Date Added	Contact Details

Hello:

The below response does not answer or address my request. Please review and let me know this problem can be resolved.

My name is (b)(6) and I cannot use advance/pre check in or kiosk service for checking in when traveling in Canada with Air Canada. I was told by an Air Canada check in person there are inhibitors on my account that need to be remove.

Will you please make the necessary changes to my file or account so I can use the automated check in services.

If you have any questions or require additional information please let me know.

Sincerely,

1/1/2013 11:00:20 AM (b)(6)

---------- Forwarded message ----------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com>
Date: Fri, Dec 21, 2012 at 1:31 PM
Subject: In Response to your inquiry.
To: HYPERLINK (b)(6)

Thank you for your email to the Transportation Security Administration (TSA) regarding TSA Pre?™ benefits for Canadian NEXUS members.

TSA is committed to expanding TSA Pre?™ benefits to a growing passenger population in an effort to strengthen transportation security through risk-based methods. Beginning November 15, 2012, Canadian citizens traveling domestically in the United States who are members of the U.S. Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA) NEXUS program are eligible to participate in TSA Pre?™ and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit HYPERLINK "http://www.globalentry.gov" \nwww.globalentry.gov .

Canadian citizens interested in participating in TSA Pre?™ through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/1/2013 11:08:53 AM

1/1/2013 1:02:14 PM

Name: (b)(6)
Email: (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I fly a lot, and invariably go through full pat down screening, having been through dozens of them so far. I'm fine with it, as it keeps the flying public safe. However, the speech that officers are forced to give prior to pat down is annoying ... especially once we've told the officer that we've been through pat down dozens of times before, and are asking him to please refrain from the speech. Most TSA agents say they wish they didn't have to give it, but are forced to. This is silly, and a waste of time. TSA should stop this practice of forcing officers to go through this speech, and allow them the discretion to avoid doing it when a passenger tells them that it's not needed, or especially when a passenger is asking the TSA agent to skip the speech altogether. It would save officers time, so they can devote resources where it's better needed. TSA should give it's officers the discretion to refrain from repeating that speech whenever a passenger asks them to do so.

Thanks you for your efforts.
(b)(6)

ATTACHMENT:

(b)(6) and the unnamed TSA officer.

From (b)(6)
Sent: Tuesday, January 01, 2013 11:45 AM
To: TSAExternalCompliance
Subject: Complaint

1/1/2013 1:02:20 PM

Dear TSA:

I flew though the San Juan airport on December 31, 2012 at 12:15 pm and experienced an excessive body pat down and was robbed of a very precious silver bracelet by one of the TSA agents during the pat down. The officer in charge was (b)(6) (b)(6)

I walked through security placing my shoes, jacket, and carry-on in three containers. I walked through the personal security entry. I set off the alarm. This surprised me as I was wearing the exact same articles of clothing as when I went through security in JFK.

I walked back through the scanner again and began to take off my small silver earnings and was told not to. I was told that the alarm was indicating my "chest" area. I walked through again and the alarm went off again. The man who was conducting the scan suggested that I had an underwriter bra on that was setting off the alarm. I expressed surprise because I was wearing the same bra as when I left the United States.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/1/2013 2:25:47 PM

1/1/2013 3:00:49 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight 2110 from ChS to AtL Delta airline, Terminal A-1 on Dec. 30th 8:45
Comments:Dector went off and I explain, to the tsa rep that I had a rod inserted in my right leg from previous accident . I was placed behind the glass monitor and before everyone that passes thru getting on the flight watched me being patted down from my neck, between my legs. While I was patted down and in front of all passengers. I have never been so humiliated in my whole life. Spreading my legs and she didn't have the courtesy to take me some way else. It was like she enjoyed doing it. Where is the wand scanner? that she could have gotten and here is all my belongings sitting there in the open anyone could have grabbed my purse or other belongings.

1/1/2013 5:02:34 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 1 1 2013 3:12:05 PM
Airport : LAX - Los Angeles International Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : I opted out of the full body scanner at LAX security. Officer (b)(6) called for a female TSA officer to do pat-down. After a couple minutes, I raised concern that my carry-on items were already out on the belt on the other side. He called again for a female. After a few more minutes, I complained again, noting I had valuable which could be stolen. He advised that it was my own fault, as I was refusing the full body scanner. He was quite condescending and pressured me to use the full body scanner. He held me more than 6 minutes, providing good opportunity for thief to have stolen my valuables. Finally, he did find a female officer and let me through. Thankfully, nothing was stolen.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

1/2/2013 8:06:58 AM

Caller went through screening at PHX Gate D, on 12* 30*12 When going through the AIT the TSA agent motioned to the caller to step out of the scanner. When she did, the TSA agent told her she moved, now she had to get a patdown. The caller then requested a private patdown. The TSA agent then said Woohoo a private patdown embarssing the caller. The caller felt like this was very unprofessional behavior, and felt like it should be reported. Caller went through the check point at about 8:30am. The TSA agent was a tall blond.

I told caller I would make not of the incident. I also told caller the agents are trained to be respectful. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/1/2013 11:14:02 PM

1/2/2013 8:31:03 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaskan Airlines 122L Fairbanks
10 Jan 2013
~8:30AM
Comments:I have experienced many pat-down screenings as an elite flyer-female opt-out, but none as offensive as the one to which I was subjected this morning in Fairbanks.
During the pat down, TSA employee (b)(6) touched my genital area twice on the inner left thigh. I told her not to do that again. She insisted she was doing her job. I told her she did not need to touch my genitalia. She called over her supervisor (b)(6) and apprised him of the situation. He stated that she was to move her hand up the inner thigh until she felt resistance. When I asked if that meant she was allowed to touch genitalia, he would not respond yes or no but repeated the resistance description. He then said I could speak with his supervisor, (b)(6) who was nearby on the phone calling armed airport personnel!
I am a senior citizen of average height. I was standing in my stocking feet in jeans and top—clearly not a threat to these three young TSA agents. An armed airport security guard appeared behind me.
(b)(6) repeated what I had previously been told, and in so doing referred to (b)(6) as his supervisor. When I asked who in fact the actual supervisor was, he amended his status to that of manager. He assured me that (b)(6) was doing her job appropriately, so I asked him to remain while she completed the right side of the pat down. She then insisted that because she had stopped, she needed to repeat the left inner thigh pat down. She then fully hit my labia twice on the left and then twice on the right as (b)(6) observed. I repeatedly asked him for a yes or no answer as to whether (b)(6) contact with my genitalia was appropriate, but his only response was to repeat that she was to move her hand up the thigh until she felt resistance. He appeared uncomfortable. He finally answered yes when I persisted in receiving a yes or no answer to whether the genitalia contact was inappropriate.
If TSA employees are allowed to touch the labia or perineum as part of their routine pat downs, then 99% of your employees are doing an inadequate job. I would suggest that you have many people capable of performing this job inoffensively, and you would be doing your image and the flying public a favor to weed out those who can't.
Alaska Airlines employees are notably pleasant, solicitous even, but then, their business depends on customer satisfaction. If TSA jobs were tied to customer satisfaction, how long would power abusers like (b)(6) have a job?
Of note is that while (b)(6) assiduously patted down my buttocks, breasts and genitalia, she forgot to pat down my back. I had told her that I have Shingles on my back's upper left quadrant, and I was braced for that contact which she overlooked. Apparently she was focused elsewhere.
In my experience, the majority of TSA employees are capable professionals, so I hope that someone at TSA responds to this Fairbanks situation. I do not have to go to Fairbanks for my work, or any part of Alaska for that matter. If I felt I had no pat down option other than (b)(6) I would not go to Fairbanks. For what it's worth, I am cc'ing this e-mail to Alaskan Airlines.

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 9:32:05 AM

1/2/2013 10:25:42 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 Tran Florida flight #236 on Monday December 31, 2012 leaving at 4:16PM..
Comments:I understand you have a job to do but this is uncalled for: My father, (b)(6) flew from CAK to Orlando on Monday on Air Tran Flight#236...He flies nonstop two or three times a year from these locations to visit family here in Ohio..He only brings carryons as I do laundry for him while he is here. Dad is 87 years old and an A+ Rewards member for years...NEVER has he been treated so harshly thru security!...They put him in a room and went all over him saying he showed a substance on his hands and that's why they had to check him! I am furiious. Is there not a new rule that if you are over 50 or 55 you don't have to take your shoes off anymore? What about a shoe bomber? But yet you will harrass an 87 year old man with heart problems who is just getting over pneumonia and probably used hand sanitizer? this is insane. I understand it is the TSA doing this, but I feel execs at CAK should have some say so about the way their customers are treated...especiallly an elderly man who could never be a threat. I do not have the email for the head of the TSA, so I am asking you to please forward this to them...We ONLY fly CAK and are very disappointed by this treatment...I am also forwarding this email to Air Tran...Someone has to bring it to their attention and I assure you I will take further action if he is treated this way in the future...I am also a CAK flyer and A+ rewards member.. Thank you for reading this and forwarding it on to the TSA. (b)(6)
(I also sent this to CAK and Air Tran)
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Remote Client IP: (b)(6)
Date Time: 1/2/2013 11:41:21 AM

1/2/2013 12:06:48 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Midway Airport TSA security checkpoint #8 (?); right next to 7.
Comments:When I went to put my coat on after passing through the on board baggage/passenger check point, I was told to leave it off by a TSA agent because they had to pat me down. I inquired to why and I'm not flying out (my 9 yr old grandson is flying as an unaccompanied minor) I was told because my grandson's cellphone alarmed. My grandson cellphone was off and in his coat pocket that had went through the xray. No one said nothing to me nor my grandson prior to this and nobody ever asked us to turn it on to see if it was actually a phone. The Agent told me either I or my grandson would have to be patted down. I told him let it be me and he took my grandson to another area and started patting him down why a different agent when through his personal belongings (back pack) in a different area that the first agent had already gone through. The agent patting my grandson down told my grandson on three different occassions that he was done and then stopped him as he began to walk away to swipe something else down. I thought the person had to be present when their personal belongings are being search and an adult present when a minor is being search. I could not be in both places at the same time. Both Agents seemed as if they didn't know what to do and one kept going to a room off to the side to make inquires and messaged it to the other agent.
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Remote Client IP: (b)(6)
Date Time: 1/2/2013 10:29:12 AM

1/2/2013 12:07:22 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):McCarran International Airport, Terminal 3, E Gates Security Check
Comments:Last week on December 28, 2012 my wife and I were traveling from Las Vegas to Baltimore. My wife does not like to go through the scanners and I usually opt out with her. We have done so many times at different airports with no issues. Sadly It was somewhat different this time. My wife and I kept getting asked if we understood that the scanners were safe and did not use xrays. We kept indicating that that was not the point. The looks and demeanor from the TSA agents did not make for the most professional behaviour. I imagine they were under a lot of stress for the holidays but they need to remember that it is a travelers right to opt out and request a pat down instead. Thank you.

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 10:10:56 AM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Security Checkpoint at JFK T1:
Around 7pm, Saturday, December 29, 2012,
For Flight AF 11 (9:45pm, Dec 29), Gate 6.
Comments:I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:
Around 7pm, Saturday, December 29, 2012,
For Flight AF 11 (9:45pm, Dec 29), Gate 6.

1/2/2013 12:07:34 PM

Not comfortable with images of my undressed person being viewed by anyone, I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

In the meantime, we had been waiting about 7 minutes for the woman supposed to be patting me down, and I was starting to worry about my PC left on the security ramp, so I asked the man if he could go and make sure it was still there. He told me to just wait (not very kindly). I responded I really wasn't comfortable leaving it there, so he let me go to a point where I could see the basket I had put the PC in. That didn't help at all (since I can't see through the basket), but at least a supervisor had arrived so I thought the worst was over and she would let me at least check to see if the PC was there.

This supervisor's name is (b)(6), and she is the most hostile woman I have ever had to deal with in my life.

She came over barking, "What is the problem here!". The man working responded, "She needs a pat down." (b)(6) then said, "Well then you need a pat down and that's it. What's your problem." I said, "I'm fine with that, but I don't understand why no one can check to see if…" She cut me off saying, "Excuse me, lose the attitude. This is a government property…" I honestly don't remember what else she said, it was so absurd and unrelated to what I was trying to say. I finally said I wasn't interested in arguing and that I just wanted the pat down. She continued to bark at me, cutting me off, telling me that *I* was giving Security a problem (this is absurd), until finally she left.

The woman who performed the pat-down was very kind and professional. She asked me if I would still like to speak to a supervisor. I said, honestly, I just don't understand why no one else can explain what the rule is between the metal detector and

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 1:17:22 PM

1/2/2013 2:12:06 PM

Subject:Suggestions
Name (b)(6)
Email (b)(6)
Comments:TSA security officer, (b)(6) at MCO terminal B, on 1/2/13 @ appx 1245 pm was unprofessional in all communications. He was sarcastic, his tone was extremely demeaning and he was very slow--likely since I told him I was in a bit of a hurry. I made my flight fine, but he confiscated a completely unnescesary item--and it seemed as though he was just looking for a reason for the lengthy time it took him. He confiscated a Half inch pair of cuticle scissors after running my very small bag through the scanner 3 times. I understand there is a job to be done, but it is unacceptable to be unprofessional in any line of work. I am a very frequent flyer and this is the first time I've ever complained and I have been in some really silly security situations (my 10 lb dachshund got a full pat down in Atlanta for example and I went with it because they were all very friendly). The attitude and inefficiency of (b)(6) in Orlando needs to go.

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 1:04:21 PM

Name: (b)(6)
1/2/2013 2:12:11 PM Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):El Paso airport, 30DEC12 apoxamatly 0515.
Comments:On 30 December at approximately 0515 am I was escorting my minor children (2 daughters) through the security check point. My 14 year old daughter was instructed to go through your "AIT" machine. I instructed her not to. Your personnel then told me she had to be patted down. I tried to talk to 2 different supervisors for over a half an hour. I was told repeatedly that it is your policy that the age of 12 is eligible for "AIT" screening and If we opted out she had to be subjected to an enhanced modified pat down. I am unwilling to have the TSA take naked pictures of my minor children, or allow strangers to touch their bodies in any way. We have flown a number of times before this and do not complain about your ongoing violation of our 4th Amendment rights, but have never been subjected to this kind of treatment. I will admit that I made the assumption that the TSA had a policy of not molesting minor children, and took coincidence as a matter of fact. Due to my unwillingness to allow your employees to molest my 14 year old daughter, I was not allowed to put them on their flight. This cost me several hundred dollars in the lost money for the flight as well as an unplanned road trip to take them back to their mother. Your policies are abhorrent and disgusting. My family will not be flying ever again while your agency exists. There is no reason to put hands on or take naked pictures of minor children. The law defines children as minors until they are 18 in most every state and 19 in a few. The idea that the age of 12 is acceptable is completely ridiculous. I will be passing this complaint along to my congressman as well as all the fellow citizens I can get informed.

Caller states that on October 3rd, Jacksonville international, he went to get his ticket, and he missunderstood the mesurements of the luggage, they swabbed his hand with the explosive dector, they touched his crotch during the patdown, caller felt discriminated because no one else had to go through that, caller states that they informed him that the swab results showed that he had expolisive traces on his hand.

Informed caller:

1/2/2013 3:24:44 PM The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service Manager at each airport. The "Talk to TSA" section of the TSA Web site (https: apps.tsa.dhs.gov talktotsa) offers passengers the ability to send complaints directly to the Customer Service Manager by clicking on the map and selecting the correct airport.

Caller stated that on 26 NOV-2012 she flew and had a bad expieriance when going thorugh the checkpoint. She was in phoenix and she is visually impared and in a wheel chair due to her back condition. She went through the checkpoint and since her back was acting up, she did not go through any screening device but her husband went through the AIT. There were 2 women avalible to do the patdown and she feels that this was very innapropriate the way she was treated when they preformed this. The officer made her stand up and lean to the right and left 4 times when one time should have been enough becuase her back condition. The officer streached her 3.4 inch sleeves down to her wrist like she was trying to take it off of her when doing the upper part of the patdown. This has been bothering her for sometime and is now wanting to inform someone about this.

Flight information:
Phoenix Sky
26 NOV 2012 @ 7pm
1/2/2013 4:28:35 PM Southwest

CCR informed her that 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.
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

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

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 5:23:16 PM

1/2/2013 6:09:13 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):24DEC2012 at 9am at the phoenix airport.
Comments:The Young TSA agent used excessive force in my groin area and was saying strange things to me as he was frisking me.
I was very up set and concern that i was treated different then in other airports.Their seems to be NO gold standards in this area for TSA.

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date Time : 1 2 2013 5:08:45 PM Airport : JFK - John F. Kennedy International Date Time of Travel : 12 29 2012 7:00 PM Airline Flight Number : AF 11 to Paris (9:45pm) Checkpoint Area of Airport : T1, toward Gate 6 TSA Employee: (If Known) (b)(6) Comment : I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012, For Flight AF 11 (9:45pm, Dec 29), Gate 6.

Not comfortable with images of my undressed person being viewed by anyone, I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

In the meantime, we had been waiting about 7 minutes for the woman supposed to be patting me down, and I was starting to worry about my PC left on the security ramp, so I asked the man if he could go and make sure it was still there. He told me to just wait (not very kindly). I responded I really wasn't comfortable leaving it there, so he let me go to a point where I could see the basket I had put the PC in. That didn't help at all (since I can't see through the basket), but at least a supervisor had arrived so I thought the worst was over and she would let me at least check to see if the PC was there.

