedite security. This purpose is defeated and I feel safety can be compromised, when the TSA Precheck and other lines merge as they did today. The officers were not checking, and only asking some passengers if they were Precheck as they went through the metal detector. This was more upsetting when I watched Officer (b)(6) let people through then single me out by being rude to me without reason. I was in line waiting when Officer (b)(6) snapped at the line that the only people who should take off their shoes are Precheck (this contradicts the sign posted stating passengers under 12 or over 75 can take of their shoes). So the confused older lady in front of me starts to take of her shoes. So I made eye contact with Officer (b)(6) and ask if I can proceed (the Officer who checked my id directed me to state that I'm Precheck when I approach the scanner). Officer (b)(6) nods at me with an attitude then as I'm already in the medal detector she asks if my stuff in through the xray machine, and asks 'where's your stuff' rudely before I could answer. As I step out she loudly scolds me in front of everyone that I can't leave my things or go through until my items are in the xray, I'm supposed to push them in. I turn around and see that the older woman's things are there as she's confused trying to figure out where to go. So instead of helping this confused, elderly woman follow security procedures, Officer (b)(6) found it
2015 8:14:3 a better use of her time to berate me publicly. Then one I push the elderly woman's things through, then my things, I proceed to the metal detector and Office (b)(6) snaps 'let me see your ticket' after I'm through. Which is fine, she's doing her job, but she did not check anyone elses ticket the entire time I was in line.

I understand the important job TSA has, and that security not customer service should be a priority, however I am upset to watch Officer (b)(6) perform he job substandard then single me out of a line of people to publicly embarrass me by scolding and barking at me. Her need to be rude and single me out took away from her job of ensuring airport safety, so much so I felt it was important enough to share my feedback.

Thank you for your time, I sincerely appreciate you listening to my bad experience with your employee.

Sent via the Samsung GALAXY S® 5, an AT&T 4G LTE smartphone

To Whom It May Concern,

My son was scheduled to board an International flight out of Kansas City and missed his flight due to being caught up during a security check. He verbalized his name was being called from the gate and there did not seem to be any concern from the officers to speed up the process. He was picked out of a group, allowing 5 other people to board before him without the extra security check. Because of this missed flight, it cost our family an extra $2000 to purchase another ticket (more than the original ticket) and his arrival time allows him very little time to meet up with his group. This extra money spent could prolong him from graduating in December, as planned, due to the extra expense causing hardship for our family. He is a student at our local University and was traveling to study abroad. He missed boarding by 5 minutes and stood and watched the plan remain unmoved for 5 more minutes. The insurance for the tickets will not cover car issues on the way to the airport causing him to arrive later than planned. In my mind, these were circumstances beyond our control.

First of all, what are your policies for picking travelers for extra security checks? I do believe he was profiled based on what he was wearing and his overall appearance. A young man, tank top and cargo shorts carrying a backpack, dark hair and facial hair, dark eyes with an ethnic look. His grandmother is from Korea, however, he is often mistaken for being Hispanic. His backpack was disassembled questioning every item which included a laptop, headphones and a music plug without any regard to helping him put the items as they found it, being padded down repeatedly, prolonging him to get to his gate. He had already gone through metal detectors and his bag through x-ray. What is considered enough? What is your policy for causing a traveler to miss their flight? Do TSA agents not have any obligation to assist the traveler to arrive at the gate on time when he/she has verbalized repeatedly they are going to miss their flight? Is there not any sensitivity to hard earned money and how it may affect a family for delays caused by security? It seems there is sensitivity to everything else and find it quite interesting when there isn't to this type of matter. Tensions are already high in this country based on race, religion and sexual orientation, now we have to be concerned about how we are viewed at an airport and if we might be pulled out of line for extra security? How many criminals and terrorist being caught by the repeated measures?

2015 9:13:2

I cannot express the disappointment, frustration and heartache over this matter. I have left a message for the TSA manager at MCI and will be posing the same questions. I feel TSA is partially responsible for the $2000 spent for transferring tickets and for how my son was treated as an American citizen, a student and a human being.

Sincerely,
(b)(6)

Sent from Windows Mail

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/20/2015 10:57:30 AM Airport : DEN - Denver International Date/Time of Travel : 06/19/2015 11:00 AM Airline & Flight Number : Delta 98 Checkpoint/Area of Airport :
Terminal TSA Employee: (If Known) : ?
Comment : I have an artificial hip, and the TSA Pre line only had a metal detector. I asked to be escorted to a body scanner so I wouldn't need a pat down, but the TSA agent said there was no one available to escort me so I'd have to wait for a person to pat me down. He made me wait ten minutes before he himself gave me the pat down, and I almost missed my flight. 1. Please put body scanners in the TSA Pre lines. 2. If not, provide escorts to nearby body scanners.
'015 11:05:
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

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: 06/20/2015
Time of Travel: 6:00 am
Airline & Flight Number: DL2065
Checkpoint / Area of Airport: Security into terminal A TSA Employee: Wouldn't state
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- TSA Pre?™

2015 6:07:5 Complaint: I was told by the initial TSA officer to use the TSA Precheck lane since I was travelling in a military uniform. When I arrived at the metal detectors, the second agent became upset when she saw my ticket was not stamped TSA Precheck. She made it a point to cause a scene (I assume to embarrass me) in front of other passengers by telling me I had no business in this line. I explained to her I was told by a previous agent to go in the TSA precheck lane, and she told me to get in the other line. She refused to tell me her name during the first couple of times, and after I was in the other lane she finally turned around and did so. (She was a black female with a first name starting with "C".) I didn't care what line I was in, but it is completely inappropriate for TSA for handle themselves in an unprofessional manner when I was simply doing as they instructed. Even once I explained this to the supervisor as I was going through the detectors, another TSA agent approached me when I was putting my laptop back into my bag and told me I had no business being in the TSA precheck lane if it was not stamped on my ticket. TSA needs to be consistent and not blame passengers by causing a scene when the passenger is simply complying with TSA's

Caller went through the Orlando International Airport yesterday. Caller is an 18 year US Military Veteran. When the caller walked up to checkpoint the TSO s face changed when she seen the passenger. Caller stated it was a noticeable change in her appearance that made him feel uncomfortable. She was using two different screening machines. When she seen the caller she stopped using the WTMD, and only used the AIT. Caller stated that because she stopped using the WTMD the line backed up. Then after he went through he wanted to see what she would do. After he was through she started using the WTMD again to get the line caught up. He felt like she profiled him. Caller talked to the supervisor and was informed to file a complaint with the TCC.

2015 9:01:4 Date: 6-20-15
Time: 2:30pm
Airline: Southwest
Gate Terminal: Lane 3 east checkpoint.
TSO involved: ID number (b)(6) Last name (b)(6)

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - TPA - Tampa International
Date of Travel: 06/21/2015
Time of Travel: 4:30 pm
Airline & Flight Number: Southwest 510
Checkpoint / Area of Airport: Security
TSA Employee:
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: I was opting out of the metal detector and body
scanner because i'm pregnant and flying a lot. While i waited 10
minutes for my pat down, the TSA agent at the machine ridiculed
my constantly about how ridiculous my decision was and how stupid
2015 6:04:0 my concerns were. I do not believe TSA agents have medical
degrees. I have a right to request a pat down and he should mind
his own business. I have never been treated with so much
disrespect. I wasnt hurting anyone or doing anything wrong.
Unfortunately, i couldn't see his badge. Please train your people
better.

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 6/21/2015 6:45:41 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/21/2015 Airline & Flight Number :
Checkpoint/Area of Airport : D
TSA Employee: (If Known) :
Comment : TSA precheck is always closed in BWI. Pre-check passengers have to go in line with all passengers. Upon ID check, the agent will mention to show boarding pass to the agent at scanner to keep shoes on and laptop and 3-1-1 bags inside.
2015 7:04:5 Usually there is no problem with the passing through metal detector. The agent scanning the bags need to somehow know that its a pre-check bag. My bag was held because the laptop was inside. When I told I was pre-check, they said that the line was closed. This contradicted what the officer who checked ID said. The resolution of such issues at the earliest is greatly appreciated.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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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)

Are you 18 or over? No
:015 10:28: 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
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: 06/21/2015
Time of Travel: 9:00 pm
Airline & Flight Number:
Checkpoint / Area of Airport: checkpoint TSA Employee:
==Complaints==
Complaint Feedback:
- Permitted Items
- Professionalism/Customer Service

2015 8:46:4

Complaint: My wife, daughter, and I were travelling through atlanta to dallas love field yesterday. My daughter, age 19 months, was in a stroller pushed by my wife and was drinking from a sippy cup. I was told we couldn't take any liquids through security which is not correct according to your website for children. Furthermore, my wife had her hands swabbed for explosives because she was carrying my daughter on her hip through a metal detector. Only the mothers with children were stopped to have their hands swabbed for explosives and my daughter was left unsupervised for a period of time while this was going on. The TSA workers were rude about the stroller going through the xray machine where as those in wheelchairs did not have this same level of scrutiny.

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

The results of this submission may be viewed at:
http://www.tsa.gov/node/2289/submission/25054

'015 10:04:

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

Sent from my iPad

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SNA - Orange County John Wayne
Date of Travel: 06/22/2015
Time of Travel: 6:30 pm
Airline & Flight Number: UA6432
Checkpoint / Area of Airport: Security line nearest to United checkin counter, terminal 3.
TSA Employee: Black male agent, approximately 6' tall

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

!015 10:04:

An irate male agent used threatening gestures and language at me. Please investigate this incident, as I am concerned he has anger management issues and may have threatened other customers.

I was traveling with a service animal, which I carried through the metal detector. I was selected for residue testing and asked to step aside.

The hostile male agent interacted with me in an unprofessional and raised voice from the very beginning.

Since I was carrying a dog, it was difficult to show him my hands for dusting. As I struggled, I faltered slightly. At this point, the agent threatened me by making a fist, raising his voice and saying something like "don't you dare put that F-ing dog on the ground." I was terrified and worried for my safety.

I continued to struggle giving him my fingers for dusting. The

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/23/2015
Time of Travel: 7:50 am
Airline & Flight Number: United UA1759
Checkpoint / Area of Airport: E8
TSA Employee: All employees in check point
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint: I have never had a problem with TSA. I have actually found TSA to be an easy and enjoyable experiences. But this event was not enjoyable at all. The agents taking tickets were yelling with anger at customers before they had fully arrived at the counter. Then the agents at the machines couldn't figure out how to get the machines to work causing a backup on both lines. No direction was given and there were minimal English speaking passengers in the line. All direction were given in an angry, disrespectful tone and all the passengers were looking for was some patient verbal direction. Then when passengers including myself were waiting to go through the screening they did not communicate about stepping up to the proper machine (since there is the old metal detector machine and the X-ray) which caused a line and then the agent yelled at us. When I went through the machine the agent then asked me to step out and another agent stood in my way to get my belongings. They never communicated why I couldn't go through. After attempting to go around her multiple time, she then aggressively said "There is a reason I'm standing in front of you." As a passenger, how am I supposed to know there is a problem if the agent doesn't inform me? This experience and terrible customer service has ruined TSA image for me. I

!015 10:14:

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/23/2015 10:39:46 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/23/2015 10:00 AM Airline & Flight Number : delta 4087 Checkpoint/Area of Airport : D Concourse security TSA Employee: (If Known) :
Comment : There was not a TSA Pre check lane open. TSA agents did not inform us that if we were pre check we did not have to go thru the normal security procedures. They waited until we stood in front of the metal detector/body scanner with our shoes and belts off and laptop out of the bag. The agent then said if we had shown them out boarding pass we wouldn't have to do this, but our boarding passes were on our phones and going thru the belt. This was a very unorganized TSA checkpoint in my opinion and didn't utilize the pre check system effectively.

!015 12:16:

Would you like a response? : True
Passenger's Name (b)(6)
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)
To (b)(6)
Subject: We Have a Problem
Date: Tue, 23 Jun 2015 12:45:48 -0600

Hello,

My name is (b)(6) and I'm writing to express concern over my family's experience with DIA this morning. My wife (b)(6) was going to take my 2 daughters (b)(6) and (b)(6) ages 2 yrs and 6 weeks) to Cleveland with a connecting flight in Nashville at 5:45am. We got there at 5am knowing we would need to rush through. The first problem was the lady at the check-in counter did not know how to multi-task and sat on hold on the phone for some other customer and wouldn't even look at us to help us. We just needed our bags weighed. Luckily another lady at the Southwest desk saw this and after about 5 minutes came over and helped us on our way and even helped me with a gate pass to help with the girls. We
2015 4:34:5 got to the security line which moved quick enough, but this is where it really breaks down. The TSA employees stood and watched us as we struggled to handle two small children, a carseat/stroller, a backpack, purse, plus all of the normal things that have to be removed to go through a TSA checkpoint. They also where impatient with us and pushed our bags down the track rather abruptly. Now, my daughter has a prosthetic leg and it sometimes can be difficult to get around. The TSA agent made her go through the medal detector TWICE! After the second time she made this two year old go through, with the metal detector never having gone off, she STILL pulled us aside so that they could "just check" her prosthetic. Might I ask, what where they checking her prosthetic for? Do they think we stuffed a knife in our two year old's leg that can get through a metal detector? This wasted so much of our time that by the time we RAN to our gate (literally we were both sweating) we were denied access to the plane. We were 3 minutes late.

We spent the next 5 hours waiting to catch a stand-by flight. After 2 failed attempts and being at the airport with these 2 girls for so long, a Southwest employee allowed us to transfer our tickets to tomorrow 6/24 at 10am to catch a flight. I was planning on taking my family in, helping them out, and getting to work early. Because of this, we lost over $100 in direct costs from missing work, tolls, parking pass, etc. Let alone the fact that that my wife now won't be able to see some of her family, because missing today means they wont' have enough time while she's out there.

We are just so upset with this whole situation that it broke both of us down. Let alone my 2 year old that we told can't go see grandma anymore today, or fly in an airplane, because there's no more room for us. She was devastated. I apologize for the sentiment in this but it has been a very difficult situation. I also have narcolepsy and getting up at 2:30am, having to deal with this, then still having to go to work has been absolutely terrible and almost dangerous on the drive home. However, I hope you can see from a more objective standpoint the poor service that was wrought at your airport and the direct consequences it has on peoples lives. I honestly don't expect anyone to really read this, but I hope someone is willing to help remedy this situation that could have been easily avoided by well trained, attentive, and polite employees.

Thank you

Mishandling RFI
REASON for the call: The caller stated that his mother by the name of (b)(6) flew from JAX to Dallas TX, the caller stated that AA gave her the wrong boarding pass and she was still able to get through security with it. The caller also stated that she had a pacemaker and requested the AIT instead of the WTMD of which the TSO granted but when she went through they continued to wand her which effected the calibration on her pacemaker and caused her heart rate to speed up, and wand her over her chest and made her pacemaker speed her heart up. The caller was not so concerned about the pacemaker but more of the fact how they would let her through with the wrong boarding pass.
Date Time: 6.22.15 5:20pm
Gate Terminal: N A
Airport: JAX
2015 5:42:(Airline: AA
Flight #: 386
Bag tag # (10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: No
Special Notes: None

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

2015 6:26:2

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

Feedback Type: Complaint
State: Wisconsin
Airport: WISCONSIN - RHI - Rhinelander-Oneida County
Date of Travel: 06/22/2015
Time of Travel: 7:30 am
Airline & Flight Number: delta 7414
Checkpoint / Area of Airport: there is only one TSA Employee:
==Complaints==
Complaint Feedback: Professionalism/Customer Service
Complaint:
The airport recently "upgraded" to having a TSA Preselect line.
When they announce the checkpoint is open, no one can really hear
what they are saying so everyone gets up and goes to the line,
only to learn that TSA will first screen ONLY the ones with the
Select status and all others have to wait until they are done.

2015 6:26:3

My understanding is that those folks don't have to remove shoes,
take laptops out of there bags and so forth. I usually am granted
this status but today was not. So, there we all stood waiting for
a good ten minutes while all those select people went into the
checkpoint. It was hot, many of us were frequent fliers and
priority members for Delta. Didn't matter. There we stood.
Airport was hot, we were sweating, yet there is a strap/stancion
that physically prevented us from entering the checkpoint...and
they announced several more times they were ONLY screening those
special folks, while we all stood there.

What would happen if they mixed us together? What if a Preselect
shows up late and wants to mix in with the regular people? Does
that passenger have to wait until everyone is screened so as not
to confuse your agents? Why does the second check of the boarding

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

2015 6:26:4

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? yes
Nationality? yes
Gender? no
Disability? no

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

Feedback Type: Complaint
State: Arizona
Airport: ARIZONA - PHX - Phoenix Sky Harbor International
Date of Travel: 06/23/2015
Time of Travel: 6:05 pm
Airline & Flight Number: U.S. Airways
Checkpoint / Area of Airport: Main security to A gates TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: Dina was rude to me during my screening process. I have TSA Precheck on my ticket. The supervisor who assisted me at initial check said to show my ticket to the agent to allow me through without removing belt and shoes. When I approached (b)(6) at the metal detector I showed her my pass as instructed. She didn't want to even look at the ticket and told me to remove my shoes and belt. I explained what the supervisor, (b)(6) had said about showing the boarding pass as they were out of some kind of slip. She said she didn't care and to remove my shoes and belt. She was so rude that other passengers took notice and made comments. Then another TSA Precheck passenger experienced the same rudeness. We both brought it to (b)(6) attention, who I should note was very polite and apologized. However, he's not the one show should apologize. I would like an apology from (b)(6) herself for her rudeness. It was uncalled for.

!015 10:02:

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

==Passenger Info==

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

REASON for the call: His 2 year old was asked to walk through the WTMD. When his daughter didn t know what to do, a male TSO began to yell, order her, and became hostile. She became upset and began to cry and clinging to his wife s legs. The TSO continued to order her through the WTMD. His wife walked her through the WTMD. He was afraid that the TSO would come over and shove her through screening.

The TSO was in his late 30s-40s, 6 feet tall, African American, and 200 pounds.

He was asked to remove his belt and shoes even through he had the PreCheck indication on his boarding pass.

He would like a written apology to his wife and daughter and that the TSO be reprimanded. He feels that retraining should be complete. He would like validation that how his daughter was treated is not procedure. He would like to be contacted. He asked when he should expect a response and if the TSO will know that it was he who complained. The caller would like to remain anonymous.