1/2/2013 6:09:19 PM

This supervisor's name is (b)(6) and she is the most hostile woman I have ever had to deal with in my life.

She came over barking, "What is the problem here!". The man working responded, "She needs a pat down." (b)(6) then said, "Well then you need a pat down and that's it. What's your problem." I said, "I'm fine with that, but I don't understand why no one can check to see if..." She cut me off saying, "Excuse me, lose the attitude. This is a government property..." I honestly don't remember what else she said, it was so absurd and unrelated to what I was trying to say. I finally said I wasn't interested in arguing and that I just wanted the pat down. She continued to bark at me, cutting me off, telling me that "I" was giving Security a problem (this is absurd), until finally she left.

The woman who performed the pat-down was very kind and professional. She asked me if I would still like to speak to a supervisor. I said, honestly, I just don't understand why no one else can explain what the rule is between the metal detector and the body scan. She explained as best and kindly as she could, and I thanked her. She asked me if I wanted to speak to a different supervisor about my experience and I thought that it wasn't a bad idea. The woman who patted me down had a male colleague nearby, and this man said to me – "She's something. Why don't you complain? Her name is (b)(6) I'd complain." Seeing the looks on the faces of all the employees around me – encouraging me to complain, I realized that this woman is feared by the whole crew by her apparent excessive nastiness.

So I agreed to speak to another supervisor. But instead of a different supervisor coming over, (b)(6) came over having learned I wanted to complain, barking even more about my "problem." So I said to her that I was not happy about the way I was
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Remote Client IP: (b)(6)
Date Time: 1/2/2013 4:10:40 PM

1/2/2013 6:10:04 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight UA 1430 terminal C premier access line
Comments:I just went through a pat down that was on the line for sexual assault. The woman grabbed my labia 4 times when I complained and a police officer came by and said if I don't like her he would search me. He said he was exmilitary and was not as nice as her. What gives them the right to cup my genitails. I told her I am a rape victim and this is bothering me. She went on to grab me 2 more times after that. The police officer stood by me and told me about all the blood he has seen

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Remote Client IP: (b)(6)
Date Time: 1/2/2013 9:27:48 PM

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

1/2/2013 10:06:24 PM

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 0728/US Airways/Terminal E/Airport DFW/Gate E38. TSA check point E-38 and 33. Time between 1:00 and 2:15 p.m.. 12/31/2012.

Comments:I am filing a formal complaint against The TSA and the TSA screener by the name of (b)(6) for violation of my 4th amendment rights as provided to me by the the U.S. Constittution, The rigth to privacy and security against UNREASONABLE searches and seizures; search warrants. On the above mentioned date as I went through the body scanner something was picked up on my shirt that alerted one of the TSA screeners to pull me aside to be swabed (hands) which was placed under a machine which gave a reading which in turn prompted another TSA screener to perform a pat-down, while another screener unloaded and searched through my back pack after it had already gone through the exray machine and cleared. Nothing was found and I was cleared to proceed. I went on to my gate and about 20 minutes later I was paged to return to TSA check point E-33. I returned and was greeted by the first screener that conducted the first pat-down and he introduced me to one (b)(6) who informed me that I needed a private screening because the first screener did not perform the first pat-down correctly. I informed (b)(6) that it was probably gunpowder residue from target shooting while on vacation at my sisters ranch. I asked (b)(6) what that procedure was and he discribed it to me at which point I told him that sounded just like the first pat-down (b)(6) said that was not what the first screener did and I told him yes it was and I could not procede with out the private pat-down. I went ahead with it because I wanted to go home (b)(6) performed the pat-down just like the other guy with only on difference. He moved the back side of his hand across the front side of my private parts. After he was done he instructed me to go ahead and gather my belongings and with in a couple of minutes I heard some one tell him on his radio or whatever that I was cleared. CLEARED AGAIN. WHAT A JOKE AND OUT RIGHT ABUSE OF POWER. I WANT YOU TO KNOW THAT I HAVE ALREADY FILED A COMPLAINT WITH MY CONGRESSMAN IN VIRGINIA, RANDY FORBES AND THAT I WILL BE CONTACTING THE STATE ATTORNEY GENERALS OFFICE IN TEXAS AS WELL

Your below response was not helpful. I was not treated with dignity, respect, and courtesy. If the selection was RANDOM, I would not have had my baggage rifled through twice on the same trip. I deserve an acknowledgement of the wrongdoing, and not an automated reply. Clearly your employees are disgruntled so they pull stunts like this to feel better.

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

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

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

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

1/3/2013 10:09:58 AM

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

We hope this information is helpful.

TSA Contact Center

On Thu, Jan 3, 2013 at 12:46 AM, (b)(6) wrote:

I returned from a trip yesterday and my bag did not make it. I got it today and saw that my bag was selected for inspection. The same bag was also inspected last week. I now know that my bag did not make it because it was inspected yet again thus

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Remote Client IP: (b)(6)
Date Time: 1/3/2013 8:28:59 AM

1/3/2013 10:10:36 AM

Name (b)(6)
Email Address (b)(6)
CommentsOn November 7, 2012, I was scheduled to Leave ST. Croix, U.S. Virgin Islands from the Henry Rohlsen Airport on flight 2290. At around 2:45 pm I entered the security screening area. As I entered the security area based on their behavior I was targeted by (b)(6) of TSA, TSA manager (b)(6) a manager, Officer (b)(6) of the Virgin Islands Port Authority and Homeland Security Officer (b)(6) I was subjected to repeated Civil Rights Violations and inappropriate screenings and pat down. On three separate occasions the above mentioned persons individually and collectively used their authority to subject me to dehumanizing and demoralizing treatment. This treatment included but was not limited to requiring me to remove my skirt and open my underwear as they inspected my genital area This was done more than once. As I attempted to question their behavior these individuals scoffed at my inquiry as to what right they had to treat me in this manner and why they were treating me this way.

During this entire traumatizing ordeal persons were allowed entered and exit the room without any regard for my privacy. Soon thereafter these individuals proceeded to have a conversation with others about my physical state and engaged in laughter as they were having this discussion.

Based on the above described behavior there was no reason for any additional screening or search. It is clear these individuals intended to violate my civil rights and to ridicule me. I expect this matter to be looked into and all employees terminated and prosecuted. As this is a formal complaint I expect to be kept apprised of your progress and looking into the matter as well as any final determinations. I expect to hear from your agency shortly regarding this matter.

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Remote Client IP: (b)(6)
Date Time: 1/3/2013 10:16:35 AM

1/3/2013 12:18:11 PM

Subject:Suggestions
Name (b)(6)
Email (b)(6)
Comments:When flying out of MSP airport, I told the screener I had a knee replacement before I went through the screener. After I passed through she said they could have used the full body scanner. I had to have a body pat down. She should have told me to wait and they would help me out.

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Remote Client IP: (b)(6)
Date Time: 1/3/2013 1:13:22 PM

1/3/2013 2:12:41 PM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest air Lines From BDL to BWI on Jan 1, 2013 @ 2 pm for A flight at 4:10 pm
Comments:As Twic Card holder and being Type 1 diabetic in which I have Insulin Pump. I should not have to go thru any pat down screening due that I have been cleared from the Federal Goverment and have had my backround checked thru the FBI, CIA and homeland security. Going thru medal dectors is fine but the invasion of a pat down and working in chemical plants and petro chemical plants we are exposed to these potential chemicals in our bodys to have my hands wiped is absolute waste of money because I wear a chemical on my waist to keep me alive or on our skin and that the dector gave a false reading due to that I was subjected to this extremy invasive seach is totaly uncalled for with this type of credential. If we as a public go the extent to get this type of cleareance for our jobs and this has been issued then we should not have to go thru these type of seaches. The TSA personel is highly untrained and do not have the knowlege of what these creditinal mean. Also the secondary ID check before getting on a plane in which I witnessed was a total waste of my Tax Dollars due to that 1 person was checking and 6 others standing around watching. You are not protcting my safety unless you do a complete job in doing this. You need to get some consistancy in how you do things from airport to airport. If you like my help in correcting these things I will be more happy to point out the extreme flaws in the system of airport security.

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Remote Client IP: (b)(6)
Date Time: 1/3/2013 12:59:30 PM

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

1/3/2013 2:12:48 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):December 28th, 2012, United Airlines, Cleveland Ohio, Flight UA5220, Security Check Point, Lane 1 at approximately 1845 hours.
Comments:I arrived for my flight with my family, got our boarding passes and proceeded to the security check point. I was directed to lane one and my family to lane two. I followed the directions, removed my items, placed them in bins and was directed to the full body scan. I exited the full body scan and was asked by a TSA Agent (Possible Hispanic male adult) if I had anything in my right front pocket. I remembered that I may have had two small metal links to my watch band in a small clear plastic bag, so I stated "yes" and I removed the bag. The TSA Agent announced in a loud voice, "You got dope", I said "No, I have links to my watch." I had the small clear plastic bag held up so he could clearly see the links to my watch. Again, he stated, "You carrying dope." Again, I stated "No." A second TSA Agent walked towards me (Black Female Adult) and stated very loudly, "What, you got a dime bag." Again, I stated, "No, I have links to my watch." Everybody was looking at me, to include my wife and child who were observing this interaction. I kept the small clear plastic bag visible held up in my right hand, which had two small black metal watch links. The male TSA Agent then proceeded to physically search my person with his hands, without permission. He did not ask or give me the option to refuse and be scanned again. The female TSA Agent then stated to the male, "I had you going, got you all excited." And she laughed. They then ignored me and I proceeded to pick up my personal items. This was the most embarrassing, intrusive rude event I have ever experienced in travel or have been subjected to by an Agent of the Federal Government. These individuals are undertrained and unprofessional. My presence in a commercial airport, flying on public transportation does not mean I forfeit all my civil rights, and should be subjected to public humiliation and accused of having drugs as a source of amusement. I expect to be contacted promptly contacted about this issue. I hope we can resolve this without other remedies being sought by myself. I have saved and emailed this same complaint to several other individuals to ensure that this issue does not get ignored or disappear.

1/3/2013 2:12:58 PM

Hello,

I am writing to let you know that the last time I flew internationally I was unduly detained when I opted for a pat-down instead of passing through the flashy new body scanners. The woman who rubbed my body was standing next to me doing nothing for a good ten minutes while I just sat there. I realize that the purpose of this wait is to discourage people from selecting this option, which is ridiculous. If I have the right to choose not to subject my body to additional radiation, I shouldn't be made to wait unduly. I would like for the TSA agents to please stop this behavior.

Thanks for your consideration.
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/3/2013 12:18:52 PM

1/3/2013 2:13:14 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AF 695 MIA gate H December 13, 2012
Comments:After passing through the screening machine, I was physically grabbed by a screener identified as (b)(6) I am 67 years old and I don't move fast, but he grabbed my arm, yelled at me (I guess I didn't move fast enough for him) and even though I told him it hurt and it did not feel good to be yanked and patted down, he continued and hurt me more. He was also rude to a Latino woman and a black man who was also given a rough time. (b)(6) (the supervisor gave me his name, but in case the supervisor lied to cover an incompetent employee, he was 5'6" (approx), about 180 lbs and bore a resemblance to actor C.W. Bailey of "The Close Fame." This employee acted like a wild animal and should not be dealing with the public. If he can't be fired, have him inspect luggage instead. People like (b)(6) give MIA a bad rap and may discourage people from ever coming back to Miami and hurting our economy. If I had been 40 years younger, he would not have dared to rough me up--maybe next time he will go after people in wheelchairs. Can't or won't the TSA at least give him sensitivity training if you can't fire him?

1/3/2013 2:15:17 PM

Caller went through the checkpoint in Denver International Airport on 1 03 2013 at 11 am. He was flying on United Airlines flight 5447 to Ontario, CA. He went through the AIT. His hands were swabbed because some substance was found. He had to have a pat down. He said that the whole process lasted 45 minutes. He had a canister of ointment that he purchased at Home Depot. He asked the TSO to check and see if the ointment set off the alarm. He said that the TSO told him it did set off the alarm. The TSO told him that he could not take the ointment. He said that he had an argument with supervisor (b)(6) about taking the ointment. He told the supervisor that the ointment did not violate the 311 rule and was not prohibited. He said that he told the supervisor that TSA did not even pick up on the fact that the ointment set off the alarm. Another supervisor came up during the argument. He did not get the name of the second supervisor. Caller asked for a receipt for the ointment. He was told that TSA does not give receipts. He told them that if they were going to hold his property, he needs a receipt. He was finally allowed to take the ointment. He told the supervisor that he will be filing a complaint. He is also going to file a formal complaint with the travel department of his company. He had contact with three or four officers during the incident. He said that they were not on the same page. He almost missed his flight. He said that the TSO wanted to be a police officer in real life or something. He stated that there has to be some common sense involved. He was told by the supervisor that lotion sometimes sets off the alarm. He would have spoken with someone higher up at the time if he had the time. He wants to make a complaint because the process took way to long.

I apologized to the caller for his unpleasant experience and told him that I would forward his record to the CSM at Denver for review.

Caller flew on 12 31 2012 from FLL to Minneapolis on Delta flight 769. She said that two years ago in March she was sexually assaulted by a TSA agent at FLL. She said the agent put her hands in her underwear and touched her privates. Her flight on 12 31 2012 was at 1:39 pm. She went through the checkpoint at 11:30 am. She is 76 years old and she said that she no longer has to go through a patdown because of her age. She gave the agent her passport. She said the passport shows her age. The agent disappeared with her passport and would not tell her why she took her passport. She told the TSO that she did not want to go through the AIT. She was told that she would go through the AIT or get a paldown. She went through the AIT and still got a patdown She that the patdown was just running her fingers under her watch and bracelet She said that her daughter and granddaughter were pulled aside because they were part of her family. She said that her daughter told her that she was getting a patdown because she was wearing a Jewish Star. Caller asked to go through the metal detector and was told no. The agents name is STFO (b)(6) She said that there was a gentleman named (b)(6) who was yelling at ther that she was holding up his line of traffic. She wants to know what the agent did when she disappeared with her passport

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

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

1/3/2013 3:32:14 PM

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

I connected her to MB

ACCEPTED TRF to MB

She stated this is the first time she flew out of FLL for years because she felt she was assaulted before. She was convinced it would be alright this time.

Todl her I do not know why the Officer took her passport for a moment and she can contact the CSM by redialing our number and enter FLL for airport code to get the number.
The CSM may be able to tell her why the Officer asked for her passport.

I asked if the equipment alarmed when she went through screening. She stated it did not.

She stated she did not want exposed to the machine so she told them she would not go through and they made her have a paldown.

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Remote Client IP:(b)(6)
Date Time: 1/3/2013 2:55:53 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight DL1328/ Delta Airlines/ Terminal 1/ Las Vegas, NV McCarran International Airport/ Gate D40
Comments:To Whom It May Concern,

I am writing this letter to express my dissatisfaction with my experience with the TSA agents at the Las Vegas, NV McCarran International Airport.

1/3/2013 4:04:13 PM

I was traveling to Salt Lake City, Utah on December 19, 2012 on flight DL1328 and I went through security checkpoint at approximately 9:40am through the D Gates.

While standing in line for boarding pass and ID check, I noticed who seemed to be a TSA manager/supervisor who was dressed in a black suit who appeared to be staring at me from the security checkpoint. He stood there for a good couple of minutes, making it very uncomfortable for me. Then, he appeared to motion to another TSA agent who was in uniform and his badge name was (b)(6) At this point (b)(6) who was standing in front of the TSA agent checking boarding passes and ID, begun speaking with me, asking inappropriate questions, like "Is your purse cheetah or leopard print and where are you traveling to today?" After my ID was checked and I was on my way over to the baggage screening these two particular gentlemen along with another female TSA agent converged, following me to my particular security checkpoint. Then, once I stepped out of the body scanner, another female TSA agent asked me to "please step to the side as we figure out what is going on." This particular TSA agent was told by the other three TSA individuals that she would be doing a "full body pat down" and she continued to question the other TSA agents more than once as to why I needed to have a full body pat down. I was a little confused as to why I was being singled out as well as being asked inappropriate questions. After the female TSA agent had gone through the standard procedure of asking me whether I had been through this process before, she went on to notify me how and what she would be doing during this full body pat down. As I stood there, being watched by the other three TSA agents, I felt humiliated and confused. They then, continued to go through all of my bags and even placing my boots, scarf, and jewelry back into the sensors to be checked for the second time. While the TSA agent, (b)(6) went through my bag, he along with the TSA manager/supervisor continued to ask me questions like, "I like your nails, where do you get them done? Do you always travel alone? Who are you traveling to see and where are you traveling too? Where are you from?" I felt extremely uncomfortable and felt these questions being asked was to only benefit themselves in a flirtatious manner and definitely outside of TSA authority. I understand the TSA has a duty to protect travelers, but I feel the way things were handled in my situation were extremely odd. I believe these gentlemen abused their authority for personal reasons. The female TSA agent who performed the full body pat down asked three times as to why she was needing to do this, but none of the other male TSA agents responded other than "this is standard procedure" with smirks on their faces.

I am writing this letter to not whine, but to bring to your attention the possibility that these gentlemen were abusing their authority to single out pretty women in a situation where I had absolutely no control. I would like to think that women are not being singled out for the perversity of these male TSA agents.

Caller had a coin purse missing from her carry-on. Caller has a hip replacement and had to have a public or private paldown she chose a private. All of the caller belongings were left and they left her were items unattendent. Caller spoke with (b)(6) from Lincon NE who wasnt helpful to her. Caller was taken in the washroom and not visible to her. Caller wants to know who hired them and wants to know how TSA staffs it offices.

Advised Caller:
Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met.

1/3/2013 5:21:42 PM

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.

They are hired by TSA and we do sceurity screening. TSA is a government agency. TSA tracks these trends.

Advised Caller: I will send you a claims form via mail, you just want to fill it out and submit it back to TSA. If TSA finds that it is responsible for the missing items you will be offered a settlement or reinbursment for your items.
Caller states: Flying from Reagan to Eugene Oregan with a stop in Salt Lake City on Delta. Caller is traveling with cats and is upset that the cats are counted as her carry on even though she pays extra for them to fly. Also concerned that during screening that the cats will get away.

Advised caller: The baggage limits are set by the airline.

1/3/2013 5:35:27 PM

Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

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

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Remote Client IP:(b)(6)
Date Time: 1/3/2013 5:40:05 PM

1/3/2013 6:16:13 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):On a visit with family members that live in Hawaii, I was attempting to board Flight 21, US Airways at the Honolulu Terminal on December 30, 2012 when TSA agents confiscated a gift of Aunty Lilikoi products that were unopened and sealed that I was carrying in my luggage to bring home to Arizona.
Comments:I was completely unaware that these products were not allowed; and I have no objection to them being taken from me. What I do object to was the body search in public, and then being taken to a private room and subjected to a very invasive full-body search while being severely interrogated as if I were a felon; and then my two pieces of luggage thoroughlly ransacked. I am an 80 year old wife of a retired US Army Colonel, and was carrying a dependents ID issued by the US Government. I fully intend to provide this information to news media and a host of military associates unless I receive a complete appology from TSA management. My husband is outraged at this incident!

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Remote Client IP:(b)(6)
Date Time: 1/3/2013 5:18:58 PM

1/3/2013 6:16:24 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Juan, PR. Jet Blue flight B6 1348 scheduled to depart at 7:05 pm - incident ocurred at 5:01 pm eastern time; 6:01 pm San Juan time from SJU to Washington, Reagan. Thru security line to get to gate A7
Comments:I would like to file a formal complaint against supervisor (b)(6) and her team. I was subjected to an unnecessary pat down after I went through the full body scan. The tsa man was talking and signaled at me which I understood that the scan was complete. He told me it was not so I asked to go through again and was told I could not. The air port here is chaotic and it is very difficult for there to be clear communication. After waiting for them to call (b)(6) repeatedly, I was given a thorough pat down in front of everyone no offer of being taken aside to a partition was made. Of course, no contraband was found. I filed my complaint with (b)(6) explained what happened and suggested that perhaps if they had more clear signals to passengers we would not be subjected to this. She proceeded to give me a pat down. She also took down my flight information and name which iS further concerning but I anticipate this is not retaliatory. Please advise when I am to receive a response to my complaint so others - and myself - are not subject to the same treatment. Unfortunatley, it is not the first or second time this has happened to me. I would like to think it has nothing to do with my dark coloring.

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Remote Client IP:(b)(6)
Date Time: 1/3/2013 9:07:53 PM

1/3/2013 10:02:28 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Francisco International, Terminal 2, Gate 51,
December 26, 2012, 8:45 a.m.
Comments:My daughter wears an insulin pump, and a personal pat-down was required. She waited almost 15 minutes for a TSA employee to bring her through security and perform the pat-down.
A TSA female employee named (b)(6) in the area seemed to have little to do. I asked her twice to get my daughter, but (b)(6) said she was too busy - although it was very unclear what she was doing. She moved extremely slowly - with no sense of urgency or interest in serving the public. Finally, she brought my daughter through security and performed the pat-down - all the while extremely slowly, with a negative attitude and making rude comments to my daughter about going through security with an insulin pump. (b)(6) was slow, rude and had a terrible attitude. She is not an asset to the TSA.
Caller is a crewmember with an airline. She went through yesterday in LAX in the known crewmember line. She was pulled to the side and came up twice as explosives tested on her hands. She said that this didn t make her feel comfortable and it came up twice. She wants to know as an option to the patdown, if she could have requested the AIT. She does not want to file a complaint, she just stated that she was very uncomfortable.

1/4/2013 11:29:09 AM

Response:

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

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Remote Client IP (b)(6)
Date Time: 1/4/2013 10:28:17 AM

1/4/2013 12:02:54 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):6270. United. Only one checkpoint at Palm Springs airport.
Comments:It has gotten better at Palm Springs airport TSA however, rudeness again this morning when I told screener that I have frozen shoulder medical condition. Biting "then you have to get pat down". I explained I am not "opt out" but can't raise arms above shoulder. I asked for supervisor. He sent me through regular mag. It is wrong for TSA to be rude. I understand a job to do but no excuse for rudeness and treating people like meat to move.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 1/4/2013 1:26:17 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/02/2013 9:00 AM Airline & Flight Number : AA 2036 Checkpoint/Area of Airport : Checkpoint near gate A34 TSA Employee: (If Known) :
Comment : Couple so issues with travel that need to be addressed. First, a female screener working the body scanner was completely rude. I accidentally left my wallet in my back pocket and after going through the scanner she curtly said, "what's in your back pocket." Not realizing I had left it in there I said my wallet. Her response "take it out." she looked at it and handed it back and said I would have to be patted down. That is fine but don't be rude about it. While this was going on my backpack was pulled aside by another female agent (apparently for having a bottle of dried fajita seasoning?). Anyway, once I got through the pat down and hand testing I went back to the belt and there was no sign of my backpack anywhere. I was concerned it had been taken. When I went to flag someone down the agent emerged from out of sight and asked if it was mine. Yes. She proceeded to scan it and mentioned something about a bottle of seasoning. Not as rude as the other agent but not good I could not see what had happened to my backpack and no one explained the process. This is the poorest group of agents I have experienced in both domestic and international travel. You have an operation issue here.

1/4/2013 2:26:39 PM

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

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Remote Client IP (b)(6)
Date Time: 1/4/2013 1:06:06 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):George Bush Intercontinental Airport (Houston), United Airlines flight 1490 from San Jose, Costa Rica, connecting to flight United Airlines 1616 to Chicago O'Hare.
Comments:At about 7:50 p.m. on January 3, my family was passing through the TSA checkpoint at George Bush Intercontinental Airport connecting to our flight to Chicago after arriving in Houston from Costa Rica. When asked to pass through the x-ray machine, we opted out.

1/4/2013 2:26:59 PM

They put us to the side with another woman who had also opted out and was waiting for the 'pat down'. I was then brought with my daughter through the standard metal detector and cleared through security while we waited for my wife to receive a pat down. As we were waiting, we heard a TSA employee (on our side of the checkpoint) begin ranting about how "All these passengers are opting out because they're uninformed about these machines." Not like it's TSA's business why we were opting out, but I opted out not because I am uninformed about anything, but because I believe free people have an obligation to resist tyranny.

In any case, a man a few people behind us in line also opted out and was waiting for his pat down. He was clearly angered by the TSA employee, and the two of them began a shouting match over the short wall. I couldn't hear all of it, but the TSA employee was shouting at the man that the machines "don't use radiation," which is just ignorant. I suppose she could have claimed they use a low or safe dose of radiation (not sure if that would be correct), but it's disconcerting that someone operating an x-ray machine would make a claim like that. In case I'm not being totally clear: someone who doesn't understand that x-rays are radiation should not be operating an x-ray machine.

In my opinion, shared by millions of my fellow Americans, people who refuse to be x-rayed as a condition of traveling in their own country are heroes, and we do not deserve to be treated like this. The clear intent of he TSA employee was to humiliate us in front of our fellow passengers for refusing to submit to the x-ray, which is unacceptable. If the price of opting out is being publicly humiliated by TSA employees, it's not an option at all.

While the TSA employee and the man were arguing, I heard another TSA employee (the one who patted down my wife) tell a co-worked to call security to "deal with that passenger". At no point, however, did any TSA employee step in to deal with the co-worker trying to humiliate and provoke fights with travelers exercising their rights. Oh, and after she cleared security, my wife started crying due to the behavior of this woman.

The employee was a short African-American woman in her 20s, dark skin, hair pulled back. She was working on the post-x-ray side of the checkpoint.

1/4/2013 2:27:13 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 4 2013 12:38:22 PM Airport : JAC - Jackson Hole Date Time of Travel : 01 04 2013 Airline Flight Number : Delta 1639 Checkpoint Area of Airport : Security check TSA Employee: (If Known) : Tall young man with blonde hair and supervisor Comment : Inappropriate pat down of my quot;front right pocket quot;. Asked for supervisor and she was very intimidating. Never been treated so disrespectfully in any flight experience in my life. I was treated like I no rights at all. This quot;supervisor quot; should be fired!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP (b)(6)
Date Time: 1/4/2013 12:27:42 PM

1/4/2013 2:27:17 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Diego Airport, heading for Alaska Airlines Flight 491 December 30, 2012, incident at security checkpoint, approximately 3:00 pm.
Comments:After I chose to opt out of a scanner, a female security officer conducted a sexually intrusive pat down on my body. She positioned her body in a manner that blocked her co-workers or anyone else's view of her hand at the moment when she touched my breast and genitals. The breast and genitals were touched in a sexually intrusive manner on only one side of the body, so obviously, if you argue that it is part of security procedures to examine these body parts. the officer did not repeat the search equally on both sides of the body. In other words, she got away with "touching" me inappropriately for her own benefit.
Recently I have gone through pat downs 6 times while traveling. Three of them have been done efficiently and professionally, which allows me to compare pat downs, and to know when I am being touched sexually.
This first official complaint marks the third time that my genitals (and now breast) have been touched sexually by a TSA officer in the United States. My rights are being violated and I am getting tired of being sexually abused by TSA officers while traveling.
Commentary: Why is this happening? Are security pat down officers asked about their sexual orientation when hired? Maybe a sexual orientation screening among TSA officers will protect the public from sexual abuse of same gender pat downs.

1/4/2013 2:48:02 PM

Caller went to Jamaica on December 7 via JetBlue. There was a NOI in the bag. His lock was damaged. There was nothing missing. The airline attendent at check in told him to put the lock on it. Caller says that he had to have a patdown. Caller wants to know why we opened his bag without calling him over the intercom and letting him open it. Caller wants to know what in his bag set off the alarm. Caller says he will seek legal advice.

Advised caller:
We suggest passengers do not lock their luggage. The bags go through x-ray. If any alarms go off, we have to open the bag and do a hand inspection. There are certain items that cannot go on a plane. If an alarm is triggered, we have to make sure that there is not one of these items in the bag. If a hand inspection is required, we have to cut the lock or cut the bag, but we have to go in the bag. This is policy and I cannot change that. There are two brands of locks that we have master keys for. They are Travel Sentry and Safe Skies. I cannot tell him exactly what in his bag set off the alarm. It could have been anything.

1/4/2013 5:36:16 PM

The callers mother was traveling from DEN to SAT with SW from Gate C33 and while going through security screening at approx. 12:30pm to 1:00pm through Terminal East his mother had to go through secondary screening. He was escorting her to the gate and once he was done with screening and realized it he walked to where she was being screened and made a comment that she was going through secondary screening. The TSO, (b)(6) (possibly (b)(6) then said that if he kept making comments she would give him the long glove .

During the patdown his mother made a comment about feeling like a terrorist because of the extra screening and the TSO then yelled at her to never say that again because the TSOs take that very seriously. He filled out a comment card at the checkpoint to make a complaint about the treatment of the TSO and it was suggested he call to also file a complaint. I apologized for the experience and explained that: Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I also explained that I would forward his information to the CSM at DEN for review.

Incident Details: The caller is diabetic and she has an insulin pump that she is not able to disconnect from for the screening. She stated on her previous trip the TSO agents argued with her about going thru the AIT. The caller is unable to disconnect from her pump, and she already had one insulin pump malfunction because the TSO insisted she go thru the AIT. The passenger stated on this most recent trip she tried to explain to the agents she would need to get a patdown because of the pump and they gave her grief and argued with her about the screening. The one agent which gave the passenger the most grief and extremely insistant that she go thru the AIT. The caller stated the TSO agent and was young, dark complextion female, with a thin frame, she is unsure of her ethnicity. There was another female agent that was also present and the passenger tried to explain to her the situation and she stated she was not receptive to her issue. The second female agent was tall, blond hair, caucasion, medium build. The caller said she went thru TSA checkpoint about 2pm.

I apologized to the caller and advised I would send her information to the CSM at DEN. I advised the caller the AIT is completely voluntary and she is permitted to opt out and have a patdown. I advised the caller she could request a TSO supervisor on her next flight if she requested a patdown and one was not provided. The caller provided her email in the event the CSM needed to contact her for additional info, she also provided her flight info below.

1/4/2013 6:05:13 PM

flight info

DEN
12-24-2012
gate A-24
flight # 1544
Fronteir Airlines
departed @ 3:20pm

1/4/2013 8:06:19 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/4/2013 7:25:15 PM
Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 12/30/2012 3:00 PM Airline & Flight Number : Alaska Airlines 491 Checkpoint/Area of Airport : Security Screening/Patdown area TSA Employee: (If Known) : heavy set younger female with dark hair Comment : As previously officially reported to TSA, this woman touched my breast and genitals inappropriately during a pat down. She should be watched by a supervisor or not allowed to do pat downs on females. If she took the liberty to do that on my body, she's probably repeating the offense with others.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/4/2013 7:12:37 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #:719/Frontier/Terminal B/Orlando International Airport, Orlando, Florida/Gate:90/Date: 3 January 2013/ TSA agents involved (b)(6)

1/4/2013 8:06:27 PM

Comments:I went through OIA's TSA checkpoint for gates 60-120 on Thursday, January 3, 2013 at approximately 12:45pm. I was in a line for the scanners (under clothing) when I "opted out". I was told to wait for a pat down by a metal detector behind the scanner, while my luggage, laptop, and other valuables continued on through the x-ray machine and down the conveyor belt on the other side. I did not have a clear view of my items and I had to wait at this point for approximately 5 minutes. I heard one of the TSA agents call for a female agent for me 3 times before one showed up. During this time, several (at least 6 or 7) airline passengers went through the scanner and went by my items that were sitting on the conveyor belt. I even saw one person (non-TSA) move what I think were the bins containing my items down the conveyor belt. When the female TSA agent finally came to me to let me through the gate for the pat down, she immediately had a negative attitude toward me. I was crying because I could not see my items and I thought someone had already stolen my laptop (the non-TSA person I saw move my stuff from the conveyor belt). I told the TSA agent that I could not see my things clearly and she said no one has passed ahead of me through the scanner. I said to her that "this is untrue". I said it calmly, in a speaking voice (i.e. non-threateningly and not loudly). The TSA agent whipped around and starred at me silently as though she was about to hit me. This woman was angry and I do not know why. She lied to me about my items and when I gently tried to correct her (only once), she acted aggressively. This is not someone who should be in a position of any power or interacting with the public. She had me stand off to the side of the scanner "traffic" and began her schpiel about pat downs. I was still crying because I did not know if my things had been stolen from the conveyor belt and this woman was terrifying. She refused to do the pat down even though I told her I consented to it and I just wanted to get it over with. I repeatedly said that I was NOT objecting to the pat down. She made me wait while she called her supervisor, (b)(6) While we were waiting for the supervisor, this TSA agent told me I was "embarrassing myself" and that I was being ridiculous. I was not shouting, I was following the agent's commands, and no one would have known there was a problem unless they looked at my face and saw me crying. I was upset and being told that this was my fault and that I was "embarrassing myself" by a hostile, angry TSA agent that, at that point, really does have the power to embarrass me. This is a terrifying situation for a civilian. The supervisor came over with another female and attempted to diffuse the situation. The original TSA agent again refused to perform the pat down. I told the supervisor that I was not refusing a pat down and that I would comply with whatever needed to be done. The supervisor still seemed upset and told me that I was standing in the way, despite the fact that I was standing exactly where the original TSA agent told me to stand for the pat down. Finally, the agents let me collect my remaining items from the conveyor belt. I was made to stand off to the side and was finally given a pat down by another TSA agent. During the pat down, the agent went over my genitals twice. I think that this is not protocol, especially because there were no questions about this area (i.e. I did not have on baggy clothing and the TSA agent did not find anything suspicious). I am a petite person and I always wear tight clothing through security to try to avoid this situation. So, to me, that says that I was frisked in an inappropriate manner because I made another TSA agent angry. After the pat down, I was given the all clear to go on to my gate. I later asked another TSA agent the names of the people involved by pointing them out to that agent. (b)(6) was the supervisor and (b)(6) was either the orginal (angry, hostile) female TSA agent or the one that finally gave me the pat down (they looked similar: black, 30-40s, overweight/obese females with there hair tied back). Having to get a pat down is humiliating enough, but when someone thinks their things have been stolen, TSA agents should be trained to be a little nicer. I would like to know what will be done about the situation I was put in and why it took so long for a female TSA agent to come and get me.

1/5/2013 1:07:38 PM

I have a complaint about the screening process during my last flight.
I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie- talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

If families and children are able to go through the metal detectors- -then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable.
I hope this matter is resolved and doesn't occur again.

Please feel free to call me to discuss anything further (b)(6)
(b)(6)

Caller is wanting to report a complaint. Caller worked for Delta Airlines for many years but is now retired She said that recently it seems every time she takes a flight she gets patted down and TSO s wipe her hands for explosive materials. Callers states that a lot of her bras are underwire and she has metal implants as well. Caller states that if she were come through the checkpoint with no bra on she feels that she still would get a patdown.