2015 9:41:3

He asked if he would be retaliated against or put on a list in regard to his complaint.

He asked when he would be contacted.

Date Time: 6 21 15 4:45pm
Gate Terminal: Gate 23
Airport: MCO
Airline: JetBlue
Flight #: 824

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

Thank you

(b)(6)

:015 12:12:

> From: tsatcc_do_not_reply@senture.com
> To: (b)(6)
> Date: Tue, 23 Jun 2015 19:57:33 -0400
> Subject: In Response to your inquiry.
>
> Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding concerns that you were delayed by security screening.
>
> TSA regrets any inconvenience you experienced as a result of security screening processes. One of TSA's priorities is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with airports and air carriers to determine changes in flight schedules and passenger volume so that we can provide the workforce, processes, and procedures to ensure high levels of security and customer service.
>
> TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (TSOs) are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient.
>
> Please keep in mind that passengers should allow the recommended standard 2 hour domestic and 3 hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel. We encourage you to contact your airline prior to travel.
Caller flew on Saturday from DAL. She was flying to her brothers funeral. She was wearing a bra with metal in it. She triggered an alarm going through the metal detector. One of the officers came over and insisted that she strip in front of people, and that she was going to do a patdown. She offered her a private screening. In the private room she was made to remove her bra and the officer patted down the bra. Caller would like to file a complaint.

Airline: Southwest
Airport: DAL
Flight Number: 2294
:015 12:39: Date and Time: June 20, coming through the checkpoint around 8AM, departure at 11:25 AM
Baggage Tag Number: NA
Description of Luggage (b)(6) was the name of the officer, she was very cocky, pushes her weight, an older woman; px was wearing a multicolored spring shirt, black Bermuda shorts
NOI: NA
Anything on NOI: NA
Location: she isn t sure
Email (b)(6)

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SAN - San Diego International
Date of Travel: 06/23/2015
Time of Travel: 10:00 am
Airline & Flight Number:
Checkpoint / Area of Airport: Terminal 2 TSA Employee: Unknown - Black Male, age 50 +/-, Claimed to be supervisor

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service
- Screening

Complaint:

2016 2:32:2

Yesterday I took my Niece to the Airport, I arrive at the airport approx. 90 minutes early and when I went to get boarding passes there was nearly no line at the Terminal 2 Security Check point.

I write this complaint as a Security Manager with over 10 Years' Experience (Including 2 Years' Experience Managing the Security at the Building where the San Diego TSA Dispatch & Hiring Center is located).
(This Part is not your fault, but a huge contributing factor)
I arrived at the Counter of United and did a Self-Check in for My 12 y/o Niece who was flying alone, I obtained her Boarding Pass, after this it took standing in 4 lines and nearly an hour to get a Pass to get me through Security, The Woman at the United Counter Issues me 1 Pass for me and my 13 y/o Daughter, I tell her that I need one for my Daughter and she said that since my daughter was a Minor that I did not need one - I explained that I thought I did and She Made a Note on the Pass that it was plus 1- 13 y/o old Child (I saved this), I asked her if she was sure and

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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? No
Are you represented by a third party or an attorney in this matter? No
2015 2:33:1 NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

To Whom it May Concern:

Very bad, horrible experience. Felt disrespected as well as violated. I feel TSA does what they want just because of how they are feeling at that moment! I was traveling though Miami airport at noon today with my family of 8 plus my 15 month old daughter, I went through the metal detector without the items that are protocol. I get to the other side of course I know that I will get extra screening because my 15 month old was traveling with me and required some drinking pediasure, it was requested by her doctor and as well as giving to her through her WIC to drink for when she doesn't want to eat which happens when I travel because it's not easy to have access to all the food she eats. I brought in my bag 4 bottles of pediasure (yes it sound a lot for a trip from Miami to Indianapolis,IN) BUT! The only reason I brought that much with me was because of the horrible delay(it was raining which no one has control of Mother Nature) we had on our way down to Miami from Indianapolis, we were scheduled to arrive at 5pm at Miami but didn't get there until 9:45pm AND I only took 2 bottles of pediasure and it was not enough! So by the end of the trip my daughter was crying her head off because she didn't want to snack on nothing, but wanted pediasure which I was out of. So for that reason this time around I brought 4 bottles instead. She was comparing my daughter's pediasure with guns & knifes. Verbatim; "do you bring knifes & guns though here then you don't bring this much milk & juice through here." I don't know what her issue was she need a break, was she having a bad day?! I don't care not my business but that doesn't give her any right to talk, and treat people like that! My theory is "respect is not given its earned!" I could careless, how old you are you are going to get what you are giving me. I could of easily cussed her out but; I'm better than that and I had my daughter as well as my family with me. She then proceed to ask me how many milks she drinks per hour (once again none of her business) but I politely answered. I even explained to her my past experience on my way down to Miami. She proceeded to call someone I guess some type of manager, to tell them that my daughter's juice in her bottle kept setting the alarm off and that it needed to be checked better. I told her that it was the same juice that's in the bottle that you have in your hand (Gerber strawberry/kiwi splasher). She then proceeded to tell me that I need to step to the side a get patted down IF
2015 8:37:4 I wanted to take my daughter's milk with me. So I did; I don't know what the protocol is but I believe she did it out of spite! She needs to work somewhere else where she is not dealing with people because obviously she doesn't know how to treat other people. Well she patted me down hit me like 4 times in my private area for whatever reason, she was forcefully hitting me in my privates. It was in Concourse D, older white lady with salt/pepper hair; I'm 5'-5" I would say she was maybe 5'-4" or 6" I can't even remember straight because I'm still livid. I had no time to waste because she made me waste the little bit of time I had to even complain on her. My parents, brothers and family believed that that patting (extra screening) was unnecessary. Then she started to talk nice to me after everything was said and done. I consented to the extra pat down because I had nothing to hide and needed my daughter's milk. Which to tell you how the truth, we did end up having a 2 and half hour delay. I don't know what you guys do in a situation like this but I believe she needs to be talked about her attitude towards people, we don't want to stop to deal with her just as much as she don't want to stop and deal with us. I think she was mad because I was telling her that if I packed it's because needed it. She kept telling me that I didn't need that much. She felt like I needed to keep my mouth shut and agree with her. But, that's not correct I needed I packed that much because I know what experience I had encountered before hand.

Regards,

(b)(6)

Sent from my iPhone

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SFO - San Francisco International
Date of Travel: 06/17/2015
Time of Travel: 6:00 am
Airline & Flight Number: American Airlines Flight Number 208 Checkpoint / Area of Airport: Terminal B, Gate 57 TSA Employee:
==Complaints==
Complaint Feedback:
- Screening
- TSA Pre?™
Complaint:
On 6/17/15, I was traveling with my wife (b)(6) from
San Francisco to Miami by American Airlines Flight # 208
departing at 7:00 AM (Our Record Locator (b)(6) . Both of us are
2016 8:39:0 old, infirm, past 75 years in age and disabled. We both had
requested wheelchairs. Both our Boarding Passes had Pre?TM
printed along with our names. I had a very bitter experience at
the Security Check at San Francisco Airport, before boarding the
aircraft.
I suffered distress due to the prolonged and unjustified Security
Check. I had informed the Security Officer before the screening
about metal implants in my mouth and both the knees. Still, the
Security Check lasted more than 30 minutes; it included
walk-through metal detector, an AIT check, and thereafter a
thorough patdown of whole body — including removal of belt and
patdown around my midriff and waist. In this process, I had to
wait for my turn with each of the four officers who performed the
checks one after the other. During the security check, I was
moved away from my first screening area for subsequent checks,
leaving my carryon bags and cellphone on the belt of the luggage
scanner. I was neither allowed to secure my baggage, nor was my
Caller said he went through TSA PreCheck screening line and he had some loose dollar bill and some $5 bills (about $20.00) in his carry on bag and now his cash is missing.
Since the only people who would have know the cash was in there would have been TSA because he was away from everyone else when he emptied his pocket and put it in the bag.
Caller said he would have reported this in person but does not have time to go back and is at the gate for his flight out.
He said send the form but he wanted this to not happen to someone else.

CSM RFI----Mishandling RFI

REASON for the call:
2015 9:38:0 Date Time: 6-25-15 he was at the checkpoint at 6:45 AM (he will be boarding soon to depart at 8:15 AM)
Gate Terminal: Does not know but it is the PreCheck line.
Airport: DEN
Airline: Southwest
Flight #: 805
Carry on Bag Description: A gray carry on Delsey brand about 18 inches long X maybe 14 soft side bag
Missing item description: Cash

He approached the AIT but the TSO had him to use the metal detectors instead and his bag went through on the conveyor near her.
The TSO was a Female and he is not positive but thinks she was Hispanic.

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/25/2015
Time of Travel: 7:05 am
Airline & Flight Number:
Checkpoint / Area of Airport: Checkpoint e1-e10 TSA Employee:
==Complaints==
Complaint Feedback:
- Other
- Professionalism/Customer Service
- TSA Pre?™
Complaint:
Upon arrival at the security checkpoint, I was told they offered
TSA pre check at the checkpoint I was at, walking through the
lane I was then told no, they do not, but I wouldn't need to
remove shoes and belt upon passing through. No information on
where pre check was in effect and functioning at this airport was
given when I inquired. Going through the checkpoint I was then
told to remove shoes, then upon going through again to remove my
belt and watch. The woman working the metal detector was
extremely rude, and in my opinion treated me in a derogatory way
due to my young appearance. She then continued to snicker as I
passed through her gate. I asked to speak to a supervisor, and
she said "won't do anything, good luck". It was a large,
overweight African American women who was working the terminal. I
asked for her name and did not receive it from her.

I went to the desk to ask for the supervisor to file a complaint,
and was given a blank generic TSA form. This is unacceptable for
a government agency in both their ways of acting in a

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

Nam (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Little Rock
Comments:Earlier today I asked to opt out of the scanner and to go through the metal detector and have a pat down. I am in the first trimester of pregnancy and my doctor has advised me to avoid these scanners as I typically fly twice a week for
2015 8:55:1 work.

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

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

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

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

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

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

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

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

!015 12:18:

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

==Passenger Info==

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

Feedback Type: Complaint
State: Wisconsin
Airport: WISCONSIN - MKE - General Mitchell International
Date of Travel:
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: Screening
Complaint:
It makes no sense. I'm a trusted traveler with TSA pre check and
Global Entry. I also have an artificial knee. I obviously will
trigger the metal detector. That causes a choice of either a pat
2015 2:23:4 down or trip through the back scatter machine. I travel a lot and
don't want to use the back scatter machine. Since I qualified for
only a metal detector and don't have to take off my shoes and
everything out of my pocket, why can't they just use a hand wand
to confirm I have no other metal on me other than my knee?
Today the pat down was much more comprehensive. I asked the
officer a bout it and he said a new policy was just released.
Since he could not feel my artificial knee with a wand he asked
me to go in the private room and take my pants down to confirm
the metal was inside me.
What a waste of his time and mine.
If I travel to Europe on the return flight is accepted by U.S.
Security. Time for this policy to be re-examined.

Would you like a response? Yes, I would like a response.
==Passenger Info==
REASON for the call; Caller went to Detroit Metro and was patted down on the legs because her knee implants alarmed the metal detector. She said they were very nice about it.
She thought if she went through the scanner she would not have to be patted down. The TSO told her she cannot use the AIT and made her stand and wait for a female to pat her down. She finally shows up and she tried to show her card. She said we do not take those. They made her throw her jam away and told her it is on the list of things not allowed. She asked how is she supposed to know this. She does not have a computer. They gave her the option of putting in her checked baggage but she did not have time to do. She was treated nasty by the TSO s.
She said she is never going to Colorado again. This has upset her very much.

2015 2:58:1 Date and Time:June 25th at about 9:30 am
Airport:Denver
Airline:Delta
Flight Number:DI98

She had an issue in Colorado Springs because they only have the metal detector. They were nasty to her and told her they do not accept these. This was two years ago. She has no flight information.

Disability Description: The caller has a defibrillator and cannot be screened by the WTMD.

Information Request: The caller requested help in setting up TSA Cares for an upcoming flight, but she did not have the flight information.

Incident Details: The caller flies often from BUR and LAX, and she always informs the TSO s about the defibrillator before the screening begins. However, instead of allowing her to go through the AIT, they force her to undergo screening by the WTMD. She does not feel discriminated against, but did believe that this was poor customer service.

Unfortunately, she did not have flight information for the recent trip from LAX.

2015 4:25:5 Flight Information:

Date and Time of Flight: June 24, 2015; 5:05 PM
Departure Airport: BUR
Gate: N A
Airline: Southwest Airlines
Flight Number: 292
Time of Incident: Around 4:00 PM

Dear Sir or Madam,

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

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

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

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

2015 6:15:4

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

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

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

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

(b)(6)

I have a concern that I experienced unprofessional conduct at security checkpoint C2 at the Newark airport on June 22, 2015 about 9pm. A female caucasian TSA agent, approx. 5ft tall, with frizzy/curly blond hair, parted down the middle and about chin length, ignored my notification of a medical condition and request to use the metal detector several people directly in front of me had just used. While being directed instead to the body scanner, I said I did not want to use it due to a medical condition, but would be able to go through the metal detector. She insisted I be given a pat down and made me wait while several people directly behind me were ushered through the metal detector. The woman right behind me even set off the metal detector repeatedly and yet was not detained for a pat down, with the same agent letting her back through the metal detector again and again and again.

My flight was boarding, but the agent said I had to "wait for someone to come." After several minutes waiting, watching others go through the metal detector, I objected that I would miss my flight, but the agent said I had to wait because "someone had been called."

When no one came, the agent finally pulled me past the line to the area where passengers retrieve their belongings. She asked if I had implanted devices or areas that are sensitive or painful to touch, which I told her I had, but she painfully poked me in the breast anyway where my mastectomy was and said "what's this?" She also said "can't you lift your arms higher?", which I had told her was one of the reasons I couldn't use the body scanner in the first place.

At no time did I raise my voice or fail to cooperate, but I did complain that I was was being treated insensitively. She said I was "making it worse" for myself and proceeded to purposely take longer.

2015 8:06:0 Several times she kept cautioning me not to touch my things, even though she was done with the pat down and done checking her gloves for chemicals.

I found her attitude and approach demeaning, bullying, insensitive and pointless. She was on a power trip and enjoyed pushing me (and others I saw her interact with) around. She has no business working for the TSA. She makes no one safer and breeds resentment by her inhumane and unprofessional actions.

I did miss the last flight out of Newark to MSP with no accommodations provided, but that TSA agent was the worst part of it, by far. Her misplaced enjoyment at the misery of people in her power was particularly disturbing and made me wonder what this nation is coming to, I think that agent should be dismissed. At very least please direct her towards some human relations education. If she could follow the example of other more empathetic agents, passengers would be less traumatized by the already stressful situation at Security points today.

--

(b)(6)

St. Paul, MN 55105

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: 06/27/2015
Time of Travel: 4:15 pm
Airline & Flight Number: Alaska 673y
Checkpoint / Area of Airport: Sky Bridge Checkpoint TSA Employee: unknown

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

2015 9:31:0 The pre-check x-ray lane was closed, so the ID station employee told me to get in a regular line and inform the other TSA employees that I am a pre-check traveler. The employee on the unsecured side of the x-ray told me to keep my laptops in their bags and proceed through the metal detector. The screener saw my computers in their bags through the x-ray monitor. I informed him that I am a pre-check traveller, then he called a third TSA employee to help, as he was unsure of what to do. The third employee told me that my computers and to be taken out and re-ran through the x-ray machine.

What is the point? I am a pre-check traveller so I do not have to deal with this. It seems to me that the TSA employees each have a different idea of what the operating procedures are. The agents were all friendly and curtious, but seemed to be lacking in procedural training.

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

:015 11:08: While I was forced to wait for a pat down I watched several other passengers - including a middle aged woman with her teenage daughter - be welcome through the metal detector. I am incredibly disappointed that I was not afforded the same rights and opportunity as this other woman and her child.

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

Feedback Type: Complaint
State: Oregon
Airport: OREGON - PDX - Portland International
Date of Travel: 06/28/2015
Time of Travel: 1:30 pm
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback: Civil Rights / Civil Liberties
Complaint:
My Girlfriend asked not to go through the body scanner. She
waited. There was a metal detector that several people went
through while she was waiting, men, women, and children, every
2015 8:34:(time after she asked to go through it. She asked the gate TSA
attendant when she could go through and every time, she was told
that she had to wait for a TSA agent to be present before she
could go through. Surely, this would be within reason, except
that she (on the outside of the gates), and me (on the inside of
the gates) stood there for at least 10 minutes, twiddling our
thumbs, on what would happen. Also, still within guidelines for
TSA or airline standards, we were at the airport within reasoning
right at about the 90 mark for domestic travel to get to the
airport. Th long line at PDX, combined with the indignant TSA
employee, the name we sadly didn't get), helped us to be there
barely within time.

I would like to ask:
1. Have female TSA agents available within a minute or so, so
they can pat down if at all necessary.
2. More compassionate TSA officers at the checkpoints. I chose to

TSA PreCheck Disqualification No. (b)(6)

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at
William Hobby Airport (HOU) on August 14, 2014.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some period of suspension is warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 1/2 years. These factors which I set forth below were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

The Respondent is a 56 year old male, who is recently retired from Sears Holding Company, where he was responsible for managing the inventory of all the goods on Sears home repair trucks. He had an office in his house and used to travel approximately 50% of his working time. 95% of his travel was by air from either Houston Hobby or Bush International Airport. He never took a firearm with him when he flew.

2015 9:21: (b)(6) has had a Texas Carry Permit for 5 to 6 years. One of the reasons he got it was a friend was accosted while driving on the road that (b)(6) drives on when he goes to Houston Hobby airport. (b)(6) got the carry permit for his trips to the airport and other long distance trips. On most of the airplane trips he made, (b)(6) would have to drive home in the dark through some rough neighborhoods around the airport. When he took the gun into his house, he would keep it in his night stand by his bed. There are no children in the house, so he has no need for a gun safe.