Escalated to Supervisor (b)(6) I spoke with the caller who complained that she is being systematically selected for additional screening nearly every time that she flies. She spoke with an STSO who gave her a complaint card to share her comments and make a formal complaint. Due, to her questions and allegations I asked about whether she was having issues printing her boarding pass, think of the TRIP program. she said no. I felt that that would rule out any Redress issues.

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

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

1/5/2013 4:01:03 PM TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

She asked where she could also mail a complaint, I instructed her to the TSA website where she could find the HQ address. She also wanted to send her complaint to the President. I told her that I could not provide that address, but to look for an address on the internet.

I then explained the ETD information to her in detail (above) and apologized for her circumstance at the screening checkpoint and explained that I would send her complaint to the CSM at LAX.

Flight info:

Date 1-2-13 at 10pm

Gate--A-54

Delta 933 LAX to TPA

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Remote Client IP: (b)(6)
Date Time: 1/5/2013 6:23:06 PM

1/5/2013 7:07:48 PM

Security IssuesAll Other Security Issues
Name: (b)(
Email: (b)(6)
Message:When opting out of the backscatter machine at Fort Lauderdale airport I ask the TSO if I could stand where I could see my luggage and was told no, there were plenty of cameras on it. I explained to him that I thought I was required to keep my luggage in view at all times and he informed me that I should've kept it in my possession until the were ready to give me my patdown.
I would like a clarification of this policy. While I understand the cameras were on it, this has not stopped theft at TSA Checkpoints in the past.
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Remote Client IP: (b)(6)
Date Time: 1/5/2013 7:54:06 PM

1/6/2013 9:15:13 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):to slc from ORLANDO
Comments:FUCK YOU TSA! I HOPE ALL OF YOU CHOKE ON A COCK AND DIE! IF I SAY I DONT WANT TO GO THROUGH THE FUCKING SCANNER THAT MEANS I DONT WANT TO GO THROUGH THE SCANNER! DONT TRY AND TALK ME INTO IT JUST PAT ME DOWN YOU JACK BOOTED FUCKING COMUNIST THUGS! I WILL BE FILING ANY LAWSUIT I POSSIBLY CAN OVER THIS AND I HAVE ALL THE INDIVIDUALS NAMES AND THEIR SUPERVISORS NAMES AND TITLES. FUCK YOU, GO ROT IN A DITCH AND ILL SEE YOU IN COURT FUCKHEADS!

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Remote Client IP: (b)(6)
Date Time: 1/5/2013 7:42:20 PM

1/6/2013 9:15:20 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Every flight I have ever been on
Comments:I find that making people choose between letting strangers see you naked or getting molested offensive, against our rights and illegal. In addition, getting yelled at and receiving rude treatment from tsa employees is disgusting. For example, I was chastised for "flinching" while being molested or "patted down" as you say. This is a gross violation of our rights and makes me not want to fly.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/5/2013 7:26:06 PM
Airport : DEN - Denver International
Date/Time of Travel : 12/26/2012
Airline & Flight Number : Frontier
Checkpoint/Area of Airport : Security
TSA Employee: (If Known) :

1/6/2013 9:15:24 AM

Comment : I carry two 5 ml vials of medication when I travel. The medication needs to be hand-screened as light denatures it. My doctors and pharmacist recommend that it be hand-screened as they don't know what X-rays will do to it. "I" can go through the regular screening and so can my bags. (It is just the medication that can't.) But on top of that, because I ask for the meds to be hand-screened I am subject to having my luggage searched and an embarrassing, invasive pat down.
If the meds were to go through the regular screening, what more would you see than you can see with your eyes? It makes no sense.
I don't want to fly anymore. It is hard enough to travel with meds that have to be kept cold and in the dark. Now I'm made to feel like a criminal as well!
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Original email date and time was 1-5-2013 at 3:15PM [DBW]

Information about the person who experienced the civil rights civil liberties violation

(b)(6)

Phone # : Cell (b)(6)

Email: HYPERLINK (b)(6)

What happened?

On my way through security at the Philadelphia airport (PHL) on 12/31/12 at approximately 2PM, I told a TSA agent that I was not comfortable being exposed to any radiation as a result of the full-body scanners, and that I preferred a pat down. He was rude in his reception of my request and then muttered something about there not being any radiation associated with the millimeter wave scanners. I clarified this statement with him and he said again that there was no radiation and that that had only been true of "the old ones," by which I assumed he meant the backscatter scanners. So, I went through only to have to receive a pat down anyway (which was suddenly no trouble on the other side of the scanner) because of the beading on my shirt. After getting through security, I looked online (on my phone that had already been in the x-ray at the time of my request) and found that there is a small amount of radiation associated with the millimeter wave scanners. My problems with this are as follows: I was misinformed either deliberately or for lack of training by a government agent; there is no requirement 10 disclose that there is radiation associated with the millimeter wave scanner, nor that some respected authorities advise against its use because the long-term effects of the millimeter wave scanners have not been studied; in addition to the huge invasion of privacy, subjecting any young person who wants to have kids to radiation levels of any sort "without" probable cause is unnecessary and asks people like myself to take on unwarranted risk.

1/6/2013 1:12:45 PM

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

The problem of not being accurately informed about the radiation levels of full-body scanners or the pat down alternative is definitely an ongoing issue I've encountered since they began to be implemented. At PHL, however, there seem to be no options to avoid the scanners. Everyone seems to be expected to go through them and the TSA staff are not

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 11:57:59 AM

Name: (b)(6)
Email: (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Tue, 01JAN13 UA782 A ALBUQUERQUE, NM (ABQ) 8:20 AM WASHINGTON, DC (IAD - DULLES) 2:02 PM
Comments:I sent an email regarding my complaint and got a generic email about AIT. I would appreciate if my email was read and responded to regarding my actual complaint.

1/6/2013 1:12:58 PM

I have a complaint about the screening process during my last flight. I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie- talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

If families and children are able to go through the metal detectors--then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable.

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 10:49:30 AM

1/6/2013 1:13:28 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska flt 4, Sea-Tac airport, Security checkpoint at C gates. TSA agent (b)(6) ?)
Comments:I am a full time wheelchair user and notified this agent that I am unable to stand. She asked if my seat cushion is removable. As it is attached by Velcro, I said yes. She then told me she needed to remove it to put it through the scanner. When I said I didn't believe that to be the case, she finally agreed to pat down the cushion by asking me to lift up my buttocks and her pressing down on the cushion rather than transfer out of my chair.

If I am right that a passenger can't be required to transfer out of their wheelchair, please notify the agent of that fact.

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn t alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there s somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there s always a specific reason that they are conducted.
His 19 year-old daughter went through the Virgin America checkpoint, Gate 37 at LAX this morning around 8:40 a.m. She was on flight 781 going from LAX to SEA, scheduled to leave at 9. She went presented her ID at the checkpoint, and then on through the WTMD, which did not activate. Once she went through there, she received a patdown, and this is where she felt uncomfortable. He stated that the officer, whose name she did not get, used the palm of her hand to rub, not pat, the area of her abdomen and up to the border zone of her lower chest area. His daughter felt as thought it could possibly be considered sexually threatening, and it made her feel uncomfortable.
A brief description of the officer is that she is an African-American woman, approximately 20-30 years of ago, short and above the ideal body weight.
A brief description of his daughter, (b)(6) is approximately 5 6 , 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

1/6/2013 3:31:16 PM

Advised Caller:
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

I told him that a passenger cannot choose to go through the WTMD only, but would have to either go through the AIT or a patdown. If the airport or checkpoint they go to doesn t have the AIT, then they would have to go through a patdown. I told him that LAX is on the list of airports that either has AIT or is scheduled to get it, but I could not give him definite information as to whether or not they definitely had it, or if the checkpoint she went through had the machine.
http: www.tsa.gov ait-frequently-asked-questions

The TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

I told him that I could either take his complaint and send it to the CSM at the airport, or he could contact them directly. He chose to describe the incident to me, since I could not provide him with exact hours of the CSM at the airport. I did explain to him how to contact them by calling 866-289-9673, pressing option 5, and entering the airport code when prompted.

Since he chose to provide the information to me, I told him that I would get his information, take the complaint, and then send it to the CSM at the airport. They could look into the incident, and see if there was anything that was inappropriate during the screening, and could contact him further if they needed any more information from him.

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 5:04:36 PM

1/6/2013 6:11:47 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flying from Dulles to Rome on Friday, January 4 on United 966
Comments:My father and son are travelling together. My son called me Friday afternoon after they got to their departure gate at Dulles. My father, who is 82, had great difficulty at the TSA inspection point. We had reviewed your site and told Dad he wouldn't have to remove his shoes. Apparently your staff at Dulles doesn't know this. My father had to submit to additional scans after being humiliated. Your staff should know the latest rules and follow them. No one should be mistreated in this manner.
Caller states that he was molested at a checkpoint during a patdown by the TSO. Also, he wanted the patdown procedute explained.

1/6/2013 6:19:20 PM

Advised caller:
I apoligize for your experience.

Flight information:
Flight Path: (not provided)
Flight date time: a few weeks ago unsure
Flight #: (not provided)
Airline: (not provided)
Airport: Salt Lake City
Gate Terminal: (not provided)
Email: (not provided)
TSO description: didnt look at him

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 6:49:31 PM

1/6/2013 7:05:59 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAS Vegas McCarran International Airport Security Check.
Comments:My husband and I travel to Phoenix monthly to Cancer Treatment Centers of America. He has stage 4 cancer. He requires Boost as he is unable to eat and is rapidly losing weight. We have brought Boost before and after it was xrayed, all they did was wipe the bottles with a cloth. On Wednesday, Jan. 2nd, a young female security person decided to do a power play. She insisted that my husband (who is in a wheelchair) go through a full body pat down, including his "privates." He refused and started to get back to his wheelchair. She yelled at him: "Don't you walk away from me. You stand right there or I'll have you arrested." She called for a male agent and he agreed that if my husband did not allow the pat down the Boost would be thrown away. He then threw it away. Then my husband was allowed to get in his chair and eventually board the plane WITHOUT BEING PUT THROUGH A PAT-DOWN. This had nothing to do with them needing to check my husband further for security purposes or they would have patted him down or sent him home. It had only to do with a young female agent wanting to "strut her stuff" so to speak and show her power. All she succeeded in doing was let many other travellers see what a sad situation was being played out before them. And of course, my husband did not have his Boost until about 9:30 the next night when we returned home. No, they do not have Boost at the hospital. Things like this should never happen to people, yet I read constantly where certain agents are rude and have let their uniform put some kind of sick power plays in their heads instead of allowing their uniform to make people feel they are protected.

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Remote Client IP: (b)(6)
Date Time: 1/6/2013 11:08:46 PM

1/7/2013 8:16:24 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):at PIT on Jan 4, 2013.
Comments:My husband and I were returning from a holiday vacation to family and heading to TPA. I did everything I was supposed to as far as putting things on the belt to be scanned. There were so many people there and it was so hard to hear anything. I got into the scanner but did not hear the person say stay 8 seconds and I get out and am told that I need to be patted down. I was upset about this as i do not like to be touched by people I do not know. Well I had to be patted down and I told the screener that I wanted privacy because no I did not want to be patted down in front of around 500 people. How degrading. So I had to go into a room and be patted down. Again degrading. I have around 300,000 frequent flyer miles and now am not sure if or when I will fly again. I felt violated . As a therapist I looked at all the people on my flight and could by looking at them tell they were not terrorists but grandparents, college and high school students. its a shame that because of 1% of terrorists , 99% of people take a chance of having to be patted down. (which is violating). I work with sexual abuse survivors who as children could not tell their abusers to not touch them but they can't tell the TSA not to touch them. I can tell you that if I had an abuse survivor go through what I had to, that they would have to return to therapy to deal with this. This is unacceptable. For myself I should have been able to go back in the scanner and try again. Also you should have people who are scanners who have loud voices as the screening area is always a loud place.

Dear TSA criminals,

Here is an article of the top ten reasons you should quit your jobs.

--
Sincerely,
(b)(6)
Phone: (b)(6)
HYPERLINK (b)(6)

1/7/2013 8:16:57 AM

TUESDAY, DECEMBER 18, 2012

TSA Rants one year later

http://1.bp.blogspot.com/-OXDtqb3MTL0/UNFUs-xvUzI/AAAAAAAAERY/JmIoYHuhYvM/s1600/Jennifer-Hudson-pat-down-1.jpg
A year ago I started a Twitter account to track citizen complaints about the U.S. Transportation Security Administration. I called it HYPERLINK "https://twitter.com/TSArants" \nTSA Rants.
Over the past 12 months, I've documented more than 23,000 complaints about the TSA. And that barely scratches the surface. I sampled just a few hours of Twitter traffic a day, when my schedule allowed. The actual number of TSA complaints on Twitter is easily several times higher than that.
Needless to say, people writing on Twitter have a lot of ill will toward the TSA.
What follows is a brief summary of those citizen complaints about the agency, in no particular order.

1. Molesting attractive women

The TSA pats down a lot of attractive women, HYPERLINK "http://techmediatainment.blogspot.com/2012/12/tsa-agents-like-to-pat-down-pretty.html" \nas I've previously written. These women don't fit anybody's profile of a potential terrorist. But TSA agents continue to feel up young ladies either because they like pointless "random" pat downs or they're perverts.

2. Conducting racial profiling
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: 1/6/2013 7:59:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:The last three times while going through the imaging machine at the Toledo, Ohio airport the machine showed something in the area of my right wrist.
I wore different shirts for each flight and none were of heavy fabric.

1/7/2013 8:17:27 AM

I rolled up my sleeve and could show that nothing is there.
They could see up my sleeve and my bare wrist and feel my shirt but they still insisted they have to Pat me down.
That is just not right.
You people have no common sense.

THERE WAS NOTHING THERE AT ANY TIME.

Your machine needs to be checked and fixed.

And Stop touching people when there is no need.

From: (b)(6)
Sent: Sunday, January 06, 2013 9:07 PM
To: ContactCenter@dhs.gov; DHSOIGHOTLINE@dhs.gov; executive_Director@aclu.org; HelpDesk@tsa-hraccess.com; nora.castro@sanantonio.gov; (b)(6) trip@dhs.gov; TSA-ContactCenter@dhs.gov; TSA.Ombudsman@dhs.gov; tsahotline@afge.org; YBOU
Subject: TSA Rants one year later

Dear TSA criminals,

1/7/2013 10:11:11 AM

Here is an article of the top ten reasons you should quit your jobs.

--
Sincerely,

(b)(6)

Phone: (b)(6)

HYPERLINK (b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/7/2013 11:56:57 AM

1/7/2013 12:43:52 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #94, AA, JFK/gate 7. (app. 5:30 thru screening process). January 6, 2012
Comments:My daughter was going thru the screening process and was told by the TSA agent that they needed to inspect her MAC computer. They took several minutes and in the process proceeded to send her backpack thru the screening machine. They then pointed to my daughter so that she would see it and pick the bag up. She went to the gate and inspected her backpack to make sure that her money was in there only to see that the MAC was never put back or given to her. I think this is outrageous behavior. Luckily she had time to return to the screening area and once she asked about it they gave it back to her. What if she didn't. Do they do this all the time. I want these people reprimanded. They almost ruined a young woman semester abroad. She is very upset and doesn't understand how this is allowed to happen

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Remote Client IP: (b)(6)
Date Time: 1/7/2013 1:10:02 PM

Name: (b)(6)
Email: (b)(6)
Complaints:My Complaint is Not Listed Here

1/7/2013 2:01:22 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines flight 780; ORD (Chicago OHare)Terminal 3 First Class Checkpoint with TSA Pre Screen. Date Wed Jan 2 2013 approx 4:30 AM. Issue with Pre TSA ineligibility and a pat down alternative to imaging at this checkpoint.

Comments:I have just spoken to American Airlines Executive Platinum customer service and was directed to open a case number (not merely leaving comments) with the TSA. There are 2 separate cases that require your resolution via email. At the first class pre tsa checkpoint I was informed that for some reason for the first time in one year I was not eligible for the TSA pre select. I was then told that since I had an infant child I could not use this first class checkpoint especially setup for American to avoid the situation that then developed. I was told it was because of an imaging station can't be used by adults carrying infant children. I was not given the option of a pat down at the first class checkpoint. I want to ensure that this does not continue in the future and the American Airlines Executive Platinum and First Class passengers traveling with infants can opt for a pat down at this checkpoint.

I have contacted American Airlines that was appalled at the treatment of one of their best customers. They want ALL first class and executive platinum customers to use this checkpoint exclusively at ORD and no other.

I want to clarify that traveling with an infant and selecting a pat down in lieu of refusing imaging when with a child will be honored by the TSA and to further acknowledge that the TSA personnel who told us we cannot use this checkpoint, designed for us by American, was in error.

A second case involves (b)(6) a TSA supervisor at ORD in Terminal 3. At the main checkpoint (not first class) at ORD terminal 3 my laptop was stolen by another individual and eventually returned to the TSA. There was an after hours "lost and found" that had my laptop that (b)(6) said I could not retrieve it (b)(6) informed me the next day that (b)(6) was incorrect and in error. A special trip had to be made to the airport to retrieve my stolen and then recovered laptop due to the actions of (b)(6) not being aware of the after hours TSA line.

I respectively await your reply and will cut and paste this to American Airlines Executive Platinum desk for your response.