(b)(6) last trip before his retirement was to Ft. Worth to train his replacement. Rather than fly, he decided to drive. (b)(6) took his pistol and put it into a backpack that he had just bought to replace his worn out briefcase. Upon his return to (b)(6) he brought his backpack into the house, but forgot that he had put a firearm in it.

On the date in question, (b)(6) and his wife were flying to Denver to visit their daughter-in-law, and grandchildren. (b)(6) took a carry-on suitcase and his new backpack and completely forgot that he had previously put a firearm in it. He and his wife took no checked bags. (b)(6) put his carry-on and backpack on the x-ray belt and walked through the WTMD. He turned around and saw the x-ray belt had stopped. He just stood there waiting for it to start up again so he could get his bag. After a few minutes, a TSA supervisor appeared and started looking at the monitor. After a few more minutes, some Houston police officers came to the monitor and then (b)(6) finally realized he had left his gun in his back pack.

(b)(6) then became very anxious , expecting that he would be arrested and taken to jail. The belt started up and a police officer took the bag. (b)(6) told the police officer that he just remembered why they were searching his bag. The police officer allowed him to point out the compartment where the gun was. (b)(6) was taken to the nearby Houston Police Department podium, which is in a public area of the airport. His wife sat on a bench near the podium for the duration of the investigation. He was questioned extensively about why he had the gun and why he failed to leave it at home. (b)(6) showed the officer his Texas DL and carry permit. The police officer told him he was going to call the Harris County District Attorney's Office to see how they wanted to proceed. After the phone call, the police officer told (b)(6) that the DA's office said they would not be able to prove intent, so they weren't going to arrest him. The police officer asked him what he intended to do with his gun. (b)(6) said he would put it back in his car. The police officer unloaded the gun, putting the bullets in a pocket of the backpack and walked out of the terminal with (b)(6) The police officer then gave
The caller came in on Southwest Airlines yesterday. The caller stated that when she was going through the security checkpoint, she had to take her cellphone out of her purse, and the officer never gave it back. The caller would like a claim form mailed to her.

REASON for the call:
Date Time: 6 29 15 @ 6:15PM
015 10:26: Airport: Dallas Love Field
Airline: Southwest Airlines
Flight #: 366
Missing Damaged item description: The callers cellphone was in her purse when she went through the metal detector, the officer made her take it out of her purse, and then the officer never returned it back to her

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

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

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

2015 4:29:3 I have the right not to be humiliated or discriminated against because of my disability every time that I go through TSA. I have also paid for and been accepted as TSA Precheck, but the airport said that you blocked it from going on my boarding pass. This is not the first time this has happened. Why when United is one of the airlines that you say uses TSA Precheck and I am accepted into TSA Precheck, am I no able to use it? My KTN is (b)(6) Please explain to me why I have repeatedly not had the Precheck on my boarding pass and yet I have entered it in online when I purchase my tickets and everything says I am able to do Precheck until I arrive at the airport and they tell me otherwise but have no explanation.

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

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

REASON For The Call: He had two metal detectors in bulletproof cases that had TSA locks on them. His metal detectors were damaged with no damage to the case. He feels that they dropped and broke it during screening and this is the reason why an NOI was not present.

Date Time: 06 24 2015 @ 2:20 PM
Gate Terminal: AUA
015 12:14:4 Airport: MCO
Airline: Southwest
Flight #: 1631
Bag tag # (10digit) (b)(6)
Bag Description: A bulletproof case for metal detectors, assumes it was made out of fiber glass.
Missing Damaged item description: Metal Detectors

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/1/2015 2:32:10 PM
Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/01/2015 2:15 AM Airline & Flight Number : Delta 1824 Checkpoint/Area of Airport : D gate entrance TSA Employee: (If Known) :
Comment : Pre not open. Through regular line, Told to show boarding pass to screener to keep shoes on. Did so. Other screener waved me to mm wave machine. Told had to remove shoes. Went back to first screener to finally go through metal
015 4:24:0 detector. Very inefficient and frustrating. Wouldn't pay money for this kind of 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

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 33141

015 12:06:1

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? yes
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Baltimore\Washington International Thurgood Marshall Airport

Caller was on a flight from EIP to Atlanta and the flight was at 1:00pm. He had TSA Precheck and went through the line and when he went through the machine(AIT) and it beeped and it beeped again, then they put him through the WTMD. He said he told them there was stuff in his pockets and they told him to proceed through the WTMD anyway and then once the WTMD beeped they asked him if he had anything in his pockets and he told them yes and that s when they took his wallet out of his sight. He feels like it was inappropriate that they took his wallet out of his sight.

!015 1:39:5

Date Time: 06 28 15 1:00pm
Gate Terminal: Delta Gate 1A
Airport: ELP
Airline: Delta
Flight #: 2136

!015 6:29:0

My husband and I went through the TSA pre-check screening when it was first offered. We have flown 3 times in the last 2 months. At Salt Lake City and San Diego airports during the screening process the TSA agents have allowed non-prechecked passengers once screened, to enter and not remove shoes or screen luggage in the prechecked line and go through metal detectors! Why did we pay to go through the prechecked process? This looks like a security risk and considering the terrorist threat very dangerous! Please respond to this email and inform me where do I go to get this remedied!
Sent from my iPad

Caller s brother was boarding a flight from PHX, her brother put his Id in a bin and when he went through the WTMD it was gone. They want to know what they can do to travel.

!015 6:38:0

Date Time: 06 27 15 9:15am
Gate Terminal: C6
Airport: PHX
Airline: Southwest airlines
Flight #:18
Missing Damaged item description:

The caller, an 85 year old gentleman, was flying from FLL to CLT on 6-17-15. As he went through security at 12:00pm, the TSOs took him to a private room after he went through the WTMD. The caller claims that once there, the TSOs made him remove his pants, they pressed against and touched his genitals, and then pressed some kind of machine into his stomach. He was extremely outraged and wanted to make this situation known so that appropriate action could be taken. He stated that he would be taking his complaints to the local TV news station. He did not get any names or badge numbers of the TSOs.

!015 9:05:4 Date-Time: 6-17-15 12:00pm - 12:59pm
Gate-Terminal: Not Provided
Airport: FLL
Airline: US Airways
Flight #: 1962

Caller travelled from Chicago O Hare, and no one reviewing the carry on bags. They were all allowed through with no screening.

CSS McCoy took over the call:
Caller stated that her and her mother were not screened going through the screening checkpoint at Gate L7 at the last checkpoint going on Spirit Airlines . The caller stated that her mother was able to bypass the AIT and the WTMD. The caller herself was also stated that she too was able to bypass the AIT and WTMD. The caller stated that she asked the TSO why they did not have to go through screening she stated the TSO said, (maybe it was because the mother had on a Navy shirt.)

!015 1:57:4 Flight information of the caller:
Date 7.3.15 Time: 6:25pm
Gate Terminal: L7
Airport: ORD
Airline: Spirit
Flight #: 903

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 7/6/2015 6:23:06 AM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
!015 8:44:1 Comment : Flying on average once a week for many years I thought I have a understanding of the precheck program. Newark (EWR) seems to always throw me for a loop. What times can i expect a precheck lane for American flights, also what are the standard expectations to get through as fast as possible. Every other airport only tells me to take things off my body that will set off the metal detector. Newark seems like different expectations everytime today they got upset that I didnt put my wallet through the xray. That has not been part of what I have been told else where for over a year at least. I am assuming there is a standard process all airports are suppose to follow correct?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 7/5/2015 7:23:07 PM
Airport : DEN - Denver International
Date/Time of Travel : 07/05/2015 1:30 PM Airline & Flight Number : Southwest 4018 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : Inappropriate screening, touching. Having hands go down the middle of my chest, touching my breasts (2 times) asking why the middle of my check area is hard (bones) no reason to touch my breast on 2 occasions. No metal detector
!015 8:44:2 before this inappropriate touching. No personnel available at the end of the security tunnel to speak to after inappropriate groping. I feel violated and feel I need an escort to ever again go through security. I need help with this horrific experience. Also please know I am 63 years old. I am traumatized by this whole experience. I also reported this by phone as soon as possible.
Would you like a response? : True
Passenger's Name (b)(6)
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 knee replacement.

Incident Details: The caller , who is 79 years old, has a pacemaker and a knee replacement. When she was going through screening a TSO made her go through a WTMD. The caller told the TSO that she has a pacemaker but she still had to go through it. The TSO kept making her go through the WTMD even though the caller told her several times that she has the pacemaker. The caller stated that her heart kept going out of rhythm and the TSO was very rude and unpleasant. The TSO then told her to take off her shoes. The caller then told the TSO that she didn t have to since she was over the age of 75 but the TSO still made her take them off. The TSO then made her go back through the WTMD. The caller told her several times she has the pacemaker. The TSO then made her go through the AIT and everything was fine.

015 11:37:5 Date Time: 7 3 2015 Between 7:00am - 8:00am
Gate Terminal: Terminal B
Airport: MCO
Airline: Southwest
Flight #: 1089
Officer Description: Female, Not Young, Light grey hair, Stern, Average size, Average height. In charge of the WTMD.

Caller has a friend who was visiting her and who flew from BWI today to go back home. He was subjected to some additional screening that she feels was unnecessary. She stated that she feels there was a certain amount of profiling that went on during his screening.

015 1:44:5 CALLER STATED THAT SHE WAS NOT THERE, BUT HE TOLD HER THIS. She had none of his flight information, but would advise him to call TCC back and give more information about his experience.

At security, they had him go back through the WTMD twice, padded him down and put a substance on his hands. After security, one of the officers told him he should dress differently so he would not have to deal with that going through security the next time. He was told by the TSO that he should not dress so cool.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 7/6/2015 4:35:46 PM Airport : BOS - Logan International Date/Time of Travel : 07/05/2015 6:55 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :
Comment : The man at the walk through scanners was immensiely rude and was not at all put together. The detector went off when I walked through and he stared at me for about 20 seconds before mumbling, "But why did you set off my metal
015 6:08:2 detector?" I responded that I wasn't sure and he stared at me for awhile longer with his mouth open before repeating himself. He seemed incapable of communication with any travellers.
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 DCA to Fresno CA and was at the checkpoint around 7 or 8 AM on US air.
He went through the screening and had a roll of 100 dollar bills and it was 700.00 and on one trip he had extra screening because he went through with it in his pocket so he put his money in the bin there at DCA. He did not put it in side his carry on bag.
Things were hectic at the checkpoint and he sometimes is forgetful but he does not recall seeing or picking up the money. He does remember looking back when the TSO said walk through the metal detectors so he did not actually get to watch it go into the bin. He said the TSO rushed him and caused him to loose sight of his bin. He recalls rushing to move on after he was screened and to his knowledge his bin was not selected for any additional screening. He said there we people in front of him that did not speak English and the people from the back were pushing (when asked he said they did not literally push him)
He called DCA Lost and Found and they suggested that he call TSA about it.
He said losing that $700.00 is like loosing millions to him and he must have his money back.
Caller said maybe he forgot the money or maybe some put their hand in the bin and took it out.

CSM RFI----Mishandling RFI
015 9:49:1
REASON for the call:
Date Time: 7-4-15 Was at the checkpoint between 7 and 8 AM for a flight Departing 8:45 AM
Gate Terminal: Does not recall the Gate
Airport: DCA
Airline: US Air
Flight #: Does not know
Bag Description: The roll of cash was placed inside the plastic screening bin with his wallet, keys, belt and shoes and was not in his carry on bag.
Missing item description: A roll of 100 dollar bills (there were at least 7 of them for a total of $700.00).

Caller flew from LAX on July 4 with him his son grandson and his mother. His grandson is 8. The officers pulled his parents through AIT, and they took his grandson through the WTMD. Caller is wanting to file a complaint for separating his grandson from his parents.

Airline: Southwest
Airport: LAX
Flight Number: He doesn t have it
Date and Time: came through screening between 2:30 PM to 3PM on July 4.
!015 1:07:4 Baggage Tag Number: NA
Description of Luggage: he didn t get any officers name, but the 3rd officer was around 5 7, 150-160 lbs, Hispanic descent; sons wife had on a pink shirt and shorts, his grandson was in shorts with grey green shoes, green and white striped shirt possibly.
NOI: NA
Anything on NOI: NA
Location: going to gate 17
Email (b)(6)
The caller arrived home and his golf club bag is broken, there was an NOI.

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

Date Time of Travel: 06 30 2015 8:05am
Gate Terminal: Not Provided
Airport: RSW
Airline: Delta
Flight #: DL2245
Baggage Tag # (Checked only – 10 digits): (b)(6)
Bag Description: Bag Boy T-10 hard case, grey and black in color
!015 2:41:5 Missing Damaged Item Description: The bag is the item that is damaged and the zipper is what is damaged. It had a lock on it and it looks like someone yanked the zipper down.
Was an NOI Present? (Checked only): Yes in both his bags
Was there a timestamp or written notice on the NOI? (Checked only): No

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

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

Dear Sir or Madam,

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

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

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

!015 8:02:4 I was still waiting for my laptop backpack to come through the x-ray machine, and since we were running late for our flight (it was 12:30 PM, and the flight was scheduled to depart at 12:55 PM), my husband went ahead to the gate to let them know I would be following shortly. I continued to wait for my bag and I was still wearing our 45 pound 3-year old in a carrier.
As it turns out, for the first time in all my years of traveling, I had forgotten to remove my netbook from my backpack. When I requested to know what was happening, I was abruptly informed that my laptop back pack was "concerning." As a result of that, I was informed that I needed to take my child off of me, remove the Tula carrier, and undergo a full body pat down. The moment my son's feet hit the ground, and before I could claim his hand, he wandered off across the aisle. I moved to retrieve him and was told that I couldn't. Fortunately, I was able to verbally coax him back to me. However, as you are undoubtedly aware, during a full pat down, holding someone's hand is not allowed. So I was physically unable to keep my son close, and so I was understandably very anxious about him wandering off again.

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

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/7/2015 10:52:58 PM Airport : EWR - Newark International Date/Time of Travel : 07/06/2015 5:00 PM Airline & Flight Number : United Checkpoint/Area of Airport :
TSA Employee: (If Known) :
!015 8:24:3 Comment : Agent demanded that my 20 month old daughter walk by herself through the metal detector. When we refused, the agent threatened us that she must do it in order for us to proceed.
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, Tuesday July 7, 2015, approximately 2:40, I was at MSP, Terminal 2 (b)(6) and was selected for TSA Pre-check. In all of my months and years of travel this was a very rare situation. I was excited about it. I only had with me a computer bag and a purse, I didn't even look to se if I was selected for Pre-check because I rarely, rarely am. Maybe every other year. Short lived happiness just made the whole short flight miserable. I couldn't wait for that hour flight to be over and get out of the airport.

The women that was so rude was probably in her fifties, brownish hair that was short to the top of the neck cut and about five foot six.

After, I had taken my laptop out of the bag she came through the metal detector and made me lay it in a separate bin, which I have never done before. The bad flattens right out there is no padding in the bag. I travel at least every six weeks, if not every month and never have had a problem. Then when I went through the metal detector I stopped for a brief second under the device because I was getting ready to back. Realizing how she distracted me and that I left my sun glasses on. The agent said you're fine come on through.

After I was through she said you have to stop I have to pat you down. Even though "NO" alarms triggered and I was cleared. She said I can't see your legs. I said you want to see them. I have a T-shirt cotton material dress on with a wrap around slit, bare legs and bare feet with a two strap rubber croc sandal. So, "I" separated the skirt far above the knee and she still proceeded to take her gloved hands who knows who or what else she touched with them and patted down my legs.

I am a Caucasians woman with blue eyes, 5'4", salt and pepper hair and 54 years old. Protection and your service is always greatly appreciated. But, some people just go to far. I have seen over kill with other passengers before and don't ever take the time to let you know because it is none of my business. I always seem to have some type of clothing on that will set off my ankle, knee, shoulder or something. "Never" then do I mind the professional and courtesy of the TSA agents doing a job well done.

This was uncalled for and way way over the top. It is my hope that someone will speak with her. I felt humiliated and angry and violated especially since I left her nothing to imagine by lifting the skirt dress and no triggers or alarms set off the detector and I was marked as pre-check. Not to mention dirty, because where did those gloves come from. I work in a critical care area of a hospital and I really don't like public areas because I know the germs. I did not see her put on those gloves. If she did it in front of me I must of been looking away, which I don't think so.
Oh yes the gate check, ID screening agent had marked my boarding pass and told me to carry it so that the other agents would let me through and I would not need to remove my shoes. So much for common courtesy and TSA Pre-check. I just think sometimes they have a very boring and ritualistic job and go over the top to break the monotony at the expense of the patrons. I still feel angry and violated after sleeping on it.

Sincerely,
(b)(6)

Frequent Flyer (b)(6)
Sun Country
MSP to LAN
Gate H3 031
CSY267

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

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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/8/2015 8:42:51 PM
Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/08/2015 5:40 PM Airline & Flight Number : alaska 334 Checkpoint/Area of Airport : main checkpoint TSA Employee: (If Known)
Comment : I travel A LOT for work. I can go through every metal detector out there with shoes and belt on, except the TSA precheck line in Seattle. The metal detector started being WAY too sensitive about six months ago.

As a result, the precheck line is a disaster area where people are being told to keep their shoes and belts on, then it alarms, then they have to take them off.

The detector is set too sensitively.
Would you like a response? : True
Passenger's Name (b)(6)
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 dropped my daughter in law, son in law and my 3 year granddaughter off tonight to fly back to Boston. It is 11pm. Who in their right mind makes a 3 year old who is sleeping in her moms arms stand up and makes her walk through a metal detector instead of having mom walk through the body scanner. I have never seen such a ridiculous course of action by denver TSO security. I will be sure to use every social network out there to let everyone know the heartless poor judge of action of what I had to witness tonight. This is bull shit and something needs to be done.

!015 8:47:0

HYPERLINK(b)(6)

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

CSM RFI-----Mishandling RFI
REASON for the call: Children screening complaint
Date Time: 07-09-15 at 7:40 am
Gate Terminal: They only have one
Airport: BOI
!015 9:28:0 Airline: Southwest
Flight #: maybe 2862
Did he get anyones names? No but there was buff guy and his name maybe (b)(6)

At my treasury building workplace, every day on entry into the building I understandably go through a metal detector, and the metal that I'm carrying (keys, cell phone) understandable goes through an x-ray machine instead.

Recently, the security guards have started insisting that non-metallic items that I am carrying in also need to go through the x-ray machine-- things like books that are 100% paper and ink. They also insist that my jacket go through the x-ray machine if I'm carrying it, but presumably not if I'm wearing it-- which makes no sense whatsoever. For over six months, this had not been an issue, and suddenly, over the past couple weeks, it has been.
015 12:37:5

Why has this new policy been instituted? There's absolutely no justification for it, and we'd actually be safer if paper was checked for metal rather than viewed by x-ray. Please re-write this policy and/or provide exemptions for it.

Thank you,
(b)(6)

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

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

In a separate complaint, a TSO (white, male, 6 feet, 250 pound, balding) asked his the px before him his age. The px replied 14 and was directed to the WTMD. He asked the same of his son who is 14 as well. The TSO directed him to the AIT and asked if he had anything in his pockets. He feels that this was done because of how his son looks (his mother is Spanish and he, the father is Greek).
!015 2:29:3

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

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

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

!015 9:04:3

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

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

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

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08902

!015 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?
Newark Liberty International Airport

Airport: Tampa
Date and time: July 10th 7:45 or 7:50pm
Experience: Caller is at the airport and said that two TSA supervisors. Caller is at the Tampa both STSO (b)(6) and STSO (b)(6) Caller went through the AIT, caller is african american and she has dreadlocks but it has no pins in it at all. She stated they all say there are anomalies. Caller stated she did not want them going through her hair, she stated white women had caps on and were never stopped at all. Caller believes they are racial profiling. She told them they were not
2015 8:23:0 allowed to go through her things wihtout her permission and they werent allowed to go through it until they were private.
The police officer that was called was (b)(6);(b)(7)(She finally decided that she would go through it changed the entire thing and said they did not remember where the anomalies were so she had to go through the full body patdown. Caller stated she was not disruptive and she did not cuss or scream at anyone.
Names or description of people involved: STSO (b)(6) and STSO (b)(6) and (b)(6);(b)(7)(at the Tampa Airport police Department
Explanation as to why it was discriminatory: Because she was seeing Caucasian males and females with ball hats on and they were never even stopped and they never were asked to go through the AIT they all just zoomed through the WTMD.

Hello,

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

2015 1:07:0 When I traveled to South Korea, Singapore, and Indonesia recently, I was given incredible treatment as a pregnant woman. They believe that it is a special and difficult time in life for a woman. Because of this belief, they treat such women as they do persons over the age of seventy, those who have physical handicaps, etc. I am extremely disappointed in your system and how there is no preference shown to women who are pregnant in the same way.

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

Thank you,
(b)(6)

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

2015 1:07:4 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?
Chicago O\ Hare International Airport

What was the date and approximate time of the incident?

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/12/2015 5:30:20 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/12/2015 2:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 4 Gate B security TSA Employee: (If Known) :
Comment : PreCheck line was closed at this location. I was told I can still keep my shoes/belt on and go through the metal detector. I have always used electronic boarding pass I my smartphone and when asked what I should do, I was told to put my phone through the X-Ray machine and simply tell the agent at the metal detector. The metal detector agent asked for my boarding pass and I informed him of my phone in the X-Ray machine. He says he's not goingt to I let me through (which I think is the correct action), but I had to track the original agent to have him vouch that I am in fact a PreCheck traveler.
2015 6:03:0 This process is flawed and needs to be corrected.
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 : 7/12/2015 6:57:26 PM Airport : ISP - Long Island MacArthur Date/Time of Travel : 07/07/2015 Airline & Flight Number : Southwest Checkpoint/Area of Airport : Baggage screening TSA Employee: (If Known) (b)(6) Comment : On the morning of July 7, 2015 I was detained and harassed for about 15 minutes by a TSA agent named (b)(6) at MacArthur airport in Islip, Long Island. At the check-in point an agent gave me a blue card because there was not a separate TSA pre-check line. I placed my purse and carry-on on the belt, handed the blue card to the TSA agent at the metal detector and walked through. I retrieved my purse and (b)(6) took my carry-on off the belt and asked if there was a laptop inside. I told him there was and he asked me if I read the blue card. I told him I had not because I though it was only to identify me as TSA pre-check. (b)(6) said I should have read the card because I might have won a lot of money. I thought that was a strange thing to say--probably a lame attempt at a joke. Then he said I should have read the card and taken my laptop out. I reminded him I was a TSA pre-check passenger. He just shrugged his shoulders; opened my bag and took out the laptop. Another agent was at the examining table in front of us, going through a cooler full of food that belonged to the passenger in front of me. It was a long, tedious process as everything was individually wrapped in plastic bags that were knotted shut. There was another empty table for agents to examine bags and I asked (b)(6) if he could use that table. He tersely replied with one word, "no." I waited some more. After a few minutes, I remarked that I was worried about missing my plane. Again, he just shrugged his shoulders. Now I felt totally intimidated. He was glaring at me. I just stood there waiting for him to do something. Finally, the food inspection was over and (b)(6) began to take his sweet time to check my computer for (I'm assuming) explosives. When he was ready, he placed my laptop on top of my carry-on, put both items in a bin, placed it in front of me and walked away. The inspection was over. I had to figure that out for myself.

2015 7:01:3 Other than what I stated above, I said nothing else to him. After the first shrug I realized this was not a "normal" screening and I didn't want to provoke him in any way. Even though I arrived at the airport very early, I did not want to get involved in a situation with an angry, near-mute TSA agent with a scowl on his face and end up in a back room somewhere for what could be hours. I did not want to do or say anything that would cause me to be detained any longer and risk missing my plane. That is also why I did not ask to speak to a supervisor at MacArthur. I just wanted to get my belongings and board the plane. As you can imagine, it is upsetting to be a law-abiding American citizen, trying to catch a plane to another American city, and be treated this way. (b)(6) was rude, disrespectful and intimidating. He has a lot of power that he is misusing. It is my hope that a supervisor will speak to (b)(6) about his arrogant attitude and maybe a re-training class could teach him something about just plain manners.

Later, I found a card I kept from TSA given to me when I applied and PAID to have TSA pre-check status. It says "Shoes on, laptop in--What's not to love?"

I would appreciate the courtesy of a response to this distressing situation.
Would you like a response? : True
Passenger's Name (b)(6)
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: (b)(6) Spokane Valley, WA 99037
Telephone number: (b)(6) (home)
Email address: HYPERLINK (b)(6)
Best time to contact via phone: Anytime 9a - 5p EDT on Fridays. You may also try my cell phone at (b)(6)

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

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

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

2015 2:09:5

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

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

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

2015 3:46:5 Caller has a complaint about the screening process. She is a diabetic and she has an insulin pump. She feels the fact that she cannot ask to go through the WTMD instead of the AIT is a violation of her rights. She also feels the patdown was too invasive. She felt the officer touched her inappropriately in her private area.
up shortly. Please come back and check again soon." If this request has already been submitted, please accept my sincere apologies for the duplicate request(s).

Feedback Type: Request for Information
State: Nevada
Airport: NEVADA - LAS - McCarran International
Date of Travel: Jul 10 2015
Time of Travel: 2:10 pm
Airline & Flight Number: (WN) Southwest Airlines 396
Checkpoint / Area of Airport: C/D Security Checkpoint
TSA Employee (if known):
Information Feedback (Please select up to 2 items): Screening / TSA Pre?™

Request for Information: I have been enrolled in TSA Pre? since September 2013, first as a Frequent Flyer of Delta Air Lines and later as a Trusted Traveler of U.S. Customs and Border Protection (CBP). As one who travels from Las Vegas (LAS) on at least a monthly basis, I have always had a positive experience at the Security Checkpoint and considered TSA at Las Vegas (LAS) to be one of the very best at what they do. Unfortunately, my recent experience with TSA Pre? on July 10, 2015 at 2:10 PM at the C/D Checkpoint was a stark contrast to the courtesy and professionalism I have come to know and expect.

2015 6:07:0 Prior to entering the WTMD, I was required by the TSO to remove my light jacket on the basis she would be unable to discern what was underneath. When I returned, the same TSO inquired as to the contents of my pockets which had already been completely emptied. Even after I reversed my pockets to demonstrate, she did not appear satisfied and continued to question. Not only were other travelers not subjected to the same treatment, I found her tone to be condescending throughout the entire experience. While I unfortunately did not get her name, the TSO in question was a Caucasian Female in her 40s; please accept my sincere apologies for my crude description.

From my understanding of TSA Pre?, one is not required to remove their light jacket or empty their pockets of non-metallic items, issues that I have not experienced in the past at any airport participating in Pre?, including with the same light jacket and at Las Vegas (LAS). Furthermore, if this is the result of Risk Assessments at Las Vegas (LAS), which in the past month has resulted twice in TSA Pre? at the C/D Checkpoint taking at least twice as long as non-expedited screening, I echo the sentiment of other travelers directly eligible for TSA Pre? that at the least Risk Assessments should not have a negative impact on the TSA Pre? screening process itself.

Thank you in advance for your time and consideration in this matter. While I do not require a response, I would appreciate further clarification on the TSA Pre? screening process as to the removal of jackets and emptying of pockets, and if necessary, for this feedback to be used for service improvement in the future.

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

REASON for the call: Caller has recently went through security screening and wants to know when you have global entry and are passing Tsa PreCheck and you go through the screening and everything is clear, what is the next procedure?

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

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

2015 1:58:4 She saw that a baseball hat was not there and neither was her sunglasses weren t there once she got her bags back.
Caller mentioned her nationality but did not indicate that this was why she was subjected to the additional screening.
Caller wants to know if she asks what they are looking for, do they have to tell her?

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

My name is (b)(6) and I would like to share my experience of travelling this past few weeks with you. I look forward to your response and the action that you will take.

I took 3 flights with my family – husband and 2 nine-month old girls.

First flight from JFK-SLC on Sunday, June 21. I was grateful for the pre-check, however when the agent took our stroller it was sat behind a table for 20 minutes until I begged someone to inspect it. Even then it took an additional 10 minutes to get the stroller back. I get that you have to check it, but have enough staff so that We aren't holding all of our carry on luggage and 2 babies while we wait for you to decide it's time to check the stroller. Additionally, you searched our checked bag and broke the zipper so the bag was taped shut but items were missing.

Second flight from SLC-DIA was on July 2nd. This was the major problem in our travels. My husband was pulled to be additionally screened. This left me holding 2 babies and a pile of carry-on luggage. Stroller was once again taken away, put behind a table and not checked. TSA Agent (b)(6) took my bag to search the baby food. While I'm holding two babies he begins to lecture me regarding the brand of baby food I bought for the trip. I nicely explained that I usually make all of their food and was only able to find one brand and 2 types of food that they would eat. He held up one of each kind and said, "really, this is all they will eat?" I said, yes, along with yogurt and other foods. He then pulled his name tag so I could see it and said, I have a 2 year old and I know that they make food that is TSA approved sizes. I said I understand but they don't in this brand, I even looked online. He said, I'm trying to help you you need to buy these brands. It was so bad at this point that the woman TSA agent searching someone next to us said, you probably can't get the right size in the brand that the babies are currently liking. He didn't quit even then. Finally, I said very sternly, why don't you just search my things and stop talking so we can get this taken care of faster? He slammed my stuff back to me for me to put away, which was difficult since I still didn't have my stroller. The stroller finally came, I put the two girls into it and they told me that it was positive for explosives and that we would all need to be searched. I asked for a supervisor and said that my husband had already been locked away to be patted down and that all of my bags have been searched by the baby food expert. They let me go. I went to the room where my husband was being searched and asked again to see a supervisor. A woman said why, I said because I wanted to complain about how I was treated. She sighed and said she was a supervisor. When I began to explain about what happened she just shrugged and walked away. I told her that I understand that you all have a job to do, but it's unpleasant enough without additional lectures. I followed her and asked for the name of the agent and her name as well as a comment card. She gave me the card but I didn't notice that she only wrote his name down. After getting to spend 40 minutes with the TSA folks in SLC it makes me not want to return to Utah.

2016 4:13:5

Third flight from DIA to JFK on July 8. The TSA at DIA are WONDERFUL. They moved us to a lane for families so we had time to pull out all of our items. They took our stroller, it only took a few minutes longer than all of the other screenings, which was great. A nice woman asked if she could take our liquids bag to get it started while we were unloading our things before the metal detectors, which was really helpful. The folks on the line were nice and understanding when we missed opening the laptop side of the bag. Overall, a very pleasant and easy experience considering how many of us there were to move through. The only hang up was the guy checking boarding passes, he didn't understand that the girls didn't have their own boarding passes but he asked someone else for help and it was quickly cleared up. We even stopped to tell the folks at the supervisors desk what a great job lane 9 did that morning. Our total security time went from 1 hour in Salt Lake, 1.5 hours at JFK to 40 minutes in Denver, what a success! Please send my thankfulness to the folks at DIA for handling families so well.

Ultimately, I think that the way DIA is handling families should be a model for all airports. I get that we need extra screening, but DIA was the only place prepared for it. I have a stroller because I clearly can't juggle 2 babies and carry on luggage for very long, so make screening strollers a priority. I don't mind waiting, and planned on the wait (not the length of time at JFK, mind you) but not having our stroller makes it difficult and hard on everyone when it really doesn't have to be.

I look forward to hearing from you. I hope that you can let me know how you plan on making the process better and how the folks at SLC will be dealt with.

All the best,

Hi. Your Talk-to-TSA site is down so I'm sending my comments this way.

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Travel originated at BWI on Wednesday, June 17, 2015, between 6:30-7:00 AM. At a D-gate scanning machine, middle left location of 4-5 machines, a gentleman, probably in his late 20's and possibly Peruvian or from Latin America, and evidently not an English speaker, was having trouble with items in his pockets. I did not see him in the scanning machine. A TSA officer (African America lady, 40 or 50 years old) had him out of the machine and was telling him with a lot of attitude to stand in one place. He pulled coins out of his pocket to show the officer and she had none of it, telling him to stand there. He tried to get rid of the coins by putting them on top of a nearby x-ray machine. She barked at him for doing that and while removing them from the machine he dropped some. She again barked at him and told him to pick them up. She wasn't loud but had a lot of attitude. In a frustrated attempt to show he didn't have anything he started to remove his trousers (he was wearing boxers). She again barked at him to put his pants on. Another officer got a small item bin for the change and got it in the x-ray machine. The original officer then radioed, "We needed someone else." I was thinking an officer who spoke Spanish. Instead a police officer showed up. This was being escalated unnecessarily.

At that point lots of people were backed up and watching so other TSA officers opened up the standard metal detector and I went through. While gathering my items I asked an officer manning the area if that was a language problem and she dismissed it acting like she didn't know what was going on. I left the area and don't know how it ended.

2015 4:14:0

At no point did I see a TSA officer try to communicate with this guy. He was given a lot of attitude with no clear instructions other than to stand there. Then it was escalated to law enforcement from what I saw was a language and communication issue.

I understand "stand there" is a valid request. Yet it appeared he did not understand that request and there was no attempt to communication with him. This was an unfortunate communication issue that the TSA officer was making worse. The guy appeared confused and frustrated on what to do.

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Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/14/2015 2:22:48 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/13/2015 5:30 PM Airline & Flight Number : AF0688
Checkpoint/Area of Airport : After leaving customs TSA Employee: (If Known) : Older white hair male Comment : I went through the usual preparation of removing EVERYTHING from my pockets and taking off my shoes (which in my opinion is ridiculous and not standardized in ALL airports). First, a TSA removed my wife's pocketbook from a bin, it was the only thing in the bin) and put it on the belt. He shouldn't have touched it,secondly it had open pockets and things may have fallen out. My turn came and I walked through the walk through a metal detector and it sounded an alarm, I had forgotten to remove my belt. I looked at the TSA agent,I pointed to my belt, and he waved me through. He never checked me to see if I was carrying anything besides my belt buckle. I very easily could have had a concealed weapon anywhere on my person. I was shocked! Are you kidding me????

As a former TSA agent,this is absolutely ridiculous and one of the reasons reason I left the TSA. I can't work with incapable, incompetent people like this. No wonder the TSA is getting so much bad press, you haven't gotten any better since the initial roll out in 01'when I went from a private company to TSA.

2015 4:15:1

I am appalled at this incompetence I witnessed yesterday. I couldn't reason with supervisors when working with the TSA about certain failures in the system, and there really isn't anything I can do about it now as a civilian. As far as I saw yesterday nothing has changed. The TSA only exists to put on a show of security for the flying public. For those of us who really know the inside stories the TSA is a hopeless case with bumbling fools as I encountered yesterday and each time I fly.

The last point I must mention is the agents are rude and bored because of the repetitious work....and it shows both in attitude and performance.
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

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

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

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

I was in Denver for the day attending an event.

!015 10:02: After going through the metal detector (TSA PRE CHECK)it had gone off, and (b)(6) approached me. Are these your items? I responded yes. He then took me and the items to the end of the screen belt. I told (b)(6) that I was late for a flight and any help to get me though the pat down would be helpful. I also told him that I had implants in hip and knees, and that was why I had set off the metal detector.

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

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

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

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

Caller is at the McCarran International airport and the officer at gates A B is being very rude with him as well as other passengers. One of the ladies at the front desk gave him a card as well as some information. (b)(6) states that the officers name is (b)(6) . (b)(6) also said that while going through the checkpoint he left on his belt and the walk through metal detector went off and the officer began to question him. (b)(6) told him about the belt and (b)(6) replied with Well it is a metal detector and the belt is metal so that s how it works. The caller is very upset with the sarcastic and rudeness attitude of the officer, he has been traveling since June 5 and he has never had to endure this kind of situation. (b)(6) also said that the officer was rude like this with any other passengers as well as him.
Date 7 15 2015
2015 2:37:1 Time About 2:00 PM
Airport McCarran
Airline N A
Flight # N A

The caller says his step-daughter came through the airport this morning with her grandmother. He stated that she is 13 years old and was traveling back to SC.
He said she is TSA PreCheck, but her grandmother isn t so they went through the regular lane. He stated the both went through the WTMD and once they left the checkpoint and sat down. They came back and got her and rescreened and patted her down. Her name is (b)(6) . He also stated there is a custody issue with her and her real father and she was visiting him and wondering if that would ve been why she was rescreened. He wanted a justification to why they separated her from her grandmother and rescreened her.