The caller is traveling on Thursday from MKE to IAH to Cost Rica . She has a titanium shoulder and is concerned about going through screening expeditiously because she only has one hour between flights. She has to get from one side of the airport to another.

She asked if there is a way to expedite this in any way.

She indicated that she would have to leave the secured area.

The caller stated that she knew the screening process.

I explained first, that she may not have to go through TSA screening as long as she remains in the secured area of the airport. Depending on the layout of the airport, she may have to leave the secured area to make her connection flight.

1/7/2013 2:18:14 PM

She asked where to request AIT screening.

I advised that she inform the TSO of the metal implant and perhaps where is it located before the screening proces begins.

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

I advised that the only way that to possible expedite the screening would be to required to receive a pat down. I cannot guarantee that she will not receive a pat down even if she goes through the AIT.

I explained that she would opt of the WTMD and requirest AIT screening when she presents her ID and boading pass at the checkpoint. She can inform the TSO of the metal implant and request to be screened by the AIT if it is available.

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Remote Client IP: (b)(6)
Date Time: 1/7/2013 3:20:42 PM

1/7/2013 4:04:44 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Lax- American Airlines approx 330pm 12/28/2012 lane 7a
Comments:Rudely handled by TSA agent (b)(6)
When returning to Dfw from Lax on the time and date mentioned shoved I was rudely approached by TSA agent (b)(6) while dismantling stroller for my 3 month old daughter. The TSA agent yelled while instructing me to move to another aisle and before i was able to move he placed his hands on me and shoved me. I immediately made a complaint with the TSA supervisor and was given these instructions to file a former complaint. The agent was also confronted by my mother after he continue to yell and point me in the direction to go. It is not policy for an agent to put their hands on a traveller unless a search is warranted let alone to shove a citizen and yell at them. I have forwarded this issue to my attorney (b)(6) and am requesting that the video tapes and reports made are reviewed and this issue be addressed as well as follow up with me advising the action that has taken place regarding this agent.
I see your Nazi goons are still in action ....and with profanities, too!!!!!!!

(b)(6) Detained By TSA

Talk show host threatened with arrest for not removing shoes

1/7/2013 4:06:09 PM

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

January 7, 2013

Radio talk show host and ardent Homeland Security critic (b)(6) was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

Traveling to New York to appear on CNN's Piers Morgan Tonight, (b)(6) had already showed his ID as he approached the metal detector (b)(6) and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security, (b)(6) was addressed by a TSA screener who said, "Hello (b)(6)" indicating that she knew who he was, and immediately ordered him to remove his shoes.

I see your Nazi goons are still in action ....and with profanities, too!!!!!!!

(b)(6) Detained By TSA

Talk show host threatened with arrest for not removing shoes

1/7/2013 4:06:09 PM (b)(6)
(b)(6)

January 7, 2013

Radio talk show host and ardent Homeland Security critic Alex Jones was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

Traveling to New York to appear on CNN's Piers Morgan Tonight, Jones had already showed his ID as he approached the metal detector. Jones and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security, Jones was addressed by a TSA screener who said, "Hello Mr. Jones," indicating that she knew who he was, and immediately ordered him to remove his shoes.
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Remote Client IP (b)(6)
Date Time: 1/7/2013 4:15:37 PM

1/7/2013 6:11:47 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):LAX International checkpoint 4/5 January 7 around 1pm
Comments:I waited 10 minutes out of sight of my baggage at a security checkpoint for a pat down. When they found an TSA employee to do the pat down I was not offered a private screening and the employee didn't explain the pat down at all. I believe this isn't in line with TSA practices. When I asked for the supervisor, (b)(was "unavailable"
Caller s daughter just went to the airport to fly from from JFK to SLC via JetBlue at 7:10 p.m. Before the flight her 19 year old daughter s wallet was stolen, so she didn t have her ID. They called JetBlue who explained alternative IDs. Her daughter presented her school ID, a copy of her birth certificate, and her vaccination card. When she presented these, the officer said oh my gosh you have to come with me. They took her to a room and done a patdown where they touched her crotch. She had a face scrubber that she had got for Christmas that had a travel size (2 ounce) bottle of liquid in it. She didn t even know the liquid was in there and didn t know the liquids had to go in a bag, but they made her throw it away. Caller says that her daughter was scared because of the way they spoke to her and patted her down. Caller s daughter said that they treated her like a criminal. Caller says that her daughter never wants to fly again. Caller says that a supervisor came over and then passed the process over to a woman who patted her down. Caller says that she is mad and disgusted at how scared we made her daughter.
Airport: JFK
Airline: JetBlue
Date and Time: 1 7 13 7:10 p.m.

1/7/2013 7:24:07 PM

Advised caller:
Liquids do have to be 3.4 ounces or less, but have to all fit into a one quart, clear plastic, resealable bag. The bag is removed from carry on at the checkpoint and placed in a separate bin. Any time someone uses alternative ID, they may be subject to additional screening. As far as how they talked to her by saying oh my gosh because she presented alternative ID, I would send this to the CSM, so they can address the situation with the employee. I would need the flight number and the location, as far as what terminal, gate, or checkpoint she went through. Also, if she happened to catch any names, that would be helpful. Once she finds this out she should call us back and let us know. Whoever she gets will be able to see this record and all of the information I have gathered. They can then send this to the CSM.

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Remote Client IP: (b)(6)
Date Time: 1/7/2013 8:45:23 PM

Security IssuesAll Other Security Issues
Name:Alex Jones
Email:(b)(6)
Message:Alex Jones Detained By TSA Agent's that new his name and who he was. Another total embarrasment for the TSA and their slave wage paid uneducated employees that like to steal peoples presonal property and harass travelers.

Radio talk show host and ardent Homeland Security critic Alex Jones was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

1/7/2013 9:09:40 PM

Traveling to New York to appear on CNNfs Piers Morgan Tonight, Jones had already showed his ID as he approached the metal detector. Jones and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security, Jones was addressed by a TSA screener who said, gHello Mr. Jones,h indicating that she knew who he was, and immediately ordered him to remove his shoes.

When Jones refused, citing the fact that innumerable other people had not removed their shoes, the TSA screener claimed that only under 12Œs and over 75Œs were not mandated to remove footwear under TSA policy.

When Jones contested the point, arguing that numerous travelers in their 40Œs had not removed their shoes, other TSA agents ordered him to take off his shoes, before Jones was approached by a police officer who immediately got in his face and started threatening him with arrest.

Despite Jonesf protests that he was clearly being discriminated against because he was a known critic of the TSA (the rest of the TSA screeners also knew him by name), the officer growled, gTake your damn shoes off or Ifm gonna arrest you.h

Not even giving Jones the option to leave the airport, the cop continued with threats to arrest Jones and prevent him from flying as the radio host threatened to file a lawsuit for civil rights violations.

One of Jonesf primary concerns regarding the removal of shoes was the fact that he had caught athletes foot from that very process in another airport years previously, meaning that he now carries a spare pair of socks to change into when he boards the aircraft. Jones emphasized that he was not a gclean freakh but that he never encountered such issues before having to take his shoes off at TSA security.

1/7/2013 9:09:48 PM

I have been meaning to contact TSA since last fall but this has been my first opportunity to do so. I traveled to Vegas and Raleigh-Durham from Chicago (both airports) and opted for a physical search rather than go through the electronic imager. As a retired police officer, I am acquainted with pat down protocols and noted that the thoroughness with which the searches were conducted varied greatly by city. While all the TSA agents were pleasant and professional, the searches performed in Chicago were much less comprehensive in nature and could have missed items had there there been any in the clothing at the neckline at the waistband as well as in the hair. I am attributing this variance in searches to the training provided to the TSA staff. I hope that TSA will take appropriate action to ensure uniformity in training so that the Chicago TSA employees perform the same great job that they are doing in other municipalities.

(b)(6)

1/7/2013 9:10:12 PM

Caller was flying out of MIA and while he was going thru a secondary patdown his carry on bag was inspected without being in his sight and he has a ring missing from his bag.
Informed how to contact the CSM thru option 5 on the IVR and emailed the SF95 package.

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Remote Client IP: (b)(6)
Date Time: 1/8/2013 5:50:19 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening

1/8/2013 8:17:19 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):RSW Terminal D
January 8, 2013
5:30 AM
Comments:I was just subjected to yet another public frisking at the hands of your agents as punishment for refusing to go through the naked body scanners. I am not a criminal and I am getting very tired of being treated as one.
The Fourth Amendment to the Constitution is supposed to protect citizens from this kind of unreasonable search. I consider both the naked scanners AND the frisking to be unreasonable searches which are constitutionally prohibited.
These scanners are first and foremost illegal on their face because of civil liberties violations, but they also pose a potential radiation risk, and have been proven to be ineffective. Additionally, they are a huge waste of taxpayer money and resources. I want them removed immediately.
I also object to the latest outrage - that I am not permitted to keep my wallet on my person at all times. The screener actually hollered at me when I removed the cash from my own property before I allowed him to take it out of my sight. I kept it anyway - and will continue do do so in the future, no matter what arbitrary rules you make up in an effort to try to force travelers to go through your naked scanners.
I am a very frequent traveler and I supported creation of the TSA to provide consistent security at airports. However, you have overstepped your constitutional authority and you are getting worse every time I fly. I refuse to subject myself to the scanners and I will protest every time that I am frisked as punishment for refusing.
Get rid of them.
I will be contacting my congressman, both senators and the White House urging them to withhold funding from your agency until you start showing respect for the Constitution and the traveling public.

1/8/2013 9:54:23 AM

Hello,

My family and I were recently at the Amsterdam Airport on a layover back to the United States from Ethiopia and my five year old daughter was subject to a pat down search after passing through their metal detectors without any warning signals. I acknowledge the definite need to have the security systems in store to protect passengers traveling all over the world. My only problem with my five year old daughter being subject to the pat down search was security would not explain to me or my wife why our daughter was being searched after passing through the metal detectors, nor would they take the time to explain their policy as it relates to searching children. Believe me, you would not be receiving this e-mail had my daughter unsuccessfully passed through the metal detector. Can you please inform me who to contact at Amsterdam Airport's regarding their policy as it relates to pat down searching of children. I received your e-mail address from security at the Amsterdam Airport and advised to contact you.

Thank you,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/8/2013 6:36:00 AM

1/8/2013 9:55:15 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AZA
Comments:I was told after a full body X-ray by a man to remove my ballcap, I've recently been treated for melanoma/skin cancer of the scalp and my family was behind me (I haven't told them since it was the holidays). I asked quietly if we could do it in private and the answer was a strong and fast no. Should I have worn a terrible wig? This is my question, I submitted to a full body/head scan...why is a Ballcap different than a wig? Who makes that choice and why? I'm very curious. Made for a sad way for my kids to see what was on my head...cancer scars/melanoma.

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Remote Client IP: (b)(6)
Date Time: 1/8/2013 10:09:14 AM

1/8/2013 12:07:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 995/Southwest/Terminal A/San Antonio International Airport. Dec. 31, 2012, approximately 10:15 a.m.
Comments:My 10-year-old with diabetes asked that her 4 insulin pens (placed in a Ziploc and containing a total of less than .5 ounces of insulin) be hand-screened. A supervisor then ordered her hands and shoes swabbed for explosives traces. This was humiliating and scary for my child and completely unnecessary as she had already been though normal screening. On our outbound flight from RDU on Dec. 21, she was not subject to this procedure.
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Remote Client IP: (b)(6)
Date Time: 1/8/2013 9:34:15 AM

1/8/2013 12:08:16 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight: Jet Blue 462 (Ft. Myers to Boston)
Airport: Southwest Florida International,
Concourse D
Comments:Absolutely unprofessional and unacceptable behavior from the local TSA supervisor at RSW. Her name is (b)(6) She ordered me to undergo a complete strip search (thankfully, the officer charged with performing it was much more respectful, as well he should have been) and refused to explain the exact reason, claiming that a residue of explosives was detected on my hands. Since I have never touched explosives in my life, I asked her what the actual compound was (my tone was very courteous and respectful). She refused to identify the substance because she said she did not know the name. She scoffed at my asking this simple and civil question. I kept pressing for an answer, so she said it was something called TATP, but she did not have a clue what that stood for. After my TSA humiliation, I learned that TATP stands for ACETONE PEROXIDE, and the person in charge of security at an international airport does not have enough intelligence to remember that. Because if she told me what it was, I could have easily given an explanation as to why there was an acetone residue on my hands. Earlier that day, I used a (!) CVS sanitizing hand wipe, which does include some acetates as inactive ingredients. Now, any child knows that acetone is used for cleaning and not just explosives, but (b)(6) does not know what TATP stands for, so how could she know what acetates are? I am not a chemist, but there is something called overall intelligence, which I believe is necessary for a TSA employee, let alone a supervisor, and (b)(6) clearly lacks it. Instead of answering my questions, she quite literally laughed in my face. As a law-abiding citizen of the United States of America, I resent this kind of treatment from someone charged with protecting me. Instead, I am being harassed for... trying to keep my hands clean???

Because there was no one else in the line (my plane was delayed 8 hours, and the time was after 10 P.M.), the security officers clearly had nothing else to do, and I was subjected to the whole routine of humiliating pat-downs, which I do not need to describe. That is why I would like to speak to someone at the TSA. I support what the TSA does, but will condone neither the rudeness of your staff nor their complete ignorance of what it is and who it is they should be screening. I believe "employees" like (b)(6) at the RSW not only fail to protect the American public from terrorism; they actually endanger us passengers because they are completely clueless about what they are doing. She is a threat to transportation security and MUST BE SUSPENDED from her current position for additional training both in terms of professional courtesy and elementary chemistry. (b)(6) IQ is below that of a 7-year old. Is that the kind of person you put to monitor security in the skies? Please feel free to contact me, so that I can explain the whole problem in detail if necessary.

I expect disciplinary action to be taken against (b)(6) for her rude and unprofessional treatment of American citizens. I hope further explanations are given by the TSA to airport screeners about what they need to be looking for. And I would like some sort of guarantee that the TSA has not blacklisted me just for the fun of it, so that I will not be harassed again without ample reason, particularly at the Southwest Florida International Airport, through which I will have to travel in the future.

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date Time : 1 8 2013 1:24:22 PM Airport : EWR - Newark International Date Time of Travel : 01 07 2013 8:30 PM Airline Flight Number : United, flight 114 Checkpoint Area of Airport : Terminal C, checkpoint C-3 TSA Employee: (If Known) : TSA screener unknown. Supervisor (b)(6) Comment : We recently traveled to from Las Vegas via Philadelphia (28Dec12 and 04Jan13) and had a pleasant experience with TSA agents - they were friendly and even helpful when dealing with my father-in-law (b)(6) who is 86 and requires wheelchair assistance to navigate the airport.

This could not be in starker contrast to the treatment by TSA officers in Newark airport (C-3 checkpoint) on January 7th at ~8:30pm. We watched in disbelief as he was selected for secondary screening and endured the most thorough body check pat down we have ever observed in any airport. This was not a simple pat down, but an inch by inch inspection which left him standing with his arms outstretched and him standing in a secondary inspection area for an extended period of time, despite arriving to the checkpoint in a wheelchair.
After speaking with him today, he confirmed that he was asked wait for secondary screening and endured a very uncomfortable process – the worst he had ever endured at any airport. We did not get the name of this officer, however, he is a African American man shorter in height stature. The TSA screener asked my father-in-law to remove his shoes and belt (which are not easy tasks for an 87 year old with two replaced knees and a herniated disk in his neck). He asked the officer why he was being asked to remove these articles given his age to which the TSA officer replied "security." My father-in-law informed the officer that his belt was holding his pants up – the officer ignored this comment and instructed him to keep his hands out to the side. During this, his pants continued to drop approximately 6 inches below his waist. This was very embarrassing and uncomfortable to him. At no point did your officer acknowledge that his pants were falling down or offer him a private screening. The officer also patted him down very aggressively. At one point, he pushed on his back so hard that he nearly fell over. After the aggressive search, he was offered no assistance with collecting his belongings and putting himself back together.

1/8/2013 2:08:23 PM

Eventually, the mobility services representative who had been escorting my father-in-law helped him out.

The entire scene was upsetting and embarrassing. Your officer demonstrated a complete lack of appropriate risk assessment and did not show my father-in-law the customer service and dignity and respect that are a stated part of your commitment to travelers. This treatment was to a traveler who requires special assistance, no less. The aggressive screening also makes no sense given our recent travel through two other U.S. airports (Philadelphia and Las Vegas), where not only did he not have to undergo secondary screening, but the officers involved were also very cognizant of and respectful of the additional assistance that he required to get through the airport (i.e. ensured he was not standing too long, asked him if he was able to walk through the scanner, ensured he got his chair back while waiting for his belongings, etc.).
We asked for and were able to speak with a supervisor, (b)(6) who was very kind and respectful. He promised to look into the screening that had been conducted and apologized for our experience. We would still like a formal response from the TSA regarding this incident and a commitment to ensure this experience is not repeated at this airport. To be more specific, we would like an apology issued to my father-in-law for the poor treatment by your officer(s) and we would like assurance that the officer(s) involved are counseled on this incident. We also want to understand how we can get permission to escort him through the screening process in the future; he visits twice per year and we do not want him to endure this very uncomfortable situation ever again.