2015 1:03:5 Date Time of Travel: 635am 7 16 15
Gate Terminal: NA
Airport: Philadelphia
Airline: US AIR
Flight #: US713

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

At Minneapolis St Paul on June 13-2015 6:30pm caller had gone through security and was told her son did not have to go through the AIT. He proceeded through the metal detector and retrieved his belongings. She proceeded through the AIT and received a pat down. Caller tried to ask a TSO named (b)(6) why she received a pat down. TSO (b)(6) refused to answer. A supervisor was called to the checkpoint to conduct the pat down. All other passengers were treated with respect by TSO
2015 9:40:1 (b)(6)

Caller was traveling through the George Bush International Airport June 27-2015 1200pm. As caller was proceeding through the checkpoint her son was directed to go through the AIT and the caller was directed through the metal detector. Her son was pulled out of line and a pat down was performed. A TSO named (b)(6) was present and when caller asked why her son was being patted down (b)(6) got in her face and stated You will not yell at me today. Your son must receive a pat down or you will not fly today . (b)(6) then directed caller to gather her stuff and proceed through the checkpoint. Caller was upset and admits to yelling at the TSO (b)(6)

Hi,

I am a Global Entry customer that has TSA Pre-check. I am a AA Gold member as I fly frequently. Recently, I had a terrible experience with your staff member and I wanted to bring this to your attention. As I said, I fly often, and I have always found TSA employees to be friendly and helpful. I will describe the issue below and would like to find out if there can be something done to reprimand the employee listed. She is not a good representative for you company.

On Tuesday, July 14, I was flying from DFW to Kansas City for my work. I went through the pre-check lane and showed my ID to the gentleman at the front of the line and scanned my boarding pass on my phone. He said to continue on. I then put all metal items in the bins and was waiting in line to walk through the metal detector. I was approached by another employee, (b)(6), who seemed to be returning bins. She asked if I was precheck. I said yes. And then she asked for my boarding pass. I let her know that it was in my purse and had gone through the scanner. She said I needed to go to the non-precheck lane. I told her she could grab my purse and I would be happy to show her or ask her coworker who had just seen it who was right behind us. She told me I needed to have it in hand. I told her that the gentleman who had scanned me at the front of the line needed to inform people if that was the case (I couldn't imagine why they would think we would hold on to our cell phones through a metal detector). She said she would not do either and told me to swap. She was not nice or pleasant and was not willing to accommodate me in any way. She acted as if I was the one doing something wrong.

Here are my concerns:

:015 12:27:

1) My boarding pass was on my phone – it was not paper. How am I to walk through a metal detector with it? They say to place all electronics in the bin.
2) I am 25 weeks pregnant and have done my due diligence to NOT have to go through the scanner. I don't appreciate having to go through it.
3) She was not willing to do ANYTHING to find out if I was really pre-check.
4) I don't believe it was her role to be checking people at that point- she was out of process.

Basically, I don't think I did anything out of the ordinary and definitely did not do anything against what the TSA agent at the front of the line had asked me to do. She came up and hassled me for no apparent reason as well as making me go through the scanner that I had taken extra effort to avoid. I normally recommend TSA precheck to people. However, it does take effort to get the precheck completed. So, I would expect that TSA agents would be helpful and friendly to those that have done the due diligence.

Thanks for your time. I appreciate you listening and hope that (b)(6) no longer represents you company on the front lines in the future.

Thanks

(b)(6)

Our family trip was coming to an end and it was time to board the plane towards home. Little did we know that it was the beginning of a nightmare. I want to start this letter off with some praise for the US Airway staff at Charlotte, NC airport who stayed late and worked their magic to help us get home. (b)(6) and Martine (?? British accent female) were exceptional—thank you.

Our family of 17 members including adults, children, and infant child booked our trip to Miami, Fl. on Priceline.com. Initially we were all to fly together from VA to Charlotte, NC and then to FL with the same connector flight home. On our way back, our group was split in half—one group flew to Dallas for their connector flight while the other half flew to Charlotte. The group that flew to Dallas made it home to Richmond on time. The group that flew to Charlotte missed the connector flight back to Richmond because of a delay due to maintenance for the aircraft. We were promised that they would try to squeeze us on the 10:20 flight back to Richmond. Some were going home, and some for going to stay in Charlotte overnight. Initially they wouldn't let my infant son travel home with me because someone they "have him registered with my husband." After a while, they were able to fix this so that my baby could at least travel back to Richmond with me. 5 minutes before the plane was set to take off, the US Airways lady printed off two of the same ticket for one passenger and one passenger was going to be left behind. After an argument broke out, the entire group decided to stay in Charlotte. My infant 5-month-old child slept on the floor of the airport as we struggled to figure out a way to get home. We debated renting a car and making the 4-hour trip back, as some of us were scheduled to work the next day. When we couldn't find a car for rent that would accommodate 12 people, we went to customer service to see what they could do for us. The first group of customer service members was not so helpful, as they would not help us locate a hotel to stay (telling us that all rooms were booked and we need to find our own hotel and pay for it ourselves). We were able to locate another service area where (b)(6) and (b)(6) worked to get our flight straight for the morning and also found us 3 hotel rooms for the night. This was a 4-hour ordeal. We waited for the shuttle to the hotel for over an hour with my infant son sleeping in my arms in the open hot air because we were afraid to miss the shuttle driving by. My baby had a limited supply of formula and diapers (we were given 6 diapers by the airline personnel but since my son can only tolerate hypoallergenic formula, we were not able to obtain any). Once we got to the hotel, my husband walked 1 mile to the closest CVS to find formula, but they did not have it. He walked another 2 miles to the Walgreens and thank goodness he was able to find a bottle of formula. The hotel room that we slept in smelled of mold and my son's allergy flared up. He was uncomfortable and restless, nose running, coughing, etc. but by the time we got to the hotel room, it was already 3 AM and we were all so exhausted, it wasn't even worth complaining.

2016 2:17:3

Needless to say, we are very disappointed with the service provided by US Airways and I am usually not a complainer, but my conscience would not let me let this go unreported. There was a situation that occurred that I believe that US Airways, the Transportation Security Administration, and Priceline.com should be aware of. This letter will be sent to all three parties and they can figure out how they can improve their operation. This is a serious issue and we will be filing a complaint with the BBB and may take it further. Not only were most of the TSA and US Airway employees disrespectful, rude, abrasive, arrogant, and unprofessional, one TSA personnel was extra nasty and threw a racist comment at my 70 year old Vietnamese father who fought against the communist party during the Vietnam war, escaped death multiple times, and was held prisoner of war for 11 years. He knew little English and did not understand what the TSA personnel were saying. Instead of getting someone to translate, this TSA said "I guess someone didn't eat their noodles this morning." Due to nature of the situation and not wanting to cause a ruckus and risk getting arrested, I did not say or do anything at this point. I asked another TSA for the name of the individual, but the response I got was "I'm not going to give you his name. If you have a problem, talk to my supervisor." She directed me to a room where the supervisor was supposed to be sitting, however I did not see anyone sitting in there. By this time, it was time to head to our gate. I was not going to let this go unreported. It was disrespectful, condescending, rude, and outright racist. I may not know the name of the individual, but I do know that he was working the security line on July 15th at around 5-7 PM on our flight leaving Miami to Charlotte at security checkpoint that had a sign leading to E1-E35 and D1-D60. He was Caucasian, bald, and was wearing black-rimmed glasses and stood by the metal detector machines.

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: 8 Central Street

Are you 18 or over? Yes
2015 6:57:5 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? yes
Disability? no

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

What was the date and approximate time of the incident?
07-18-2015 16:30
REASON for the call: Caller flew from DTW to Amsterdam on Delta airlines. He said that he was selected for TSA PreCheck and he has had a hip replacement. He said that he did not inform the officer until he was already being funneled to the WTMD about the hip. When he told the officer he said I wish you would have told me sooner. So he sends him back to be rescreened and he had to have a patdown as well. During the patdown the officer asked him if he had anything in his right back pocket and he told the officer no. He said that the officer did not patdown his back pocket area and he feels there was a lapse in security. He said that he could have lied and taken something like explosives through in his back pocket and since the officer did not check it. He said that he did not have anything but he was concerned because if that happens every time someone could get through with something prohibited. He said that he just wanted to report this because it was alarming to him and he hopes this does not put him on any list that would cause him issues when flying.
Date Time: 07 06 2015 01:00 pm
Gate Terminal: International terminal
Airport: DTW
2015 8:59:0 Airline: Delta
Flight #: DL 132
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

Special Notes:

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

1. There was a significant delay in waiting for the pat down of approx 10 mins.
2015 6:13:3 2. During that time I lost sight of my belongings on the conveyer belt. A random TSA agent moved my belongings to another area outside of view without asking - while I was waiting for someone to get me for the patdown. This was the most worrying aspect. How am i suppose to attest to the contents of my belongings if I cannot account for it for a period of time?
3. The TSA person conducting the patdown was professional and actually did it exactly by the book - which is rare. He must have been new.

Sent from my iPhone

The caller would like to report an incident at the screening checkpoint last year at AUS. Her son has ADHD and has a hard time standing in line. The TSO would not allow the caller to hold her son s hand through the walk through metal detector. As a result her son ran off through the airport to a boarding gate and was getting ready to board a flight. The TSO would not allow the caller to go get her son until she started frantically screaming and other passengers got involved that were standing in line. She has very limited flight information since the incident occurred one year ago.
Date Time of Travel: June or July 2014
Gate Terminal: The incident occurred at a security checkpoint.
Airport: AUS
!015 12:25: Airline: JetBlue
Flight #: Does not remember.
TSO Name: Does not remember.
TSO Badge #: Does not remember.

The caller also asked if there was any assistance that she could get on her flight this year. She is concerned that the same incident will happen again?

From (b)(6)
Sent: Wednesday, July 22, 2015 9:53 AM
To: TSAExternalCompliance
Subject: TSA COMPLAINT

First and foremost, I have been trying to submit a complaint form for 2 full days now. You guys really need to fix all of your website issues.
Complaint:
!015 10:17: After completing customs, I was met at the security check by a very lengthy line with unhappy customers and very rude TSA officers. Upon passing through the metal detector I was asked to do a hand sweep, I complied. While waiting to be approved, a very foul-mouthed Officer (b)(6) must have felt my irritation with missing my connecting flight as she went on a verbal tirade; very loudly if I may add, about customers who have nasty ass attitudes . She went on to explain to a nearby co-worker that - that is why she does not like to work with customers because they think that shit is cute .
Now, I don t know why she felt the need to comment on my misfortunes that had nothing to do with her nor the need to express her feelings by using such ugly language but it was incredibly unprofessional. Although, she seemed to unprovocatively attack me, I was mostly offended by her using profanities while there were families with children present. Something needs to be done about her poor attitude and I would like a personal apology from Ms. Officer (b)(6)
If something is not done I will write every airline company to inform them that their patrons are being met by a woman who has a foul mouth and has little to no concern for customer service and professionalism.
Sincerely,
A Concerned Flyer

Attached are several screen shots of the form "Talk to TSA". It apparently is not working. Also is a description of the incident matching the one above. There is also information regarding the flight. The passenger flew on July 20th at 5:00AM. They flew into DFW. They were flying on American airlines flight number 0060. She left a name of (b)(6) and a phone number of (b)(6)

Your TSA staff and scanner (AIT) readers are DISCRIMINATING against those with legitimate medical devices (silicone implants - no metal). This is unacceptable. You are violating people and their rights.

----- Forwarded Message -----
From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, July 22, 2015 2:21 PM
Subject: recent and becoming common TSA experience

Hello,

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

!015 10:16:

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology" \nAdvanced Imaging Technology).

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 7/23/2015 2:16:48 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 07/23/2015 1:15 PM Airline & Flight Number : DL1277 Checkpoint/Area of Airport : D terminal TSA Employee: (If Known) :
Comment : what's the point of TSA PRE CHECK if you have to take out the laptop?

2015 4:08:3

Have to show boarding card to go through metal detectors. Using mobile check in makes this a challenge.

TSA was mixing pre check and normal passengers on same checkpoint.
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 is at Birmingham airport and his wife and two other customers were intimidated by an officer at the Precheck line. He usually says thank you for keeping us safe to the TSO s but this officer was barking in the faces of passengers. This was at the precheck line. He spoke with the supervisor who gave him this number. His wife was with him and she is a pretty strong woman but even she was intimidated by this TSO. He wanted to report this.

2015 1:53:2

This is at terminal B.
The TSO was a African American lady with curly hair about 40 to 50 years old and was the only TSO at the WTMD.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/24/2015 12:22:29 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 07/24/2015 8:00 AM Airline & Flight Number : Wn 4621 Checkpoint/Area of Airport : Wn TSA Employee: (If Known) :
Comment : Length of time for checkpoint too long. Randomly put thru body scanner after passing successfully thru metal detector. Waste of time. Body scanner falsely reported requiring manual search with nothing found. Waste of time. Bag x-ray
2015 2:10:4 technician could not differentiate between an eye glass case and a "large lotion bottle" requiring a futile search for a non existent "large lotion bottle" and re-X-ray. Waste of time. Agent was not initially available to conduct the search for the non-existent "large lotion bottle" requiring long wait. Waste of time. Hopefully you get the theme of this complaint. Redundant procedures, poorly trained, and not sufficient number of 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

To whom it may concern,

On July 20th, 2015 at 6:45am, I arrived to the TSA checkpoint at Valley International Airport (KHRL) for Southwest Flight 12 that departed at 7:20am.

The reason I arrived at 6:45am is that my boarding pass had TSA PRE printed on it, as it almost always does given that I am a Global Entry member. When I arrived at the checkpoint, the officer that checks your documents called the supervisor in charge to tell her that my boarding pass only said (b)(6) when my IDs said (b)(6) on them. She asked me to go back down to get my boarding pass printed properly.

This came as a surprise to me given the fact that every flight I've taken, my boarding pass always shows only my first and last name (b)(6) (Because thats what the airlines ask me for when I purchase my tickets.)

I did as I was told, I went down to get a new boarding pass, the only thing the ticket agent did was type in my second last name and print it out. I went back to the checkpoint and I find out I no longer had TSA PRE on my boarding pass.

So if the DHS via TSA clear me for PRE check with only my First and Last name and my known traveler ID. Why does the supervisor not beleive me, or the PRE check selection process?

2015 8:01:3 I've traveled frequently, out of many airports in the US and I had never had this problem. I've always entered the information that is asked of me truthfully (First and Last name) and never had a problem like this before. It took me 30 minutes to cross an empty checkpoint with a TSA PRE Check ticket, barely making my flight and not being able to use The priorty boarding that I paid to use. (And I'm not mentioning this to seek monetary compensation.)

I would've understood 30 minute delay in crossing the checkpoint if the x-rays detected something in my bag, or if the metal detector beeped when I crossed, but not for an issue with my name especially after your system had prechecked me already.

Thanks for your time and I hope to hear back.

--

(b)(6)

Caller works for the airline, and prefers to use the AIT instead of the WTMD. Caller was told today that she had to go through the WTMD to be screened, but her metal hip alarms the technology. This is the reason the caller wanted to use the AIT. Caller said that the blonde, short haired, white female that is about 5 feet, 4 inches TSO was being rude to her in front of her co-workers and other passengers about only being allowed to use the AIT. Caller was asked if she had a medical condition that would be an issue with the WTMD, and the caller answered that she did not have to answer that because she feels it is no ones business. Caller wanted to know what the protocol was for the screening technology and if she has to inform the TSO s about her hip replacement. Caller does have a card from her doctor that explains her hip replacement.

2015 3:52:1 Date and Time: 07-25-15 at 5:50 AM
Gate Terminal: A 5
Airport: GRR
Airline: Delta
Flight #: 2211

Hello,

I'm writing to voice a complaint at the Las Vegas McCarran airport, security between gates e and d. I proceeded through the security line and the "random selection" alarm popped on. First of all, I went through the process of obtaining my precheck, therefore, I should be cleared given the metal detector does not go off. What kind of check are you doing with my fingerprints and life long history that you need to send me through the scanner?
Anyway, the TSA agents were extremely rude when I opted out. Actually yelling at me and telling me it's all computerized and only sound waves. I told (b)(6) the one female who patted me down in a very hostile way- I've had these before and never felt violated like today. She continued to speak loudly of my choice to take the pat down and was extremely rude. People who were patrons around me apologized!! My friend that I was with was embarrassed along with me! I work in a customer service field, travel quite frequently in my role, and cannot believe this horrible behavior is allowed. Smug, unhappy and rude. I understand you are a government agency. But we the people pay your salary. You owe me a response and an explanation of what will take place to prevent this from happening again and again.

2015 6:16:(Please respond via email. If not, I will escalate the issue as needed.

Thank you,

(b)(6)
Known Traveler #
(b)(6)

Sent from my iPhone

The morning of July 26, 2015 my brother and I arrived at Phoenix Sky Harbor airport at 2:45 AM in anticipation for our 5:00 AM United flight 1079 departing for Houston, Texas. As we entered the TSA security area there was not a single agent to receive us. In fact, we walked over to the metal detector where TSA agent (b)(6) and another agent were standing. There was not a single customer in front of us, or behind us. Agent (b)(6) seemed agitated upon seeing us, he was very rude to my brother and was trying to rush him through the process as if there was a long line behind us. Once my brother was through I presented my mobile boarding pass and a Texas ID, my concealed handgun license. (b)(6) proceeded to say "What the hell is this?" very loudly and aggressively. He refused to accept it as my identification. He said "don't ever show me this, give me a drivers license!" He proceeded to say "Don't ever show that to anybody!" In which I calmly told (b)(6) in the State of Texas we display both ID's to officers of the law when questioned, in which (b)(6) replied "This isn't Texas!" What (b)(6) failed to realize is, my Concealed Handgun license is a State issued identification which should be respected as such. I am also aware that Arizona recognizes the Texas Concealed Handgun license as we in Texas recognize Arizona's. Nowhere is it written that the TSA must see a drivers license as an Identification card. If I did not have a drivers license, would (b)(6) refuse me access to my flight? As a TSA agent (b)(6) should not let his political views influence how he performs his duty, or discriminate against law abiding American citizens. (b)(6) seems to have a bias against Concealed Handgun License owners, Texans, people of South Asian descent, or all three. If he is ignorant to the fact that a State issued ID is enough to verify a person, and fits within the guidelines of TSA policy then he is not suitable for this position. This is a major issue, and I believe that action should be taken so that (b)(6) does not harass another American citizen who has done absolutely nothing wrong, and is simply complying to TSA and airport policy in displaying an identification card. I am forwarding this letter to
2015 8:25:(my local Texas Congressman, as well as Arizona Congresswoman Krysten Sinema, Arizona Congresswoman Ann Kirkpatrick, Arizona Congressman David Schweikert, and Arizona Congressman Ruben Gallego. I would like to know what action has been taken to educate or discipline (b)(6) because harassing and discriminating American citizens who have done absolutely nothing wrong is not the way an agent of the Department of Homeland Security should behave. Thank you, and I look forward to hearing back from you.

Regards,

(b)(6)

Reason for the call - She wanted to report a rude screener.

Airport - PHX
Airline - U.S Airways
Flight Numbers - 465
Departure Times - 7:10 am
Arrival Times - She went through the checkpoint between 5 and 5:15 am.
Date And Time of Incident - 7 23 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
:015 12:45: Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - A9
Terminal - Does not know
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - She told the TSO that she was 26 weeks pregnant and that she wanted to opt out of the AIT. He told her that the AIT was as safe as her cell phone and that she was stupid for not wanting to go through the AIT. He also told her that she had more radiation in her cell phone. He made her feel horrible. She went through the AIT. She was told that something was showing up in her stomach area. She had to have a patdown. She was told to lift her stomach and her shirt. She was also told to lower her pants. The TSO used a hand held metal detector. This was her first time flying and it was not a good experience. She said that she felt discriminated against because she was pregnant. She did not get the name of the TSO. She flew from PHX to ORD. She wanted to make a complaint.

REASON for the call: Caller went through Richmond and she is 78 years old and he has a metal implant and a bladder implant. She got a pat down. She went through the WTMD and she triggered an alarm. She has had pat downs before but never like the one she got yesterday. This pat down was more thorough than normal and the TSO told her that she would be going into and out of her cavities. The TSO was a Female and she was small and trim about 130 pounds with dark hair and wore glasses. (She may have been new) She insisted that she had to go back through TSA once she went through customs.
Date Time: 7-26-2015 at 7:30 to 7:45 PM
Gate Terminal:?
2015 5:08:4 Airport: RIC (She was flying into the country form Mexico.)
Airline: Interjet
Flight #: 1910

My family flies about one round trip a year. Most times the TSA Agents are very professional and courteous. Over the years there have been some issues. My last flight highlights one of these.
I recently flew to Houston, Texas, to visit relatives with my family. The security check-in on the return trip from George Bush Houston to Newark is the reason for this letter.
When I handed the TSA Agent my New York State Driver's License and boarding pass, he asked for other forms of identification. He stated that my license was not good enough. The reason being is that my license only uses my first initial and not the full first name. I then produced my Fire Department City of New York Identification Card. He stated that might work, either way, a supervisor would need to clear my entry. He then disappeared for about 10 minutes returned and said that I was approved. I have flown probably 12 roundtrip flights since 2001 and my New York State License was never an issue. Second, there was another member in my party whose license also only had first initial, why did they not have to provide a second form of ID?
Why do I take the time to write this you might ask? Am I not happy with increased security? No, I am. One of the other forms of ID that I went to hand him was my Memorial Park ID issued by the City of New York for September 11 Family Members. My brother (b)(6) was murdered that day. I am tired of my family being treated like a possible threat to this country. On prior trips, my daughters have tripped metal detectors with bracelets and have been threatened with strip searchers (at
:015 12:18: the time they were about 9 and 7). My wife has mobility issues due to Multiple Scleroses. Some agents show great concern for her, others act like she is faking it. One is afraid to say anything at the time of these instances because you read the stories in the paper of people being held for hours if they cause a problem at security.
Family Members of those murdered on September 11th should be able to get a special ID so that they are not treated as a possible threat to this country.

Thank you for your time reading this.

(b)(6)

Staten Island, NY 10312
(b)(6)

Feedback Type: Complaint
State: California
Airport: CALIFORNIA - SAN - San Diego International
Date of Travel: Mon, 07/20/2015
Time of Travel: 8:00 am
Airline & Flight Number:
Checkpoint / Area of Airport: Terminal 2, TSA Pre-check TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- TSA Pre?™

2015 7:11:1

Complaint: On Monday 20 July 2015 at 8am I was using the Pre-check line at Terminal 2, San Diego International Airport. Two female TSA were at the metal detector and another was at the x-ray machine. The agent working the x-ray machine may not have been able to see most of the incident as her view was blocked and she was intently watching her screen. There were 5 people in line, that's all, no onslaught of people trying to get through, just 5 people: myself and another gentleman maybe in his early 30's, an older gentleman who was using a cane had stepped to the side to drink a bottle of water he apparently didn't want to throw away, and an elderly couple who were obviously new to pre-check and confused. I was behind the elderly couple. The gentleman in his 30's processed through with no issue. The man with the cane had left his belongings on the table so we had to move around it, a fact that confused the elderly lady in front of me. I then witnessed the two female agents rolling their eyes and snapping at this elderly couple to hurry up. When they realized the lady left her belongings in the wrong spot one of the agents snapped at her, "I can't believe this" and rudely told her to put her stuff on the belt, as she shoved the

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - FLL - Ft. Lauderdale-Hollywood International
Date of Travel: Thu, 07/16/2015
Time of Travel: 3:30 pm
Airline & Flight Number: Delta 1615
Checkpoint / Area of Airport: the main checkpoint adjacent to the airline ticket counters TSA Employee: the supervisor in a suit coat & 14 others in blue
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- TSA Pre?™

2015 7:11:3

Complaint: I'm a frequent flyer in and out of FLL since March 22. My complaint is based on cumulative observations. July 16 tipped my frustration and that of the travelers in front and behind me in the TSA pre-check lane. TSA line delays are the status quo at FLL; at no other airport have I experienced such delays (MSP, MCO, ATL, HLN, SLC). I counted 14 TSA personnel and 1 roving, suit-coated man who may have been a supervisor. There were 25 - 30 passengers. Even with a 1:2 ratio, the TSA stumbled to adequately and in a timely manner staff a pre-check line. Actually, it would have been faster to go through the regular line. Once through pre-check with my blue TSA sticker, there was one line at the metal detectors for two open conveyors. After seeing the congestion, one TSA opened up a separate lane for pre-check. Previously I asked about the jumbled process and the reply was people have breaks, they're short-staffed (are you kidding?!), and talk to the airlines if you have a complaint. FLL is absolutely the worst-run TSA operation I've encountered. Are they really interested in efficient customer service? I think they're just collecting a paycheck knowing there's very little recourse the traveler has to put a boot in their blue

I flew out of Orlando airport on 07\27\15 in the evening on SWA flight 768,I went through the metal detector and was stopped and told your not cleared next thing I know my private area was being touched and in front of other passengers by a tsa agent ,the only other thing she said was that the machine didnot like my shorts. I was shocked at how I was treated but didnot have time to complain I had to catch my flight back to Atlanta. The confusion and disorganization in the security area was ridiculous.

2015 8:07:4

(b)(6)

Senoia, ga 30276

Sent from my iPhone

Feedback Type: Complaint
State: Illinois
Airport: ILLINOIS - MDW - Chicago Midway
Date of Travel: Tue, 07/28/2015
Time of Travel: 5:25 pm
Airline & Flight Number: Southwest 171
Checkpoint / Area of Airport: Main Checkpoint - PreCheck TSA Employee:
==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

1. The start of the Pre-Check lane or entry point was not easily identifiable. (Perhaps hang signs from the ceiling so it doesn't get blocked by groups of people.)

:015 12:06:

2.The document checker was rude. One doc checker was waving me forward to approach a podium, however, the TSO next to her was barking out commands simultaneously to stay behind the line. What line?. No line was distinct. Also, keeping a 20 foot gap between the doc checker and the imaginary line is not efficient. It's ridiculous, especially for a pre-check lane.

3. When moving from Doc Checker to X-ray, everyone was wondering if we were in a Pre-Check line. We didn't know. Things were poorly marked. Eventually we did experience a divestiture officer yelling out to keep everything in your bags and shoes on. So we assumed it was Pre-Check, but with a great deal of managed inclusion in the mix.

4. The non-English speaking passenger just in front of me took an item from his bag and placed it into his black cowboy hat. He walked through the metal detector with the hat on his head. Nice.

From: (b)(6)
Sent: Wednesday, July 29, 2015 10:08 AM
To: TSAExternalCompliance
Subject: Discrimination Complaint

Hello,

I have attached a statement in regards to an incident that i have encountered with TSA on July 20, 2015 for your review.

Regards,
(b)(6)

!015 12:07:
Attachment

July 29, 2015
MEMORRANDUM FOR: Transportation Security Adminjstration
Mutticultural Branch Office of Civil Rights Liberties

ADDRESS: 701 South 12th Street Arlington, VA 20598
SUBJECT: Discrimination

On Monday, January 20, 2015, I was encountered by TSA employee (b)(6) at Philadelphia International Airport Terminal A check point approximately between the hours of 7:00am and 8:00am prior to my departure to Punta Cana on US Airways at 9 :49am. I would like to formally file a complaint on (b)(6) on the basis of discrimination. His comments and behavior in front of my infant child was bias and ignorant. I was appalled by his actions. I have been through the TSA screening process multiple times fn the past and never have I been treated with such disrespect in a bias manner.

As my husband cleared the metal detector while carrying our daughter, I was approached by (b)(6) and he stated that I was being selected for a random Xray examination. I politely requested to opt out the Xray examination because I am pregnant. REASON for the call: He and his both received additional screening due to an alarm. He believed that they were targeted as he attempted to get the attention of a TSO near the WTMD prior to check in because there was no one at the airline ticket counter. The TSO directed him next door. He went next door and no one was there. He returned to the TSO to advise of this. He felt that the TSO gave him attitude and the impression that it was not his job to address his question. The TSO (male, Hispanic, short black hair, mustache) ignored him by continuing to look at his phone. He was a the WTMD.

His wife was patted down more than once. She was advised that there was an alarm of the ETD. A female TSO took his wife s information to complete a form.

A half hoop earring with three diamonds is missing from his checked baggage as well as a playing dice. The contents were disarrayed.

He asked what the chances are to be reimbursed.

!015 12:17:
Date Time:7 26 15 11:30am
Gate Terminal:
Airport: HXD
Airline: US Airways
Flight #: NA
Bag tag # (10digit: He doesn t have it with him.
Bag Description: Her suitcase is black and white cow print.
NOI: Present. He doesn t recall if there was additional information stamped or handwritten.

I am writing to inform you of a very negative experience my family and I had as we went through the security checkpoint in Terminal 1 at SAN on 7/15/15 at 7AM , particularly regarding your supervisor (b)(6) . I've included the names that I was given, however I'm not sure about the spellings.

My husband and I were traveling with our 3 year old and 14 month old boys, and our youngest currently is developmentally behind, unable to walk, and has a feeding tube in his stomach. I was nervous about going through security with all of his medical equipment, supplies, and formula so as soon as I booked the flights months ago, I called TSA Cares to have them walk me through the process and offer advice on how to go through security. My son would be receiving a feeding at the time that we would be going through security, so the person I spoke with told me that if we could possibly disconnect the feeding at the time we walked through security, it would be easier for the agents to inspect the feeding equipment and we could walk through the metal detectors without any issue.

A couple of days before our flight, I called the TSA Cares line again to schedule a TSA representative to accompany us through security so that we would have assistance with everything. I received an email from (b)(6) with further instructions. I called the phone number provided and (b)(6) met us at the Southwest ticket counter to walk our family through security. He was very friendly and instructed us on how and what to place through the X-ray machine in regards to our formula and medical supplies. He as well as the agent working at the metal detector instructed me to leave my son's feeding machine and bag attached to him as we walked through. I let them both know that the TSA Cares line had advised me to detach it to walk through and I was fine with doing so. I also let them know that the feeding machine would for sure set off the metal detectors. They both told me that we were fine to go through and to not disconnect the feeding, they would just inspect his feeding bag after we walked through.

2015 4:00:3 Of course when I went through the metal detector carrying my son, we set off the detector. On the other side I was immediately confronted by the supervisor (b)(6) and told that I would need to come over to the side to be pat down. At this point I was frazzled because all of our things were still going through the machine and they were trying to inspect my son's feeding bag as I'm holding him. I also feel very uncomfortable with having to be pat down and was really trying to avoid being in that situation. I told her that I called the TSA Cares line ahead of time to avoid all of this, had a TSA agent walk through with us, and that followed the instructions I was given to walk through knowing the machine would set off the detector. We asked if there was anything else that we could do since we were told to go through knowing that they would go off. At that point she was trying to get ahold of her supervisor and she asked me if my son could walk through the detector. I let her know that he is unable to walk and even if he did go back through, the feeding machine would set off the detector again since it was still attached. I filled her in on his medical needs and she then told me that I would have had to have been pat down anyways. I started to get pretty upset because I started to feel that my son and I were being singled out because of his disabilities and medical needs. I didn't feel that we should be treated differently from anyone else because of his needs.

Another TSA agent that was there inspecting the feeding bag suggested that I hand my son to my husband and that I walk through the detector again rather then having a pat down. We also asked if we could do the body scan rather then having a pat down and were told no. Before (b)(6) received an answer from her supervisor, she instructed me to hand my son to my husband and walk back through the metal detector, so I did. She then spoke with her supervisor and told us that he was not happy that she made that decision, that I would still need to be pat down, and now that I had passed my son onto my husband, my husband would now have to be pat down. At this point, my husband and I are now livid! We felt that our experience was made worse and we were having to suffer because of her wrong call. We asked to speak with her supervisor, (b)(6) and were told that we couldn't speak with him and that he doesn't come out for anyone.

Once they were done inspecting all our bags and my son's feeding bag, we all were ushered over to the area where we would be pat down. There were two other agents that joined us, one male to pat down my husband and another female. At this point, we were receiving a lot of attention from the crowd so on top of already beginning extremely upset about the way things have been handled by (b)(6) and feeling unfairly treated because of my son's needs, I'm completely humiliated to be having my entire family pulled aside to be pat down when I followed the instructions I was given. I began to cry out of embarrassment and frustration while I received my pat down and my husband was expressing how angry he was that this was incorrectly handled by (b)(6) The TSA gentleman that was patting him down even agreed that we were being unfairly treated.

These events occurred on 20 July and then on 24 July 2015 at (b)(6) Field, Newport News, VA.

On 20 July, I had to pick up/send off three unaccompanied minors on an American Airlines flight to/from Charlotte, NC/PHF. I had to obtain a gate pass to go beyond the security check point. I had to go to beyond the security check point since I could not process my grandchildren at the ticket area and there were no beverages, no snacks, nothing to keep the children occupied available in that area. I was not going to board an aircraft, only the 3 minors were flying.

As I approached the checkpoint, I informed the TSA employees that I had a knee replacement and had my medical card with me. They waived me through the metal detector which subsequently alarmed. My husband went through the full body screener -- he had no metal implants or devices. The TSA employees would not let me proceed through the full body screener -- I had already alarmed the metal detector. I showed them the medical card and showed them the scar on my knee. They didn't care. I had to endure a hands on body pat-down. I asked for a private screening but there was no other female available at the security checkpoint to take me to the private screening area. I had to endure the public humiliation of an individual rubbing their hands over my body, including intimate areas, lifting my blouse to reveal my stomach, being swabbed with an explosive detection cloth, having my bra searched, and feeling my right breast. I also had breast cancer and have had breast cancer surgery on my right breast. I told the TSA employees this all before the hands-on pat-down. They continued while others walked passed in full view.

On the second visit on Friday, 24 July, I insisted on a private screening. The same procedure happened as before. My husband who has no metal implants went through the full body screener. I went through the metal detector and

2015 4:01:1

There is no official FOIA request in the message below. Thank you for your time. Have a great day!

U.S. Department of Homeland Security

Transportation Security Administration

Freedom of Information Act Branch

601 S. 12th Street

Arlington, VA 20598-6020

571-227-4300

From: (b)(6)
Sent: Wednesday, July 29, 2015 5:40 PM
To: FOIA
Subject: TSA Contact Us: Freedom of Information Act

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: 7/29/2015 5:39:44 PM
Disability Description: The caller has a service dog and she has severe anxiety.

Incident Details: The caller flew on Southwest Airlines; she departed MacArthur airport in NY. She called last week to set up assistance and today when she got to the checkpoint she told the TSO she needs assistance and she had a support dog with her. They had a male STSO come over and he put her in the normal line which was part of the reason she set up assistance in the first place because she has really bad anxiety. She got over to the metal detector and the male TSO gave her confusing instructions on how to handle the screening. She takes anxiety medication and the whole process almost gave her an anxiety attack. She wants to complain on the individual that did her screening because he was really awful to her and she said this is not the first time she flew through this airport and had to deal with this particular TSO. She wants me to add that the airport she flies through in Florida is wonderful.

Date and time of incident: 07 30 2015 5:40am was her flights departure time and the incident happened at 4:40am.
Airport of incident: ISP
Airline name: Southwest Airlines
Flight number: 4644
People invovled in incident: (b)(6) was very very nice and helpful. She saw what was going on with the rude male TSO and made sure to help her.
Description of incident: She called last week to set up assistance and today when she got to the checkpoint she told the TSO she needs assistance and she had a support dog with her. They had a male STSO come over and he put her in the normal line which was part of the reason she set up assistance in the first place because she has really bad anxiety. She got over to the medical detector and the male TSO gave her confusing instructions on how to handle the screening. She takes anxiety medication and the whole process almost gave her an anxiety attack.
Caller s contact info: Listed above

NOTICE:

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

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

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

Are you 18 or over? Yes
2016 2:13:1 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?