Our family understands the importance of safety, but finds the treatment of my father-in-law last night to be unacceptable and unwarranted. We welcome the opportunity to discuss with you over the phone or in a face-to-face meeting at the airport, which is close to where we live. I look forward to your reply.
Would you like a response? : True
Passenger's Name : (b)(6) for (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

1/8/2013 4:00:58 PM

Caller was running late on her return flight from FLA. back to OH and had to wait for a person to arrive for the private patdown and she was separated from her carry on bags unlike her experineces on the flight down.
Explained that she has described the SOP for a patdown and while her carry on bag may have ben out of her sight they were being monitored by trained TSO s to ensure security of the flight.Recommended in the future she arrive 2 hours prior to departure to allow for ample time to be screened and not be anxious to miss the boarding of her flight.
Date 1/8/2103
time elapsed 2:10 to 2:40
Atlanta Airport
AA Flight 3563

TSA employee-(b)(6)
Supervisor-(b)(6)

TSA

1/8/2013 4:16:46 PM

I am an executive Platinum Flyer with AA, last year logging 115,000 miles alone with American Airlines.

I went thru the security screen, and the machine alert went off. (b)(6) noted to go back out, which i did, I asked if i should remove my belt. He did not respond, Only asking, if I had another metal. I showed him my non-removal Cartier Bracelet.. and he waved me thru, at which time the alert went off a second time. I again asked , should i take off my belt. Which i would have easily and gladly done.

(b)(6) noted, no stand aside and a screener will come for you. I waited five minutes, and requested either a request or a supervisor (b)(6) begrudgingly and with much attitude requested the supervisor, About, four minutes later a re-requested. At this time (b)(6) noted- you will be up for a full pat down now. His aggressive attitude and behavior was unwarranted.

Finally (b)(6) -supervisor appeared , he had conversation with (b)(6) and finally after a full eleven minutes , (b)(6) moved for a full pat down. I have no issue with security of all flyers, however the immaturity and hastiness of (b)(6) should not be tolerated.

I do request a follow up on this incident. This treatment was excessive of what should be expected from TSA employees.
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 1/8/2013 2:29:26 PM Airport : RSW - Southwest Florida International Date/Time of Travel : 01/07/2013 10:00 PM Airline & Flight Number : Jet Blue 462 Checkpoint/Area of Airport : Concourse D TSA Employee: (If Known) : (b)(6) Comment : Absolutely unprofessional and unacceptable behavior from the local TSA supervisor at RSW. Her name is (b)(6) She ordered me to undergo a complete strip search (thankfully, the officer charged with performing it was much more respectful, as well he should have been) and refused to explain the exact reason, claiming that a residue of explosives was detected on my hands. Since I have never touched explosives in my life, I asked her what the actual compound was (my tone was very courteous and respectful). She refused to identify the substance because she said she did not know the name. She scoffed at my asking this simple and civil question. I kept pressing for an answer, so she said it was something called TATP, but she did not have a clue what that stood for. After my TSA humiliation, I learned that TATP stands for ACETONE PEROXIDE, and the person in charge of security at an international airport does not have enough intelligence to remember that. Because if she told me what it was, I could have easily given an explanation as to why there was an acetone residue on my hands. Earlier that day, I used a (!) CVS sanitizing hand wipe, which does include some acetates as inactive ingredients. Now, any child knows that acetone is used for cleaning and not just explosives, but (b)(6) does not know what TATP stands for, so how could she know what acetates are? I am not a chemist, but there is something called overall intelligence, which I believe is necessary for a TSA employee, let alone a supervisor, and (b)(6) clearly lacks it. Instead of answering my questions, she quite literally laughed in my face. As a law-abiding citizen of the United States of America, I resent this kind of treatment from someone charged with protecting me. Instead, I am being harassed for... trying to keep my hands clean???

Because there was no one else in the line (my plane was delayed 8 hours, and the time was after 10 P.M.), the security officers clearly had nothing else to do, and I was subjected to the whole routine of humiliating pat-downs, which I do not need to describe. Except can you please explain why suspicious residue on my hands required a testicular exam and an inspection of my crack? TSA Officer (b)(6) better appreciate my not farting directly into his face, which, as I understand, would be perfectly legal for me and extremely unpleasant for him. At least it would justify the "explosive" part.

1/8/2013 4:17:08 PM

That is why I would like to speak to someone at the TSA. I support what the TSA does, but will condone neither the rudeness of your staff nor their complete ignorance of what it is and who it is they should be screening. I believe "employees" like (b)(6) at the RSW not only fail to protect the American public from terrorism; they actually endanger us passengers because they are completely clueless about what they are doing. She is a threat to transportation security and MUST BE SUSPENDED from her current position for additional training both in terms of professional courtesy and elementary chemistry. (b)(6) IQ is below that of a 7-year old. Is that the kind of person you put to monitor security in the skies? Please feel free to contact me, so that I can explain the whole problem in detail if necessary.

I expect disciplinary action to be taken against (b)(6) for her rude and unprofessional treatment of American citizens. I hope further explanations are given by the TSA to airport screeners about what they need to be looking for. And I would like some sort of guarantee that the TSA has not blacklisted me just for the fun of it, so that I will not be harassed again without ample reason, particularly at the Southwest Florida International Airport, through which I will have to travel in the future.

With respect and wishing you a Happy New Year,

(b)(6)

P.S. If you are (b)(6) reading this, I hope your relatives are ashamed at being related to a pervert.
Would you like a response? : True
Passenger's Name (b)(6)

From: (b)(6)
Sent: Tuesday, January 08, 2013 3:13 PM
To: tsaexternalcompliance@dhs.gov
Subject: FW: Altanta Security

1/8/2013 4:17:54 PM

From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Altanta Security
Date: Tue, 8 Jan 2013 14:55:10 -0500

Date 1/8/2103
time elapsed 2:10 to 2:40
Atlanta Airport
AA Flight 3563

TSA employee- (b)(6)
Supervisor- (b)(6)

TSA

I am an executive Platinum Flyer with AA, last year logging 115,000 miles alone with American Airlines.
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: 1/8/2013 4:48:50 PM

1/8/2013 6:05:38 PM

Name (b)(6)
Email (b)(6)
Complaints:Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):ANC to prudhoe bay flight 53
Alaska airlines
Anchorage Alaska
Gate C4
Flight time 2:42
Comments:I went thru the scanner just fine. Accidentally left my gift card in back pocket.. So the did the pat down and sent me over to get my hands wiped checked what ever you call it.. I'm fine with all of that.. It's your job. But a coworker came up started to talk to the guy that just checked my hands. He didn't tell me everything was good. He walked away talking to his coworker and just left me standing there to figure it out on my own. He let her do her scan/ screening of her gloves right in front of me. Personally she invaded my space and not let him do his job properly..

Feedback Type : Complaint
Categories : Screening
Current Date Time : 1 8 2013 4:08:56 PM
Airport : JFK - John F. Kennedy International Date Time of Travel : 01 08 2013 3:30 PM Airline Flight Number : AA Flt #575 Checkpoint Area of Airport : Terminal 8 TSA Employee: (If Known) : (b)(6)
Comment : At security, I opted for a pat-down because I refuse to go through the backscatter x-ray machines. The checkpoint TSA guy, (b)(6) immediately passed a snide remark: quot;You don t want to go through the scanner? OK, let s go play. quot; As another passenger asked for a pat down rather than go through the imaging machine the same employee loudly stated quot;great. Now we will have a pandemic and no one will make their flight this afternoon quot;.

1/8/2013 6:05:56 PM

As I waited for an agent for a pat down I noticed my personal items and carry on luggage were at the end of the conveyer belt and being bounced around. I asked (b)(6) if I could attend to my possessions and hs reply was quot;no you may not! quot; with a sarcastic expression.

I usually try to see the best in people and understand that TSA agents are just doing their job. However I feel that (b)(6) was extremely unprofessional, rude, and epitomized everything that airline travellers hate about passing through security and air travel Would you like a response? : True Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/8/2013 7:27:43 PM

1/8/2013 8:01:57 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):N/A
Comments:The pat downs and screening are a complete disregard for rights. It is a misuse of funds and it gives your employees a sense of power they really shouldn't have. I will never fly again if I am told that I have to either have a pat down or a screening of my body. If mall security or schools were doing this, it would be shut down immediately. This is a disgrace to the founders of this nation and it is against my rights as a human being.
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: 1/9/2013 8:06:39 AM

1/9/2013 10:09:08 AM

Subject:Suggestions
Name: (b)(6)
Email: (b)(6)
Comments:My wife, almost 84, with Global Entry and two artificial metal knees greatly resents the feeling, groping, patting physical touchdown when she goes through TSA security. Is it possible to issue a TSA ID card that will enable your staff to use a Wand? Much less intrusive. PLease advise

The caller went to the checkpoint on Dec 26th at Orlando. The caller stated that a big tall white man at the checkpoint were extremely rude because She, Her husband, and their daughter wanted to opt of ATI. She spoke with the manager at the checkpoint regarding the issue but wanted to file a complaint with the TCC as will. She stated that She and Her family was separated. She stated that they knew that they would recieve a pat down by opting out but Her husband is a physician and had health concerns about AIT. She was upset in the way they were treated and stated that the TSO made the following statement to them:

18 year old daughter was ask 6 times to why She wanted to opt out
You don t know your science (to the daughter)
We do not have time
We do not the staff
You are holding up the line

All of these comment were stated very mean, rude, and in a yelling voice. She stated that the patdown procedures they recieved were very professional but She wanted to complain on this particular TSO. He stated that She knew it was the day after Christmas but they have the right to opt out if they want.

1/9/2013 12:10:27 PM

Advised Caller:

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

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Support Manager at each airport. The "Talk to TSA" section of the TSA Web site offers passengers the ability to send complaints directly to the Customer Support Manager by clicking on the map and selecting the correct airport. You may also get the CSM contact information by calling the TCC, pressing option 5, and entering the airport code.

Because your complaint concerns an incident that occurred at a specific airport I will forward a copy of your letter to the appropriate Customer Support Manager with your specific flight details.

Flight Information:

Airport: MCO
Airline: Delta Airlines
Flight Number: 1911
Date: 12-26-12
Checkpoint Time: Around 4pm

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: 1/9/2013 11:38:16 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Antonio, Texas
Comments:Wednesday, January 09, 2013

1/9/2013 12:10:49 PM

San Antonio International Airport
ATTN: Director of Security
9800 Airport Blvd.
San Antonio, TX 78216

To Whom It May Concern:

My name is (b)(6) Yesterday, my daughter (b)(6) was traveling from LA to San Antonio on Southwest by herself. She is no longer considered an unaccompanied minor as she is older than 11.

I left work early to go pick her up. The weather was really bad and I got to the airport about 5 minutes before she was due to land. I went to the Southwest desk, produced her boarding pass and my ID to get a pass to go to the gate to pick her up. No problems there. I love Southwest Airlines. I also found out they were running about 10 minutes late, so I had plenty of time to get there.

I got to security, and there was a small line, nothing major. I had my coat with only my car keys and my phone in it. That is all I brought with me since I knew I was going through security. I placed my coat and shoes in a bin and waited my turn. The lady in front of me had 5 bins full of stuff. She filled them and walked off, through the security gates. I stayed behind, since I was behind her, and made sure her stuff went through. Also, at some point, her coat fell to the ground and I picked it back up and put it through the machine. No problem. Went through the gate, and the alarm went off. The guy there, (should have gotten his name, but didn't) asked me if I had anything in my pockets, belt etc. I said just my driver's license. He made me remove it and put it in a bin. Went through again, the alarm goes off again. Asked me again if I had anything in my pockets. Told me to remove my headband. It is plastic. I put it in a bin and went through again. Again the alarm goes off. Asked me again if I had anything on me and told me to go through again, and don't touch the sides. Also asked me if I had had a hip replacement. Did and the alarm goes off again. Now I understand he is frustrated at this point, I am too, since now I am late to pick up my daughter at the gate. Then I remembered. My bracelet. I told him and he was very irritated and told me to remove it and place it in a bin. I said no. I don't take it off and don't want to lose it. I told him I would remove it and let him hold it as I went through. He then got irritated at me and pulled me aside and asked me if I was refusing to remove the bracelet. I told him no, I was refusing to put it in a bin and risk the chance of losing it. Again, I understand his irritation.
Caller flew from LAS to Orange County, her second time flying, Flight 4191, departed 8:10 AM, flew with SW Airlines. She did curbside checkin with her airline and is 75 years old. She had to have a paldown to complete her screening and they took her purse out of her sight and she is missing a $50 bill in her wallet.
She was picking up her items after clearing screening and a heavyset female, blond hair pulled back, asked if she could take her purse and carryon and caller told her to go ahead, only the second time she flew, so unaware of the procedures.
She is missing a $50 bill from her wallet and mirror and tweezers with a turquoise handle from her carryon. She checked to make sure the money was in her wallet when she left home for the flight.
Stated she is on a fixed income and can t afford to lose the money.
Her carryon bag was black with red tape on some areas, had a large red round ID, plastic, with her name on it. Her purse was black with a thick leather strap with side pockets and a zipper in the middle where the wallet was located.

1/9/2013 1:46:19 PM

Response:
TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on luggage, which is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.
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 items left out of baggage screening are turned over to the lost and found and provided following:
Las Vegas
McCarran International Airport
702-261-5134

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Remote Client IP: (b)(6)
Date Time: 1/9/2013 12:57:22 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

1/9/2013 2:33:20 PM

Comments:Dear sir/madam,

I wanted to voice my concern about the way my family was treated by airport security as well as the vagueness surrounding rules regarding allowable liquids for infants' needs on flights.

My husband, 16-month-old toddler and I were recently passing through San Francisco airport on our way home to New York and, after presenting a bag of baby food to security, we were told we had "too much food" and as a result one of us would need to have a pat down.

To clarify, we had 10 packets of single serve baby food. Considering we had about two hours until the flight, a five-hour flight ahead of us, then about two hours after that until we reached our home, that amount of baby food is actually a necessity, especially when there is nowhere to purchase baby food at airports or on planes so families must be prepared to feed their infants.

The TSA officer could not tell us how many packets was "too many", and indeed, I have tried to find what the allowable amount is on your website and on airport websites. I have found only vague comments about "a reasonable amount". How can a TSA officer judge what is a "reasonable" amount of food for my child to need to eat while travelling?

In addition, I do not see the correlation between too much baby food and the necessitation of a pat down. Can you please explain why this was necessary?

1/9/2013 2:33:38 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 9 2013 12:28:11 PM Airport : MCO - Orlando International Date Time of Travel : 12 26 2012 4:00 PM Airline Flight Number : Delta 1911 Checkpoint Area of Airport : TSA Security Screening TSA Employee: (If Known) : very tall white TSA agent, not sure of name
Comment : Harassed and Berated for choosing to quot;opt out quot; of backscatter Xray screening and requesting a quot;pat down quot;. TSA agent asked my teenage daughter 6 times- quot;Why do you want to opt out? quot; She calmly kept requesting to. His final comment was - quot;YOU DON T KNOW YOUR SCIENCE!! quot; This was totally unacceptable behavior on his part. We have the right to opt out, regardless of our reasons. But just so you understand, my husband is a physician and there is little or questionable research to reassure his standard of evidence. This TSA screener was way out of bounds - embarrassing us in front of other passengers and sending a clear message of intimidation to any other passengers that might dare request to quot;opt out.!! Now I know how blacks in the 60 s felt when they were shamed and threatened regarding which bus seats they could sit in!!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

1/9/2013 4:11:32 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 1/9/2013 3:06:44 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 01/06/2013 Airline & Flight Number : United UA717 Checkpoint/Area of Airport : security TSA Employee: (If Known) :
Comment : While going through security,I approached the screening area and said to one of the employees, "I don't wish to be radiated." He replied, "Step over here. It's not radiation, and it's not harmful." I said, "That's not what I've read." He said, "Don't believe everything you read." I said, "Well, you may have read some things different from what I've read." He said, "Well, I KNOW because I work for the government." Then he said, "There are other modes of transportation you can take, you know." He called for someone to come and give me a pat-down 6 to 8 times at least, during a period of time about 15 minutes, before anyone ever came. Each time he called for someone, they would answer him back that they were busy, some with sarcastic laughter. The attitudes of all the employees I encountered during this time were either unfriendly and/or sarcastic.
A woman finally came to pat me down, explained specifically what she was going to do and did it. After she finished, she turned and mumbled something I could not understand because her back was turned to me. I asked another employee standing there what she said and he said she was finished.
I should have gotten their names but didn't because I was so upset. The man was kind of short, black, stocky built. The woman who gave me the pat-down was about the same physical description.
Thankfully, we did not miss our flight, but it would not have mattered to anyone if we had. During this time that I was waiting, many, many people came through the line who were behind me. It seems to me that people should be served in the order of which they were in line. I think this wait was an unreasonable length of time.
I do not appreciate the attitudes and rudeness of the two people I came directly into contact with and the people who were choosing not to tend to me after being asked that many times by the line superintendant. I was polite, and did not pay the kind of money it costs to fly, to be treated that way. No other business I know of takes your money and treats you that way.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/9/2013 7:15:55 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US Airways 1167 Terminal 2 O hare Airport
Comments:I have a few complaints about the Security Personnel at O' Hare Airport.

1/9/2013 9:05:31 PM

A little background:

I travel back and forth quite often between states and yesterday i flew from Chicago to Providence via US Airways Terminal 2.

I have encountered body scanners several times at various airports within the US but this was the first time i experienced it at O' Hare Airport.

There has never been a need to complain about this matter before but yesterdays ordeal was upsetting. When i and my mum passed through the scanner it did not detect anything or beep, however the security lady still felt the need to do body patting to my mum and me. The way that this action was done was very inappropriate, amateurish and disrespectful. We got severally offended and frustrated such that i cannot give details. I did not complain on the spot as i was getting late for my flight.