What was the date and approximate time of the incident?
07-30-2015 11:30
Caller says that he was going through security. His 94 year old wife was in a wheelchair. He is 82 years old. Their skycap helped them. His wife was able to bypass the normal security line, but he had to go through the normal line. He went through the first set of machines and there was an alarm. He had his belt on and has multiple metal implants in his body. The agent there supposedly asked him why he didn t tell her before in a rude manner. He then went to the AIT where another agent supposedly rudely told him to remove his hat and then rudely told him he knew better than to leave money in his pocket. They made him take off his shoes even though he is over 75. His screening resulted in a patdown, but he has no complaints of the gentleman who done the patdown; only the two women who were supposedly rude to him. He didn t catch their names. The one at the WTMD was in 30s to 40s with short brown hair and maybe glasses. The other at the AIT was in her 40s to 50s with short hair.

Date Time: 07.28.15 11 a.m. Incident occurred at approximately 9 a.m.
2015 2:33:1 Gate Terminal: C
Airport:
Airline: Southwest
Flight #: 758
Bag tag # (10digit): N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
The caller is wanting to file a compliant about a patdown. Her mother, (b)(6) went through the checkpoint today at Washington Dulles Airport and she went through the WTMD. She set off an alarm so they did a patdown. When they did the patdown, they asked her to lift her skirt to her thighs and they touch her everywhere inappropriately. They also didn t offer her a private screening and she felt humiliated in front of everyone. This was her first time flying.

Date\Time: 7.30.15 12:14 pm
2015 3:10:5 Gate\Terminal: Not Provided
Airport: Washington Dulles
Airline: United Airlines
Flight #: UA1107

detector. AT MSY Concourse D there are separate precheck and non-precheck lanes but after producing ID and a boarding pass both the non-precheck and precheck passengers are routed together before going through the metal detector. Just before going through the metal detector an agent asks that a boarding pass be produced to verify that you are a Precheck passenger. The problem is at that point my cell phone (with my electronic boarding pass) has been packed in my luggage to be x-rayed. I was then told to remove my shoes and jacket and processed as a non-precheck passenger. I spoke to who I assumed was the lead on Concourse D who explained they don't have dedicated lanes (even though, ID checks are separate). Seems to me that the problem can be solved, as with other checkpoints, by using a crowd control rope to separate both lanes so non-precheck passengers can go through the scanner and precheck passengers can go through the metal detector.

I later went into the Delta SkyClub where everyone coming through the door was fuming about the breakdown at the checkpoint.

My opinion is that TSA has had 15 years to figure this out and this level of dysfunction should not exist.

2015 8:12:5 (b)(6)

(b)(6)
Mobile: (b)(6)
HYPERLINK (b)(6)

(b)(6)

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name (b)(6)
Primary Phone: Work Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Diego
State: California
Zip Code (Post Code): 92108
Other:
Email: (b)(6)

2016 8:13:5

==Incident Information==
When did this happen? Wed, 07\29\2015
Where did this happen? CALIFORNIA - SAN - San Diego International
What happened?
At about 2:15 p.m., I was in the pre-check line (I have a known traveler number). I went through the metal detector. Shortly afterwards, I heard a ping, so I m assuming I may have set it off - it was probably my watch. The rare times I ve set off the metal detector in pre-check in the past, I ve had TSA agents request that I remove shoes and\or metal and then go back through. This time, I was told, We need to do a lower body check.

Gentlemen,

I hold a TSA Known Travel Number (KTN). Recently at the Kahului HI airport, I had a early morning flight. As I approached the TAS officer at the entry corridor, he informed me that that there were no TSA line. I question him why? His response was that it was slow during the morning. There were approximately 30 passengers waiting for the single ID checker. At both metal detectors, there were two TSA officers, assisting passengers, one for the CAT scan type machine and the other one standing in front of the original metal detector machine, just waiting for KNT passengers to come thru the regular passenger line.

That did not make sense. There were still the same number of TSA personnel stationed prior to the scan machines.

!015 10:01: I told the greeter TSA employee, they could have had a TSA line along with the regular passengers to the single ID checker. When us few get up to the checker, he or she could alternate checking us with the regular passengers. A no brainer! No additional TSA personnel needed and still service the TSA KTN passengers.

Further, at the Honolulu Airport, we as Hawaiian Air Premier Travel Club member have a separate entry line to the TSA ID checker. The TSA checker then alternates with the regular passengers and the HAL Premier member. This works well. There is also a separate TSA passenger line that I could also enter.

My request is for the Kahului management respond to this concern and initiate the TSA line during early morning, late evening or any other slow times.

I do pay for the privilege. Thank you for your attention to this concern.

From: (b)(6)
Sent: Friday, July 31, 2015 10:52 AM
To: TSA-ContactCenter
Subject: FW: Incoming Title VI Complaint

Please see message below.

I have been referred to Seena Foster, Manager, Disability Branch, Office of Civil Rights and Liberties

Best Regards,

(b)(6)
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue SW, Room 1030
Washington, DC 20591
Work: (b)(6)
Fax: (202) 267-8341

HYPERLINK "http://www.faa.gov/about/office_org/headquarters_offices/acr/feedback/"cid:image002.png@01CFDE27.28A0A060ACHIEVING SAFETY THROUGH DIVERSITY Please click the image to provide feedback
This e-mail message is intended solely for the recipient(s) above. The information may be privileged and confidential. If you are not the intended recipient of this message, notify the sender immediately and delete the original message. Thank you!

From: (b)(6)
Sent: Friday, July 31, 2015 10:40 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: Incoming Title VI Complaint

Good Morning,

Our office received this letter via FedEx July 17th. I have been struggling trying to find who is the POC/ who should I forward the letter to. If you could please advise as to where I can send this to or who I need to call, I would really appreciate it. Thanks!

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/31/2015 1:54:38 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/31/2015 1:30 PM Airline & Flight Number : delta 1451 Checkpoint/Area of Airport : gate D TSA Employee: (If Known) : n/a
Comment : The folks at TSA precheck here do a great job. Problem is, lately they aren't ever open. In the last four weeks, at this gate, they haven't been open in the three times I have been through. I paid for the service, and I have given up my privacy for this privilege. More and more, at other airports, I find you're cutting staff and TSA precheck services are unavailable. This is not okay, I am waiting much longer and treated with far more suspicion. Some of your agents also insist on people going through the big scanner (not the metal detector) even though the boarding pass says precheck. This treatment is not why I was fingerprinted and checked. Please staff your services and deliver on your promise.
Would you like a response? : True
Passenger's Name (b)(6)
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 former prosecutor who believes that TSA normally does a very good job on a daily basis, often under difficult circumstances. I write to you today because I experienced and witnessed conduct by TSA agents in New Orleans this morning that was so unacceptable that I feel obligated to share with you.

Today Friday, July 31, 2015 I flew with my six year old daughter from New Orleans (MSY) to Washington DC (DCA) at 7:25 am on US Airways flight #4684. The flight left New Orleans at 7:25 am, and @ 7:00 am we went through security. The flight flew out of a gate in the C concourse. Both my daughter and I were TSA Pre Check, and we were directed to the TSA Pre line by a TSA agent. We were in the TSA Pre line with about 4-5 other passengers. The TSA agent who reviewed our tickets and my driver's license was a very nice, professional woman (wearing a blue head scarf of some sort). She was very nice, and directed us to go through the nearest of the two security lanes.

All of us in the TSA Pre line put our bags and items on the conveyor belt and walked through the metal detector with no problem. However, the TSA agent operating the metal detector began to speak in a hostile tone to us. At first we couldn't
!015 9:26:5 understand what he was saying, but he yelled that we should have taken our laptops out of our bags. Myself and another passenger replied that we had come through the TSA Pre lane, and that it was our understanding that we were not supposed to remove our laptops. At this point the most bizarre thing occurred. The TSA agent operating the metal detector, who was a white male with dark hair and dark facial hair (almost a beard) who appeared younger, in his 30s, stood sat up from his chair and in a rather rude voice told us that that was impossible because there was no TSA Pre lane open. The group of us who had just come through the TSA Pre lane told him that we had, at which point this TSA agent (white male, dark hair with facial hair) operating the metal detector began to criticize us for not listening, and not following orders, and at one point he told another TSA agent (in a lower volume) that we were all "stupid."

Another TSA agent (African American male, older) picked up my bag and asked if it was mine. I said it was, and he then walked away. A few seconds later, my bag came through the conveyor belt, but it was open, and a lot of my property was littered about on the conveyor belt. My wallet, cell phone, and boarding passes were littered on the belt and I had to dig through people's bags to collect my items. My lap top was also on the conveyor belt. The TSA agent who took my bag never told me he was going to open it, remove my laptop, and then send it all through. Most egregiously, he blatantly left the bag open so that its contents would spill out.

We could not find my daughter's boarding pass, which had also fallen out of the bag due to the TSA agent's conduct. I found the TSA supervisor, who was very professional. The supervisor was an African American male, I think he had a beard, and he was somewhat tall and solid. The supervisor seemed to be professional and he went to the conveyor belt and found my boarding pass, which was laying in an area that is only available to TSA personnel. The supervisor apologized and said that this crew was normally better. At this point a few other passengers were upset as well.

Hi my name is (b)(6) A 38yrs old Japanese single traveler. Today July 31 from 12pm noon to 12:30 pm at LAX airport TSA check point I was put on the side for 25-30min for opting out and needing female officer assists.
After I opted out the scan machine I was told to stand to the right front side of scan machine till female officer assists came. I said ok. I opt out every single time because of my illness and I believe it is better for me to not go thru the radio wave machine. Other side of the machine there were 2 officers, 1 male 1female. About 10min in to standing there and waiting, the first officer I opt out to yelled out for female officer assists again. Saw some other officers look. Then the one female officer came thru the machine and said to me you know there is only little bit of radio wave and it won t hurt you I said sure but I have Lupus and I do not want to go thru, I m one of those ppl that opt out every time with a smile. She said sure, just wanted to let you know and walked thru and back to her place by machine across from me. I stood for 5more min till I asked the first officer I really don t mind having a male officer. He said that is against the rule. I said ok. At this point i asked for a chair since I am a handicap and can t stand for a long period of time, but no help. Little over 20min and 8times of first officer yelling for female officer assists, I felt like I was a target of some sort of game. I have seen prob over 100 people go by one officer come
!015 9:27:4 thru the metal detector with bins to refill 3times... Watched lots of officers take a peek at me and see that I m still here. This whole time the 3 or 4 TSAlines they have there had 5-10ppl lines whole time and was not busy. First officer saw different female officer come by the machine and said she has been waiting for over 20min. She looked at me and back at him and said when you opt out the machine this is what happens, you wait. Sadly to say she had a Yo-Yo In her hand and played it for a sec before she puts it back in her pocket. After that I def felt like targeted. First officer called supervisor and told him I have been waiting for over 20min for female officer, he said he will get them right a way. I waited for another 5min. To remind you this whole time I waited I have counted at least 4 female officers around. Def 2 of them knew I was waiting because of the conversation. First officer apologize few times to me. I am sure there is video cameras all around TSA area, I would like you to take a look at them. Between 12pm-12:30pm. Japanese lady with a glasses. I am hoping that they are not playing this game all the time. I am very very disappointed how I was treated by some of the officers.
Please write back to me and let me know what has been handled after you receive this email.
Thank you. (b)(6)

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact :
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Minneapolis
State: Minnesota
Zip Code (Post Code): 55405
Other:
Email: (b)(6)

==Incident Information==
When did this happen? Fri, 07\10\2015
Where did this happen? MISSOURI - STL - Lambert St. Louis International
What happened? I am traveling with two small children, my two month old son and my two year old daughter, as well as my father. I am breastfeeding and since my daughter was born have traveled

Feedback Type: Complaint
State: Texas
Airport: TEXAS - AUS - Austin-Bergstrom International
Date of Travel: Sat, 08/01/2015
Time of Travel: 4:00 pm
Airline & Flight Number: Southwest Airlines Flight 2196 Checkpoint / Area of Airport: Checkpoint 2 TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening

Complaint: I was randomly selected for extra screening through
the TSA Pre line. The officer told me my bag tested positive for
explosive material. I was told to sit down and take off my shoes
as they thoroughly searched ever inch of my bags and sent them
through the metal detectors several times. A female officer
patted me down in front of everyone. She didn't offer a private
pat down. Shortly afterwards, a man who indicated he was in
charge of explosives came and questioned me. I asked him how this
it was possible my bag could test like this in light of the fact
I've travelled through multiple airports in the past three weeks
with the same exact bags without incident. He said the bags may
have touched something during all those travels (which is
disturbing) or that I may have touched someone. He asked if I'd
touched someone recently. I told him our driver helped me out of
the car so I'd touched his hand. "Did he look like a terrorist?"
he asked me. I told him he's a white male. I explained that I'd
worked on the Bush presidential campaign as a staff member and so
it was ironic that I was going through all of this. He said
there wasn't really a problem. They just needed to go through
this process because that was the protocol once the alarm went
off. Shortly afterwards, another officer told me I'd be able to

!015 9:44:1

The caller was traveling from Phoenix to LAX. And when he was going through the screening process, a TSA officer named (b)(6) was being very rude to him. When I asked Utpal what (b)(6) did to make him upset, he stated: I have a hip replacement, and I must take my time. I went through the WTMD and went over to the bins to gather my belongings and put on my shoes. (b)(6) kept pushing me to go faster and saying things like Go faster! Move it. Hurry up! . After that; a woman, whom was also a TSA officer, was being very rude to me.
He also stated; I don t want (b)(6) to lose his job, I just want to make sure no one else has to go through this situation.

Date Time: 8 2 2015 5:05am
Airport: Las Vegas
Airline: Delta
Flight #: 1552
Officer Description: Looks 21 years of age, tall and skinny, his name is (b)(6)
The supervisor was also rude to Utpal.

015 11:28:4

Yesterday the caller and her husband were coming back from the Fort Lauderdale airport.
She said that her husband was not treated correctly and she had an NOI, she wanted to know if this was related.

They told him that the Pre Check lane was closed, they both had a blue or green tag put on their boarding pass to signify they had Pre Check.
When they got to the beginning of the belt he opened his laptop bag and was told to take every single thing out of his laptop bag and everything out of his pockets.
As soon as he got to the other side of the metal detector after clearing, the first lady that initially that told him that Pre Check lane was closed, told the other TSO s that his stuff needed to be checked again after already being cleared.
She also suggested that he have a thorough patdown with which he had to undergo after already clearing screening.

!015 4:31:0

Date Time: 08 01 2015 @ around 6-6:15 PM
Gate Terminal: B5
Airport: FLL
Airline: Southwest
Flight #: 3913

Description: She was an African American woman, she had short hair, they also think she wore glasses.

Feedback Type: Complaint
State: Georgia
Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International
Date of Travel: Mon, 07/27/2015
Time of Travel: 1:45 pm
Airline & Flight Number: Delta 2046
Checkpoint / Area of Airport: If I recall it was the southern check point, for everyone.
TSA Employee: Older black female, wears a hair bonnet.

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

am (b)(6)

Usually my flights are unremarkable and boring but this one was different.

:015 5:32:1

Leaving Georgia I headed toward screening. Arriving at screening I was greeted by a completely obnoxious older black female that was standing behind the metal detector. There was no one in line and as I headed toward the metal detector she pointed toward the full body scan. I then asked if the metal detector was open and she replied "If you want to come through me." I then asked again, is the metal detector operating and may I walk through it? Again she answered "Only if you're going to go through me." She then said a few more things under her breath and smiled as I walked past to the full body scanner.

This is the "professional TSA?" I'm guessing you don't have any professional standards. The next time I will not be so nice and just walk away, next time I will call a moron a moron and very loudly. No "man" has ever spoken to me like that and I doubt ever will, she only got away with it because she was older, black and female.

And yeah, feel free to run my background, I was in 5th SFG(A).

Feedback Type: Complaint
State: New York
Airport: NEW YORK - ISP - Long Island MacArthur
Date of Travel: Sun, 08/02/2015
Time of Travel: 6:40 pm
Airline & Flight Number: Southwest Flight 4285 Checkpoint / Area of Airport: General Security TSA Employee:
==Complaints==
Complaint Feedback: TSA Pre?™
Complaint:
While passing through ISP, the pre check lane was closed, as the airport was not extremely busy. I initially assumed this meant I'd be subjected to a standard screening process. However, I was handed a piece of paper indicating I was TSA pre check eligible, which I assumed meant I could follow all the standard pre check rules.

!015 6:14:2

After passing through the metal detector, I was informed, rather rudely, by a TSA employee, that I did not remove my laptop. According to this employee, they were running a "reduced pre check" lane. My laptop was removed and re-screened.

I pride myself on understanding the TSA checkpoint rules, and am careful to follow them to ensure I pass through security with minimal hassle. Over the years, I've been able to pass through dozens of times without being stopped. However, I have now encountered a situation in which the rules were not clear, changed significantly, and caused needless delay.

In this situation, I would have preferred to have just been subjected to the standard screening process. Predictability is something that makes frequent travel easier. Situations such as

Preferred Language: english
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: leesburg
State: Virginia
Zip Code (Post Code): 20176
Other:
!015 6:14:4 Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complaintant Information==
Relationship with Complaintant: father
Full Name of Complaintant: puneet (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
ne
City: leesburg
State: Virginia
Zip Code (Post Code): 20176
Other:
Phone No: (b)(6)
Email: (b)(6)

Hello,
I recently signed up for and received a known traveler number (TSA Pre-Check). The point of me doing this was so that I could pay a fee and move swiftly and unmolested through TSA screening for domestic air travel. Every time I travel through TSA I am always subject to secondary screening that in told is random . I am either patted down, wanded, or my palms swabbed EVERY SINGLE TIME, I do not trigger the metal detectors, I never have items in my pockets. etc. There is no way this is random because every time I use the service I am secondarily screened. Why is this? What privilege did I pay for? Why did I subject myself to a background check if this is going to happen every time. I find this wholly unacceptable. I would like an explanation.
!015 7:22:3
(b)(6)

(b)(6)

On July 23, 2015, my family and I flew out of Orlando International Airport for vacation to California. Everything was going fine until we encountered a very rude security screener (tall, African American male with glasses) who was yelling at everyone in line to remove all metal objects. He proceeded to insult a lady that she must be deaf to have not heard him when her hair clip set off the metal detector.
As I approached, I emptied my pockets and waited for a tray to place the items in. He yelled at me for holding up the line. I responded that he made me wait so the delay is his fault. He then grabbed my cell phone and other pocket items stacked on it but told me to keep my cash in my hand. I tried to take the cash from but he had a firm hold on everything and I could not take the money out. He continued to yell at me and only stopped telling when I yelled back and pulled the items from his grasp. I told him that he has no right to yell at people and if his job working with the public gets him uptight maybe he's not a good fit for the job. He obviously didn't like my comment and I ignored any response from him and proceeded.
While I respect the badge and uniform, I hold to the firm opinion that those items are not a license to treat others in a condescending manner and I will not tolerate it.
!015 8:43:2 Perhaps some sensitivity training is in order-I'll even teach the class!
A response would be much appreciated.