I am not upset with the system but i believe we have been not been treated appropriately in this matter. I have to say the staff is either inexperienced, ill trained or was just having a bad day. Consequentially i was made to feel very uncomfortable which has never been the case in past. Chicago O' Hare Airport has always provided me with one of the best traveling experiences and i thoroughly enjoy taking trips from here but now I am made to second guess.

I would highly appreciate if you take interest in this matter as i know a lot of other people perhaps feel/ felt similar but never got around to write about it. Hoping that by the next time i travel, the airport security staff is more careful, courteous and trained professionally.

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Remote Client IP: (b)(6)
Date Time: 1/9/2013 11:59:17 PM

1/10/2013 8:26:36 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 from Ft. Lauderdale to Minneapolis January 8, Gate H7, planned departure time 9:30pm on Spirit airlines.
Comments:I went through the screening machine and then I was also pat searched. The "searcher" rubbed his hand up my thigh and made brief contact with my right testical. This is BS (aka, bovine scatto). It is my understanding that if a person goes through the full-body screening machine, a pat down should not be conducted.

This intrusive pat down was not conducted at the Minneapolis airport during my departure to Ft. Lauderdale. I can only surmize that the ata patdown person was getting his jollies. The patdown after I went through the screening machine was wrong, intrusive, out of line, humiliating and unacceptable. Please look into this and take appropriate measures with the employee in question. I susspect its on video.
Not happy in Minnesota. Thanks (b)(6)
Caller said he and his wife departed from LGA . He said she did not have her drivers license with her. She had a copy of her passport and credit cards. He said they went thru all of her bags and she had a pat down. He said they looked at her checkbook and mail. He said she was finally allowed thru however she went thru alot just to get thru security. They will be departing out of MIA and he wants to know if she will have to go thru that again.

1/10/2013 10:04:35 AM

I told him it will up the the TSO checking ID. Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the individual may be subject to additional screening. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time.

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Remote Client IP: (b)(6)
Date Time: 1/10/2013 1:36:08 PM

1/10/2013 5:23:57 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA2319/American Airlines/3/O'Hare, Chicago/Jan 9, 2013
Comments:My wife has MS, uses a four-wheel walker, uses a wheelchair and attendant through screening. She is able to walk short distances with a cane, and, for obvious reasons prefers to walk through screening with a transparent cane usually provided at check points rather than to have a pat down done. Yesterday (see above) we were told by TSA at the American screening site that they do not have and have never had such canes there so that the only way to get through was a pat down. The attendants were fine, but even so a pat down in public is still embarrassing, even humiliating. She has used such canes frequently in the past, and we are almost positive that she has done so at O'Hare, although perhaps with different airlines. I urge TSA to make sure such canes are available. How much can they cost? This would make it a much less unpleasant experience for persons who can use them. AND it would save TSA money in terms of personnel time used in doing such pat downs, and would save TSA personnel from having to perform a pat down which I would guess they do not enjoy either.

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: 1/10/2013 5:36:34 PM

1/10/2013 6:18:38 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:My son, a college student, was initially asked to go through a full body scan at the Charelston, SC airport in December 2012. He complied willingly and when nothing was found on his person he was subjected to a cavity search by a member of the opposite sex. Same sex officers were available at the time of his search. Can someone explain to me why this occured?

1/10/2013 9:04:23 PM

Sirs,

On December 22-27, 2012, I went to Florida to visit my son, daughter in law and ten month old grandson. In November, prior to my flight, I suffered a stress fracture in my foot and was forced to wear a special protective boot to support and protect my foot.

Leaving from the Knoxville, TN (TYS) airport as I proceeded through security, I was checked as usual. They wiped the boot with something and checked it and released me to go on through security. It was a very pleasant experience.

On my return trip home from FL, in the Fort Lauderdale, (FLL) airport I was treated with much disrespect and submitted to humiliation due to the boot I was required to wear. I had paid special attention to not wear a belt of any other item that might be a problem for security. As I approached security, I asked the person checking ID if I needed to take the boot off and walk through the scanners and they informed me that I was not allowed to do that. As I came to the scanners they told me to walk through the scanners with the boot on and of course the buzzers when off. I asked again if I could just take the boot off and walk through since it was a short distance and should not hurt my foot. Again, I was told no but that I would have to have a pat down. I was asked to move to the side and put through a full body pat down even though there was no other problem but the boot. Then they wiped the boot as it had been done in Tennessee and said everything was fine.

I am a 64 year old female American citizen and was very embarrassed and humiliated to have to be put through this needless process when I could have just taken the boot off and walked through. They could have checked the boot separately. I believe security is important but it seems to me that some of the process that is done at some airports is not necessary and only causes needless discomfort for many individuals.

Regards,

(b)(6)

1/10/2013 9:54:01 PM

Caller said she had a complaint about the pat down system going through the airport. Sunday at Chicago O Hare the caller went through the AIT and when she cleared the AIT she was pulled aside and her hair was patted down. The caller said that she is an African American female and there were no caucasian females exposed to having their hair patted down.

I asked the caller if she believes she was discriminated against on the basis of her race.

Caller said evidently.

I transferred the call to Redress as instructed.

Transferred from (b)(6)

ORD 1-6-13 1:30 pm with United.

1/10/2013 9:59:24 PM

Caller went through the normal security procedure. She states that she went through the AIT. When she went through she didn t buzz nor beep, and the TSO that was doing the screening asked her to step aside because she needed to give her a pat down. The patdown consisted of her hair being patted down, not her body. Caller states that no one else had her hair patted down, and she believes this was because she was the only black lady. Caller wants to know what procedure made her do this.

Advised caller that normally a passengers hair is patted down because they have bobby pins in their hair or something other that can t be cleared. However, I do not know specifically why the TSO needed to do so.

Advised caller that I would be sending her a RFI, request for information, which she will need to respond to. She should include everything that she told me, and any additional information that she remembers. Advised caller that for her complaint to be formal it must be in writing, ie email form. This complaint will allow us to investigate what occured at that time.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP (b)(6)
Date Time: 1/11/2013 1:20:12 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Oakland International Airport (OAK) | Security Checkpoint for Terminal 1
Comments:January 10th, 2013

1/11/2013 8:15:22 AM

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 4:50 pm PST on January 10, 2013, I entered the security checkpoint for Terminal 1 at Oakland International Airport (OAK) on the way to my flight, Alaska 343 to Seattle. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport customer service manager.

Sincerely,
(b)(6)

1/11/2013 8:15:50 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 10 2013 10:26:34 PM Airport : EWR - Newark International Date Time of Travel : 01 06 2013 12:00 PM Airline Flight Number : Jet Blue #523 and 526 from Orlando Checkpoint Area of Airport : Jet Blue Terminal TSA Employee: (If Known) :
Comment : This is a quot;complaint quot; with some suggestions. After I went through the metal detector and the additional quot;xray quot; type screening at Newark Aiport, I was quot;told quot; that I needed additional screening pat down. I was asked if I wanted it in public or private. I replied quot;neither quot; since I was not told why I was being stopped. I am a 58 year old large body female. I told her to go ahead in public but I was not informed why she was having to do the search or even why she wiped my fingers after I was told to quot;hold my hand out quot; without any courtesy on her part. The TSA screener performed the search by pushing rather hard on my upper body. (I am recovering from a broken collar bone from a few months ago so she did hurt my collarbone area when she was quot;inspecting me quot;.) She pushed rather hard inbetween my breasts on my bra, which was a front close type with metal clips. I would suggest that large females might be being stopped because their bras have more metal clips in them so the screeners should be aware of that situation. They should ask if there are any areas on the person s body which may be quot;sore quot;. I know the screeners have a job to do, but they should do it respectfully and be aware that people may have a physical problem which makes it hurt when they PUSH on someone s body. I was also stopped when I returned from Orlando but the screener did not PUSH hard on my body like the Newark TSA screener did. I was also told that it looked like I had metal in a certain part of my leg (which I did not) and she checked my chest area as well. The two experiences were vastly different. I am very surprised that I was stopped TWICE in one trip as I have never been quot;patted down quot; in any previous trip. Have the quot;xray quot; body scans more sensitive? I usually travel out of Philadelphia and it has been a more quot;pleasant experience quot; going through the TSA screening especially without the added quot;pat down quot;. I saw another large woman being quot;patted down quot; which is why I suggest that maybe the extra clips in large size bras may be the reason. I don t mind complying but it shouldn t be an unpleasant experience like at Newark.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

TSA_Burbank

Date: Sunday, December 30 2012
Time: 4:30pm approx
Date/Time of Travel: 12/30/12 / 4:50pm departure
Airline & Flight #: Southwest / Burbank to Oakland
Chckpoint/area of airport:2nd security scanner belt, from the left, when facing gates
TSA Employee: White or Hispanic male, approx 5' 10", dark short hair/mustache, 40ish

Complaint: I am an expert traveler. I put my luggage and laptop on the scanner belt and asked for a pat down search rather than going through the radio wave machine. The male attendant said he would call for a female attendant. He didn't call right away, and my luggage went through the machine. I tried to keep an eye on it, but there was a lot of activity around the belt, and my view was blocked by the radio wave machine. I was asked to stand behind a barrier. They let another woman through, but asked me to wait. I told the officer at the belt that my items had gone through and I was anxious about leaving it unattended, especially at the holidays.

He told me I had the option of walking through the machine. I told him that I preferred not to, and asked him again to call an attendant, or take care of my luggage. He again told me that I had the option of going through the machine if I was that worried. I insisted that that was not an option for me, and it was my right to ask for a pat down. I further told him I thought he was punishing me for my request.

1/11/2013 12:01:31 PM

I finally received a patdown, and immediately complained to the supervisor on duty. He told me that the officer's behavior was not their policy and asked me to point him out. It was hard to see back there and I had a flight to catch, so he suggested that I fill out a complaint form. I have been through the Burbank airport hundreds of times and never been treated so badly. It is my right to refuse to be scanned, and I deserve to be treated with the respect due any traveler in your airport.

Passenger's name:(b)(6)
phone(b)(6)
email HYPERLINK (b)(6)

Thank you
@
(b)(6)

January 11, 2013
SJU to MCO via Air Tran (#663)
Screening Occurred Approximately 12:35 PM
STSO:(b)(6)

Caller is wanting to file a complaint. Caller says that he went through secondary screening at SJU (ETD test) and tested positive. Caller says that three separate agents went through his luggage while one agent patted him down. The caller got through secondary screening cleared, and boarded his airplane. TSA officers came to retrieve (b)(6) from his plane because the STSO was not present during the ETD testing. Caller had to go through another, more thorough patdown. Caller says that the STSO--Officer (b)(6) --was annoyed that the agents did not follow procedure correctly. Caller s issue is not with STSO (b)(6) but with the four agents who allegedly did not follow procedure.

1/11/2013 1:34:20 PM

Caller also asks about receiving TSA PreCheck, secondary screening, and possible reimbursement.

Caller is informed that TSA PreCheck is available for eligible frequent flyers and Trusted Traveler participants. Caller is advised to go the Global Entry route because his employer books flights through a third-party agency. Caller is sent a claims form via email and informed how he can seek reimbursement. Caller is told that the claims process is independent of the CSM being notified.

Caller is informed that the CSM at SJU will be informed about this incident through this record. The role of CSM as the liaison between TSA and the traveling public is explained. TCC is not capable of looking into these incidents; CSMs are the ones who can properly assess the situation.

On Jan.8 at 12:10pm united airlines I requested a pat down. The response was a dirty look and a "stand aside". When I asked this rude female guard if anyone was notified she responded no one was available.

1/11/2013 2:06:16 PM

For personal reasons many people do not want xray exposure. This hostile woman made no effort to attend to my request. This occurred at LAX gate 62. The individual was a black woman with long black curly hair with erect posture.

Sent from my iPad

Caller wants to file a complaint. He had traveld out of Louisville. They were using AIT as primary screening, he opted out. He was then groped by employee officer (b)(6) After officer (b)(6) groped him he was ask to remove his perscription glasses for the office to look through his lens. Caller feels this was harassment and a violation of the Disability Act, the ADA because he was ask to remove his glasses to allow the officer to look through his glasses. Caller did not want to refer to the TSO as an officer only as an employee. He stated he was stilling complaining about the pat down because he opted out of the AIT.

Told caller
Anytime someone opts out of the AIT they would get a pat down for screening and that would be procedure. I explained to him everything that goes through the checkpoint would be screened. I explained to him I would take his complaint and forward it to the CSM so they could be aware this had happened to him.

1/11/2013 4:42:20 PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

Date and time: 1-11- 12 at 155 PM

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15

Caller wants to file a complaint. He had traveld out of Louisville. They were using AIT as primary screening, he opted out. He was then groped by employee officer (b)(6) After officer (b)(6) groped him he was ask to remove his perscription glasses for the office to look through his lens. Caller feels this was harassment and a violation of the Disability Act, the ADA because he was ask to remove his glasses to allow the officer to look through his glasses. Caller did not want to refer to the TSO as an officer only as an employee. He stated he was stilling complaining about the pat down because he opted out of the AIT.

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1/11/2013 4:42:20 PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

Date and time: 1-11- 12 at 155 PM

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15

1/11/2013 6:12:14 PM

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 1/11/2013 5:27:52 PM Airport : LGA - LaGuardia Date/Time of Travel : 01/11/2013 5:00 PM Airline & Flight Number : american airlines Checkpoint/Area of Airport : american airlines gate c TSA Employee: (If Known) : (b)(6)
Comment : I opted out of the x ray machine. After waiting more than 5 minutes I asked whether they were going to do the pat down. She did not give me an answer. I asked to speak to the manager. She said that would be a long wait. I again told her I'd been waiting more than five minutes and my carry ons were out of my possession. She then raised her voice at me and started treating me like a criminal 'if you are going to opt out then etc etc' Other passengers were staring and the line was backing up more and more. Overall, I waited 15 minutes for a pat down and was treated like a criminal throughout the entire experience. This kind of treatment is totally unnecessary. She was much too quick to jump to rude, harsh treatment. All that was needed was an assurance of how much longer I would be waiting for a pat down.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Forwarding this email to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

1/11/2013 6:12:46 PM

From: (b)(6)
Sent: Friday, January 11, 2013 2:53 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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

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Remote Client IP: (b)(6)
Date Time: 1/11/2013 2:53:29 PM

Name:

(b)(6)

Email:

Disability Description: The caller had a horrible explerence at DTW.

Response Details: I advised the caller that TSA does not require any type of medical documentation. I advised the caller that the TSOs are required to complete a patdown to clear any alarm and they are required to explained what they are doing during the process. I explained that the TSOs are required to patdown the inside of the passenger legs and other areas of the body.

I advised the caller that for her complaint to be considered complete according to Department of Homeland Security Regulations for 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.

1/11/2013 6:37:46 PM

I offered to email the requirements for a written formal complaint to the caller and she provided her email address. I apologized to the caller for her experence.

Supervisor (b)(6) notes - the caller wants to know how can she enforce that TSA TSO know what diabetic and insulin supplies so that this does not happen in the future. She stated when her blood sugar was dropping and they did notdo anything to fix it. She just wants to stress the point that the TSO should know details about people with diabetes so when incidents happen they know what to do.

I advised that the TSO are security officers not medical officers that they did advise her to contact 911. She feels it is important for them to know what to do. I advised the caller we appreciate her calling and we would forward the record to our disability specialist for review since she feels like they discrimated against her because of her disability and color. I advised we will send her an email on how she can send the complaint in writing.

Airline -Southwest
Flight - DTW to Orange County
Date of Incident - 01 09 2013
Incident time - 8:28am
Flight Time - 9:30am
Gate - 23

Incident Details: She stated that she believes that she was delayed based on the fact that she was African American and diabetic. She stated that as she was going through the process she was in a wheelchair. She stated that Southwest airlines assisted her and she went through the AIT. She has an insulin pump. She stated that she has to have a device to attach to her body. She stated that the TSOs questioned the device. She removed her insulin pump due to a prior experience. She stated that she did not have any problem at Orange county. She stated that the TSOs asked if she could pat her down. She stated that the TSO stared at her for at least two minutes. She stated the TSO would not allow her to show the device and she
Disability Description: Wheel chair bound, metal implants and mobility disability.

Incident Details: Caller states he had a complaint about the service in O Hare. He wants to speak to a CSR for TSA at O Hare. He had an address for O Hare he wanted me to verify. He wants to know what I can do for his complaint.

Told caller
To speak to someone at O Hare, he maybe able to speak to the CSM or maybe a TSO. He wanted me to tell him who he could talk too. I told him if he wanted to call the same number he had called me on he could listen to the IVR and chose option number 5 to get a number for a CSM. If someone did not answer he could leave a message and they could get back up with him. I told him I could take his complaint if he did not want to call. I would take the complaint and forward through an email to the CSM. He would not give me his complaint. I then let (b) speak to him about his complaint.

Escalated to Supervisor (b)(6) I spoke with the caller who complained that today while going towards gates K and L at ORD in a wheelchair to be screened at the checkpoint, he had an altercation with a TSO named (b)(6) It appears that the TSO made him go through the AIT scanner after the caller asked not to do so, due to his inability to stand for long periods and an imbalance issue. He told them that he could not raise his hands in the AIT scanner because he would fall, he said that the officers completely ignored his requests and comments.