Thank you,
(b)(6)
Concerned American Citizen

Sent from my iPhone 5c

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/3/2015 8:22:46 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 08/03/2015 7:00 AM Airline & Flight Number : AA 1097 Checkpoint/Area of Airport : Terminal A - Pre-check lane TSA Employee: (If Known) : Black woman at Supervisor desk Comment : First, don't ask for feedback if you don't want it. Your agents are never open to feedback. They are rude and defensive of things they couldn't understand.

015 10:02:2 Secondly, please set the metal detection at a consistent level and keep it calibrated. I go through the same lane wearing the same shoes, belt & watch every 2 weeks and maybe a third of the time the metal detector is extra sensitive and alarms. You can tell because every other person is setting it off. This is inefficient and annoying! I'm happy to take my shoes off if I need to, but not knowing (in the pre-check) lanes is 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

Feedback Type : Security Issue
Categories : Miscellaneous/Other
Current Date/Time : 8/3/2015 12:46:05 PM Airport : EWR - Newark International Date/Time of Travel : 072615 11:55 AM Airline & Flight Number : UA174 Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :
Comment : You may wish to be aware that the security screening:checking at Newark on this day appeared to me (as a retired security professional) to be so cursory as to be wholly worthless. The security official had no idea of the quantity of liquids
!015 2:02:3 permitted, and in fact did not ask any member of my family to remove liquids from their hand baggage. We were also not required to empty our pockets or remove watches or belts or shoes before proceeding through the metal detector arch.
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

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? No, I m filling this form out for someone else
==Representative Information==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
Best Time to Contact:
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
!015 2:03:0 - Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Scottsdale
State: Arizona
Zip Code (Post Code): 85254
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.
==Complaintant Information==
Relationship with Complaintant: Sister
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Norfolk
State: Virginia

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)

Are you 18 or over? Yes
:015 2:03:0 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? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?
08-03-2015 10:00
:015 3:00:2 Caller said when coming through the PDX security check point he opted out of the AIT and WTMD and the TSO that conducted his pat down seemed nervous and out of sort. When going up the callers right groin his hand was shoved up very forcefully and hurt the caller. He was near terminal E. He did not get a name or a badge number. The TSO had an accent and seemed to be around 50-55 years of age.

Preferred Language: ENGLISH
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: MALIBU
State: California
Zip Code (Post Code): 90265
Other:
Email:

!015 4:04:3

==Incident Information==
When did this happen? Mon, 07\27\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles International
What happened?
I do not feel comfortable going through body scanner due to radiation. We don t really know what kind of long term effects this radiation has on our bodies. Passengers should have an option to go through metal detector or have a pet down done soon after they opt out.

At 8 am at Delta terminal, I waited for 20 minutes before I was taken for pet down. After I was taken to the station for another 5 minutes, because someone had to watch the person doing pet down. What kind of ridiculous rule is this? Is this not why security cameras are in place?

Feedback Type: Complaint
State: New Jersey
Airport: NEW JERSEY - EWR - Newark International
Date of Travel: Mon, 08/03/2015
Time of Travel: 3:30 pm
Airline & Flight Number: UA 1642
Checkpoint / Area of Airport: Terminal C TSA Employee:
==Complaints==
Complaint Feedback: TSA Pre?™
Complaint:
I have paid and been screened for TSA Pre, upon arriving at gates
70-99 TSA was allowing more than 50 non-TSA Pre passengers
through the security line. I had to leave the line and go to the
other side of the terminal. This side of the terminal was also
letting multiple random people through the pre-checked security
line. Multiple people tripped the alarms with no further action
from TSA members, and one man actually tripped the metal detector
3 different times and your TSA members did not do further
screening on him.

People pay money to have the convince and security of TSA Pre and
you are putting traveler's lives at risk allowing hundreds of
random travelers through this security check

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

:015 7:07:5

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact : 11:00 am - 1:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

!015 7:07:5 PO Box or Street Address: (b)(6)
City: Richmond
State: Pennsylvania
Zip Code (Post Code): 23233
Other: United States
Email: (b)(6)

==Incident Information==
When did this happen? Fri, 07\03\2015
Where did this happen? VIRGINIA - RIC - Richmond International
What happened?
I had a boarding pass that indicated TSA Pre-check and I am a member of the Global Entry program. I also have a metal knee implant. I went through the Pre-check line, which only has a metal detector, which alarmed, and I had to get a thorough pat

Complaint:
She had surgery on her ankle so she has to wear a boot.
She had to have a patdown on her departing flight because she could not go through the imaging technology.
On the flight back she decided that she did not want to be degraded by a patdown again so she forced herself to walk through the metal detector.
She had to have her scooter and boot tested for explosives and something came out positive and she had to receive another patdown.
She did not appreciate the way the patdown went and she felt that it was degrading, she received this from a supervisor who insisted she would do it.

!015 9:16:2 She gave me the name: STSO (b)(6) although he was not the one who conducted the patdown.

Date Time: 8 2 2015 @ 2:45 PM
Gate Terminal: Terminal 2 CP1
Airport: MSP
Airline: Southwest
Flight #: 4062

Hi, I just wanted to share my expirence that I had at PDX. I didn't know much about the AIT scanning that you guys now have through security and I was informed that if I didn't want to do it I could opt out and receive a metal detector and pat down.
When I approached the front of the line there was the AIT scanner and the metal detector to walk through.
Now when I tried to stay in the line to go through the metal detector I was asked to move to the AIT scanner.
!015 8:28:4 I asked the gentleman if I could choose to stay in the metal detector line to which he replied with "No you can't, but that's a great question." Now I wanted to make sure I was informed properly so I came to your website to see if, in fact, it is my right to opt of of it if I chose to.
So I guess my question is if that is something I am able to do why do you have employees blatantly tell me that I cannot? Not to mention talking down to me like I am a child when I am a 24 year old woman asking a simple question.
If you allow people to opt of the AIT scanning you might want to let your employees know that. I don't appreciate being treated like an idiot when what I was doing was completely within my rights.

Transportation Security Administration,

I'd like to file a complaint for what I believe was an abuse of authority by the TSA as supervised by (b)(6)

I asked to be let through the metal detector, which has always been an accepted option. I was told I only had two options: the scanner, which they assured me had safe radiation levels and no "images", or a pat down. I asked the reason I would need a pat down and no reason was ever given. I asked for a police officer to be present for any pat down. He refused my request several times. Soon a Delta official (who refused to give me his name) told me I was to go through the scanner or not travel (one option). This forced to go through the scanner which (of course) necessitated a pat down because of suspicious underwire in my bra. During the pat down the TSA agent told me she'd need to get her gloves (twice) for more intrusive checking. Somehow my refusal worked this time.

015 10:04:0 The war on terror has me terrified alright. I hope I can have some assurance that my civil rights will be respected when I visit my new granddaughter in New Jersey few weeks!

Thank you,

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

Delta flight DL1557, Salt Lake City airport, 8/2/15

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Thu, 07/23/2015
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:
==Complaints==
Complaint Feedback:
- Disability or Medical Condition
- Other
- Professionalism/Customer Service

Complaint:

015 2:19:2 I have been through TSA and on 8 flights during my pregnancy. It has been recommended that I not go through the scanners during my pregnancy. Without fail after I request to opt out and get a pat down, I am then forced to stand there while they yell for a female assist. I then stand there waiting and waiting for someone to show up and get me out of the tiny space I am shoved into to try and get out of the line. Meanwhile, all of my government documents, wallet, plane ticket and personal items are on the belt for anyone to help themselves. I continue to wait and wait while every women on staff(not many) scurries away while the person at the checkpoint yells "female assist" After a while, I then have to beg them to get someone and a manager has to show up and drag a woman out to pat me down.

While I am waiting woman after woman with an infant a few months older than the one I am carrying are ushered through the metal detector without bother.

The caller has an artificial hip and was going through the PreCheck lane at DEN. He let the female TSO at the beginning of the line know about the implant and then went through WTMD. The detector alarmed and the TSO at the detector told him to go back through again. The passenger told the TSO about the implant and the TSO got upset and started raising his voice at the passenger about being in that line. The TSO told him he would have to conduct a patdown and asked the passenger if he was sensitive to touch. The passenger told him that he did not know because he had never been touched by a man. The TSO repeated his question and the passenger repeated his answer. The passenger claims that the TSO took a very long time to do the patdown and additional screening, then finally let him through the checkpoint. This took place on 7-21-14 and the caller filled out a written complaint and turned into the TSA in San Diego on 8-7-14. He has still not heard anything and wanted to know why he had never been contacted about the rude treatment. He requested to be contacted.

!015 6:08:1 Date: 7-21-14
Time: 9:30AM
Airport: DEN
Terminal: A
Airline: Frontier
Flight: F90551
TSO Description: Male, Middle Aged, 6 ft, with curly hair.
To whom it concerns,

Yesterday, 4 Aug 2015, I took my son to the Dallas Love Field Airport. I had a pass to be able to escort him to the gate. I am a disabled Combat Veteran with a service dog, and most of the TSA agents were great. There was one agent, I am sorry did not get his name. He was working the security around 1700, a little over weight, and had facial hair. I had just taken off my service dogs vest, collar, and leash to put them through the x-ray scanner while we went through the metal detector. I put my service dog, Thor, in a sit stay, and walked through the metal detector then I called him to come through. When Thor came through he came straight to me, a little playful, expecting his reward for doing what he was told. I had that TSA agent, very rudely, tell me that I needed to grab his collar. When I explained to him that his collar was in the x-ray scanner he then proceeded to tell me that I needed to grab Thor around the neck. First of all grabbing anybody around the neck is very dangerous thing to do, second of all I explained to him that with him being a service dog that he was under verbal commands, and that under federal ADA guide lines that as long as he was under verbal commands that he did not need to be on a leash, and seeing
!015 8:08:1 how we were being held at the metal detector so that I could get my hands checked it was a little hard to get his gear back on. The Agent was very rude, and he told me that I needed to have Thor marked as a service dog, and when asked to speak to his supervisor, he would not, was rude, and tried to blame me by saying that Thor needed to be wearing something that identified him as a service dog. I was loosing my cool with him, and I will admit that by this time I started getting a little rude. I told him that he needed to brush up on federal ADA guidelines and polices. I was sending this email to let you know that the agents need to get better training when it comes to service dogs. I am not the only disabled Combat Veteran that is going to have a service dog, and they might not be as understanding.

Thank you,
(b)(6)

Feedback Type: Security Issue
State: Florida
Airport: FLORIDA - JAX - Jacksonville International
Date of Travel: Fri, 07/31/2015
Time of Travel: 9:25 am
Airline & Flight Number: AA 2383
Checkpoint / Area of Airport: Checkpoint Pre Check TSA Employee: LTSO Female
==Security Issue==
Security Feedback:
- Advanced Imaging Technology
- Other
Security Issue: I was processing through the Pre Check Lane at
JAX around 0927, as I walked through to metal detector I was
randomly selected for additional screening. I was told to step
!015 8:26:3 back out and go through the body scanner, after a few minutes a
female LTSO came over to screen me and the gentleman behind me.
When I walked into the machine I handed the LTSO my cowboy hat
which I was not required to remove but was trying to be helpful
to screening, she informed me that my hat had to go through the
x-ray, at that time I politely asked for it to be hand checked,
she to me it had to go through and to me it had a metal band
(pointing to the wrong place where one would be) I informed her
that I was a random selection and did not alarm the metal
detector, I politely asked that she hand check the hat three
times and was told that was not an option. I had anomalies on my
back when I was scanned and she, stated there were no males
available, and walked away leaving me unattended for a period of
30 to 60 sec, without saying anything to me. My concern is that
had I not known what needed to happen I could have left and been
in the terminal without being screened, MAJOR SECURITY ISSUE. I
would like to say that this was the fourth or fifth time I had

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/6/2015 6:59:42 AM
Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/06/2015 5:45 AM Airline & Flight Number : United 1117 Checkpoint/Area of Airport : TSA precheck terminal d TSA Employee: (If Known) :
Comment : It is an endless circle of non-sense at the TSA security checkpoint in New Orleans. Today the guard monitoring the Pre-Check line announces loudly "you must take your laptop out even though this is a Pre-Check line." I figure okay it's a random thing. Place my laptop in the bin and my bags on the belt and away I go or at least I think so. As I approach the metal detector he asks to see my boarding pass which I don't have because he didn't say this when he told us about our laptops. So now I have to take my shoes off and head to the body scanner. If he had told us we needed to have our boarding passes in hand I would have kept it on me.

!015 8:26:3 This is the 5th or 6th time this year and the third time in 60 days I've used Pre-Check in New Orleans and every time there is some non-sense to deal with. Who manages this station for you? This person should be fired and a new leader should be installed. I've flown 90 segments this year and all-in-all I would say that my TSA experiences have been good, with the exception of New Orleans. I'm back through this airport in two weeks and I can't wait to see what kind of non-sense I'll have to deal 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

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 8/6/2015 4:05:31 PM
Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/06/2015 3:45 PM Airline & Flight Number : Virgin America 413 Checkpoint/Area of Airport : Terminals 4 Precheck TSA Employee: (If Known) :
Comment : Insisted on telling everyone to take off belt. When questioned is that the whole point of Precheck he sternly said I better take it off and put it in the luggage as there were no bins. The metal detector personnel asked a woman to take off her shoe before going through the detector.
!015 6:14:3
Worst Precheck line ever at any airport in the US.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I am writing this email to complain about a TSA worker at San Francisco airport.
I got insulted by a TSA worker at the security checkpoint gate 60-90 in Terminal 3 (at SFO airport). His name is (b) or (b)(.. or someone whose name is something like that. -I asked his name to one of the TSA worker there, but I could not hear it clearly due to the noise at the checkpoint.
Before screening, he stopped more than several people and asked them to go\move to the metal detector next to it, even if he was not busy at all.-I am not complaining this, though.
Then, those group of people moved and waited in front of a metal detector beside the one where he was. The TSA worker there asked us to move back to where we were- i.e. the machine where Jett or Jack was in charge of. So, I was moving back and then, he said, No. Stay there! I replied to him saying But.. he\she (the worker at the metal detector next to it) told us to go back for screening here.
Then, guess what (b) or (b)(said to me. He said, ok, then come and see what you should go through when you come here. Can you believe it?
After that, he stopped me and made me stay in front of the screen, and kept saying Female Asssit several times. I had to wait, wait, and wait, feeling terrible and insulted. Finally a female worker came and checked my body, then I was able to get out of there.
!015 8:45:1 I cannot believe what he said and what he did to me. I felt humiliated. How could a worker (from a government) insult a person???!!!
I do not think he is appropriate for the job. I do not think he deserves the job.
DO SOMETHING about it!
I do not want to see him there again. Never ever!!
I do not want anyone else would experience such things in the future.

Feedback Type: Complaint
State: New Jersey
Airport: NEW JERSEY - EWR - Newark International
Date of Travel: Sun, 08/02/2015
Time of Travel: 4:30 pm
Airline & Flight Number: Southwest
Checkpoint / Area of Airport: A
TSA Employee:
==Complaints==
Complaint Feedback: Other
Complaint: Hi this is (b)(6) I was in concours a gates
10-14 I think. When I first enter the screening area there was
one line to pass thru metal detector. Then a tsa employee told me
to come to him. Then I went to him and he told me to go straight
015 12:38:3 ahead. I was on one side and arriving passengers were right next
door to me. I had to wait at least 25 minutes to go thru metal
detector. Originally the front line I notice people going faster
thru that. I had to wait over 20 minutes which is very bad.
Almost mixed my flight. Didn't like that. Need a response from
tsa. Very upset with tsa. Thanks jim

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

Caller has Pre Check and GE. She recently traveled from DRO and would like to file a complaint about an agent at the checkpoint. Caller has a hip replacement and pins in her foot.
They only have the WTMD at DRO and not the AIT. She told the Supervisor about the metal implants and he said she could have multiple passes through the machine. When she did alarm,
the Supervisor went to tell a female agent that she had Pre Check and that she should receive a modified version of the patdown. The female agent that gave her the patdown, was rude and aggressive to her. The patdown she gave caller was not a
modified version, but was very invasive. She went up high on her thigh, touched her breast and hips. Caller said she was so upset after the patdown that she was about to cry. She spoke to the Supervisor about it and he said he would talk to her.
Caller said this is not acceptable. She would like someone to contact her about this. She thinks the female agent s initials may have been (b)(The agent was very inappropriate.

015 4:58:2 ADD: Caller asked if you have Pre Check and GE is there a modified patdown for you.

Date Time of Incident: 07.31.15 At security Approximately 02:15 p.m. Flight Departed: Around 5:00 p.m.
Gate Terminal: One Gate and One checkpoint
Airport: DRO to PHX
Airline: American
Flight #: 5620
Email: (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/8/2015 12:05:50 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/07/2015 8:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Your service tonight was absolutely appalling. Clearly you were wildly understaffed which cause massive lines. To boot you had malfunctioning metal detectors and rude supervisors who were blaming passengers for not arriving 3 hours
015 9:36:5 early. There is no airline that reccomends 3 hours. The problem was entirely created by your own inadequate staffing.
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 sister is flying from Chicago and she is pregnant. She called her sister and told her that she was assaulted by a TSO. She didn t want to go through the AIT machine and she wanted to go through the WTMD,so she had to have a patdown. She said she was taken to another room because she had traces of explosive material on her hands. She didn t tell her sister that she had to strip but her grandmother said that she told her she had to. The caller said that she was hysterical when she called.

The caller said that she is an attorney and would like to be contacted back about it.

015 10:44:2 Date\Time: 8.8.15
Gate\Terminal: Not Provided
Airport: Chicago O Hare
Airline: Southwest
Flight #: Not Provided