1/12/2013 10:55:45 AM

At this time the caller asked to rather go through the metal detector and the TSO told him no, at which time he allegedly was accused of yelling at the TSO escalating the issue to an STSO, who the caller accused of being extremely rude to him, berating him for his conduct.

The caller said that he was angry because everyone was being rude and insensitive to his disability, causing him to nearly fall because he was loosing his balance and his legs were going weak.

In addition, he was administered a patdown because he has metal implants in his feet, legs and hips.

He made a statement to me that he felt like ORD TSA officers always discriminate against people with disabilities, so I asked the caller if he felt discriminated against due to his disability, he said yes, therefore I gave him the email address,TSA-CRL@tsa.dhs.gov where he could submit his complaint in writing. He said that he would send his complaint there and that he would notify the CSM as well about how he felt.

I gave him the CSM s number and email address due to the gravity of the complaint.

Dear TSA:

I would like to follow on our complain with your employees at O'Hare International Airport at Chicago.
The complaint is due to their refusal to opt-out our child from electromagnetic screening.
We were not allowed to pass through the Priority check point at Terminal 3 (as we did not want to use the AIT there - the only option offered to our child). She (11 years old) was refused pat-down either at that or the next point.
The basis of the refusal was a new rule, prohibiting them to pat-down children under the age of 12 years.
The reply below suggests that this is not the case.
And it was not when we traveled in August, when she was still 10.

Since we travel often, I would like to know what is the reply from the Customer Service Manager at O'Hare.
We have not received one to this point.

1/12/2013 3:04:22 PM

We understand, that for the majority of people the pat-down option is the one they have concerns with.
For our family is the other way around - we do not mind human contact and the TSA employees have always been extremely professional.
However, as scientist working with radiation I am concerned about the effects of EMR (the FDA and NIST studies need to be disclosed and discussed before they can be broadly accepted).
Thank you for your concerns and the time found to address ours.

(b)(6)

--------- Forwarded message ---------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com>
Date: Mon, Dec 24, 2012 at 9:23 AM

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

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Remote Client IP: (b)(6)
Date Time: 1/12/2013 5:55:16 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines # 1318, Premium check in at 40-49 gates, Los Angeles Airport. Date: 1/12/2013

1/12/2013 7:04:13 PM

Comments:I am a pain management physician and a frequent flyer. I frequently fly between LAX and IND airports. I carry with me a portable medical laser device that is screened separately. About 50% of the times, it is taken for secondary screening where it is checked for explosive residues. The screening test is always neative until today. Today when I passed through the above TSA check, I had already passed through the body scanner and made my way to pick up my belongings. The laser medical device was taken for secondary screening. A junior female hispanic officer asked what the device was and I had explained to her. I was not sure what she did or how she checked this device but soon reported that the device was positive for explosive residue. She wasnt sure however, the senior officers were then called. They then escorted me to a room and pat down screening was performed, the gloves of the officers were then checked for explosive residues. Everything was negative and I was let go without futher incidence. I remarked then to the hispanic officer that "she didnt perform the test right", she replied, "All right sir. Have a nice day." The above case illustrates the state of TSA security screening which in this instance was both unscientific and illogical. First a junior officer who is not skilled at testing procedures cannot be placed at screening suspicious devices. Simple as the test may seem, it is clear that this officer didnt know what she was doing. Secondly one cannot understand the pat down screening when I had already passed through the body scanner and testing me for explosives or explosive residues. Should not the laser device be more thoroughly examined to see if it is or not an explosive device? Why wasnt the test repeated on the laser device itself. What if a device did test truly positive, would you not check the device rather than pat down the traveler carrying it? why was no further exam done of the device? In my case no further test was done or screening performed on the laser device.

As a citizen who is interested in the security of our nation, I have to bring to attention the procedures are quite inadeqaute and suboptimal. Pat down screening is being done where it was not required while additional screening or security tests that required of the device itself was not carried on. Please feel free to contact me by e-mail or call (b)(6) for additional details.

Sincerely,

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/12/2013 5:52:25 PM

1/12/2013 7:04:15 PM

Subject:Suggestions
Name: (b)(6)
Email: (b)(6)
Comments:I am a TSA precheck traveler with two hip implants. This week when traveling through the SEA precheck line, they did not have access to the new screening tool so of course my hips set off the alarms on the old style. Had to get pat down and had to remove my shoes which contradicts what this program is trying to do. REcommend that all stations include both methods of screening to accommodate those of us with implants. Thanks
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP: (b)(6)
Date Time: 1/12/2013 7:27:15 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Not giving all that information but Will state that the incident occurred approximately 11:00 AM on January 12, 2013 while daughter was trying to board Southwest Airlines flight in Lubbock, TX
Comments:Daughter was returning to college, went through screening normally, taking off shoes, took all electronics out of carry on luggage as required. All items went through X-ray as required. Daughter went through body scan screening device as required.

1/13/2013 9:09:54 AM

Daughter was pulled to the side by TSA personnel. She was subjected to a pat down which she said was done professionally. A male TSA employee went through all the items in her baggage and found nothing while two female TSA employees stood by and watched. DAUGHTER WAS EMBARRASSED THAT A MALE WENT THROUGH HER BAG THAT INCLUDED HER UNDERGARMETS.

My wife and I were outside of the TSA checkpoint but we could see all of this going on. A TSA employee (short hispanic guy) came over and said that daughter had "something on her hands, lotion or something" whiched caused a scanning device to alarm. We stated that daughter does not use lotion, then he suggested it was make-up. We stated daughter does not use make-up. TSA guy left. Daughter was detained for approximately 15 minutes total. Male TSA employee put all personal items back into luggage and finally released her to get on the airplane. They found nothing because there was nothing to find.

OUR DAUGHTER GETS PULLED ASIDE AND CHECKED ABOUT EVERY TIME SHE FLIES SO THIS IS NOT A RANDOM EVENT.

Blonde TSA women, one of the two that were standing watching the male go through my daughters baggage, came out and told us that our daughter was very sweet. We told that TSA person that we were not pleased at all by TSA's treatment of our daughter and requested a supervisor.

Supervisor came out to discuss issue. Supervisor claimed that something on daughters hands caused a scanner to alarm.
Probably lotion, no; probably make-up, no; probably something else, unknown. Supervisor was professional enough but not helpful in resolving the issue.

You people know what the results of that scan contained. I want to know what it is that daughter supposedly had on her hands. I believe TSA made it up.
I told the supervisor that I did not believe that there was anything found in the scan and that they are harassing my daughter.
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: 1/13/2013 3:54:32 PM

1/13/2013 5:05:04 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta 2158 - St. Louis to Atlanta
St. Louis Airport security screening
Comments:My wife was inappropriately pat down and screened during today's trip from St. Louis. Apparently the new equipment has a sensitivity to surgical procedures that the STL team is not trained to recognize and worse yet not trained to handle professionally. My wife 40 year old wife had breast cancer in 2009 and a double masectomy in response. She has traveled frequently since then across the world without previous problem (including in the new body scan machines), but today the new screening equipment apparently picked something up from the procedure. The staff insisted on a pat down that seemed to go beyond normal procedure and more intrusive than one would expect in the situation. They also tried to do the body inspection in public, but my wife insisted on a more private location off to the side of the crowd. The request was eventually complied with but it was not politely accepted (to say the least). I realize the new machines create new visuals to train the employees on and hope that you specifically continue to train on both intepretting the scans but more importantly handling the secondary searches with appropriate professionalism. The TSA crews have gotten better in recent years, but I continue to find the St. Louis crews not as professional nor as polite as other airports.

LAS 13 January, 2013, 1330, Virgin America 0260

Dear Sir or Madam,

I am required to opt out and have a pat down because following surgery, my rib cage is wired together. I am a frequent traveler and have opted out nearly a hundred times since December 2009.

Before today, there was never an incident and I never had a complaint. I always inform the TSA officer of the sensitive area, and in every instance before today, TSA officers have done a pat down without being overly rough.

Today, however, the first TSA officer was quite rough, and when I stood back involuntarily, (in reaction to the pain), she called her supervisor, Officer (b)(6). She was similarly rough, and the second time I involuntarily jumped back at her rough treatment, I told her she was being unnecessarily rough. She said she would report me to the Metropolitan Police as "unruly". I showed her my scar and said that I knew from prior experience that is was possible to properly examine me without being so rough.

She also told me twice to lift my shirt, which I did. It was not clear why she asked for this (it has never happened before) but I did as directed. She then immediately asked me to put my shirt down, which I did.

1/13/2013 6:14:31 PM

This occurred at LAS at approximately 1330 on Sunday, January 13, 2013 at the TSA location near Virgin America. Flight 0260. Officer (b)(6) badge number was not visible to me.

I appreciate that TSA has a difficult job to do, but this experience was so different from my (many) previous pat-downs, that I file this complaint in the hope that TSA agents can be properly instructed on how to do their jobs without unnecessarily inflicting pain, or threatening to report travelers as "unruly" when they object to that unnecessary pain.

Thank you

V/R
Very Respectfully,
(b)(6)

I have been flying for many years and a new problem has cropped up that I am bothers me on several levels. I am female and comply with all the directions and specifications expected by the TSA. However, recently I have gone through two different metal detectors at two different airports and have been stopped BECAUSE OF MY UNDERWIRE BRA. Not only is this embarrassing, but I believe that it is sexual harrassment. Men don't have this problem. The interesting thing is that not all metal detectors are bothered by this (which makes me wonder about my safety at these airports). I am going to be flying a minimum of three times between now and the end of March and do not want to have to go through another pat down because I AM A WOMAN WHO WEARS A BRA.

1/14/2013 8:37:57 AM

How might you assist me with this problem? (And I don't expect the answer to be 1) don't wear a bra - I'm too busty for this, or 2) wear a bra without an underwire - what I wear is support is my decision.) Patting me down is not an effective use of the TSA officer's time. Nor is it a pleasant experience for me.

Thank you for your assistance with this problem.
(b)(6)

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 13 2013 7:58:19 PM

1/14/2013 8:39:13 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc):American flight 3281 01 07 2013 gate 5 Lubbock International airport Oscar was the lead officer
Comments:My driver license says (b)(6) and my boarding pass said (b)(6) I had a valid ID that states my name is (b)(6) You require an ID that states my legal name. (b)(6) WAS ON MY LICENSE!!!!! I cannot believe that your people at the security check have this much of an issue with a middle name.I was delayed at the security- FELT UP by one of your TSA officers my bag unpacked and treated rudely. Again my Texas drivers license says my name is (b)(6) and my boarding pass said (b)(6) so therefore I had a valid ID. ALL SPELLING CORRECT- ALL NAMES CORRECT I fly several times a month almost weekly and have never had any trouble with this because my legal name that is on my drivers license always matches my boarding pass. I did nothing wrong. Do you understand? (b)(6) was extremely rude and made me fill out paperwork so that he could verify my DL number. It was a middle name that he could plainly see was on my DL. REALLY. I EXPECT AN APOLOGY.THANK YOU FOR YOUR TIME. I just do not think that I want someone like (b)(6) protecting me if he isn t smart enough to read a drivers license. I have all documentation. I feel violated from being felt up-hands on my CROTCH and under my bra. Please check the film and you will see what I am talking about. Please just tell me how this affects safety?

The caller stated that She was traveling through the RIC. She stated She had forgotten a bottle of water in Her baggage and was ask to leave the checkpoint to consume it and come back. She stated that She traveler frequently and is usually allowed to consume it at the checkpoint and disgard the bottle. She wanted to know why the TSO stated that the checkpoints that allow Her to do this are wrong. She aslo stated that She wanted to complain able being selected for a pat down because the TSO was training someone. She stated that if TSA is going to train new employees on patdowns they should feel each other up or ask the travelers to volunteer for the patdown if it is for training purposes.

Advised Caller:

TSO are trained to not let liquids in the checkpoint in access of 3.4 ozs. The TSO was correct in prohibiting the water through the check point. TSA security screening personnel make the final decision on whether to permit certain items into the sterile area of the 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 teams are the subjects of repeated complaints.

In regards to the patdown complaint, TSA will always incorporate random and unpredictable security measures throughout the airport. Patdowns are not only done to clear alarms but are random as well.

1/14/2013 9:14:25 AM

The manager at the checkpoint made the following statement when She ask why She was choosen to complete the training: Oh well you just got picked on today.

She was very upset and wanted to let us know that making Her go back through security was only making more work for the TSOs and She felt this was rediculous over a bottle of water.

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location with your specific flight details.

Flight Information:

Airport: RIC
Airline: Delta Airline
Flight Number: Unknown
Date: 1-11-13
Checkpoint Time: Unknown
Departure Time: 10am

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Remote Client IP: (b)(6)
Date Time: 1/14/2013 9:52:19 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 330
Southwest
C
Milwaukee (MKE)
Gate C22

1/14/2013 10:10:58 AM

Comments:On 1/13/13 my daughter, son and I went through security at MKE for our flight to BWI. The body scan was in use at the time.

I was scanned first, and then my 17-year-old son. We passed through with no issues.

When it was my 20-year-old daughter's turn, she was told the scan had to be done twice because the first time the agent "blurred" it. She had not moved or done anything during the initial scan.

I find it highly suspect that the agent scanned a middle-aged woman and a teen-aged male with no problems, but "blurred" the body scan of an attractive young woman.

At the very least, the agent subjected my daughter to a second dose of radiation. At the very worst, it may be that images are being collected at this airport for later use, rather than being destroyed immediately as we are told the TSA habitually does.

We are aware that travelers can "opt out" of a body scan in lieu of a pat down. You should know that your agents at BWI airport refer to this as a "refusal," which implies that the traveler is "refusing" to comply with the screening method, rather than "opting out" of the screening method.

Ordinarily my daughter does request a pat-down and she will do so in the future.

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Remote Client IP (b)(6)
Date Time: 1/14/2013 12:07:00 PM

Name (b)(6)
1/14/2013 Email (b)(6)
2:09:33 Complaints:Inappropriate Screening/Pat Down Screening
PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):December 30, 2012
US Airways, Flight 195
Departing from Denver Co. to Phoenix, AZ., 7:55 a.m.
Comments:After X-Ray process, a female TSA agent requested that I step aside and had me stand with my arms wide apart. I questioned why? She replied X-Ray indicated something in my left upper chest wall area that she need to inspect. I told her it was a recurrent lipoma and will become painful to pressure - had the area operated last year. She ignored me and proceeded with the inspection pressing hard on my chest/shoulder area. It is now very painful and I am seeing medical attention. Pain is disturbing my daily activities such as lifting my left arm up, and disturbance with sleep positions due to pressure. I expect full compensation for my pain and suffering from TSA! I am very angry at the agent for not listening to my past medical history. Please contact me as soon as possible with your reply or we will seek legal action.

Thank you.
Callers pregnant wife traveled through Tampa to LGA recently. Her name is (b)(6) She requested a patdown due to the pregnancy. The TSA officer berated her for not going through the screening device telling her she would receive more radiation from a cell phone. She described the agent as,(see below) and gave the following information.

White male 55-60 years old
1/14/2013 Caller flew on 1*13*13
2:32:55 Went through the check point at 3:00pm
PM Traveled on Delta Air
Flt#1875
Gate E67

Callers husband wants this incident looked into, and the agent made to apologize to his wife. His name and contact information are listed above. I told caller I would forward this information to the CSM at Tampa.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 14 2013 3:19:22 PM Airport : PHL - Philadelphia International Date Time of Travel : 01 01 2013 11:15 AM Airline Flight Number : Airtran Flight 464 Checkpoint Area of Airport : Main security checkpoint before boarding area TSA Employee: (If Known) : African American woman, possibly in 50 s Comment : While traveling at PHI, a TSA agent tried to use intimidation against me while going through the security checkpoint. Upon coming to the first metal detector, the TSA agent told me to step through, and I did so. Before stepping through, the agent told me quot;You re going to need a pat down. quot; I am a muslim and was wearing my Islamic headress and gown at the time, so I expected something of the sort. However, after stepping through, the agent told me to step in front of her. I did not hear her clearly because she was speaking lowly and mumbling. I had stepped off to the side, by mistake. She then became more loud and said quot;no! infront of me! You don t want no private screening, do you?! quot; I said quot;no, quot; After that, she ordered me to place my hands on my head and feel my entire headscarf, then she ordered that I have a strip test done
1/14/2013 on my hands, to which I did. I understand that there needs to be extra security these days, but just because I am a muslim does not mean I need to be treated worse than an animal. I m a human being, with rights, and have not done anything wrong. I
4:11:02 expect respect, just as everyone else. Please work harder on trying to sift through the bad people so the good people don t have to suffer. Thank you.
PM Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 1/14/2013 2:36:55 PM

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

1/14/2013 4:11:40 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight AF028/ 26 December 2012
IAD Washington Dulles International Airport
Terminal A
Comments:Hello,
I am sending you this message concerning my experience through the security screening at the Washington Dulles Airport, as I was traveling on an international flight. I was asked from a TSA agent to go through one of the new x-ray scanners, but as I was concerned about my safety and the effects that the exposure to x-rays might have on my body, I asked the TSA agent if I could avoid going through it. The TSA agent told me that the machines were completely safe, and insisted that I go though the machine. There was no sign anywhere saying that I had the right to refuse and to choose another way to be screened. I was surprised about it, and looked for some more information. I found on the TSA website on the "Screening" category of the frequently asked questions, that "Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right." But as I wrote before, there was no sign anywhere letting me know about that information, which is wrong because it could have prevented me from going through these machines.
Best regards,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/14/2013 4:53:40 PM

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

1/14/2013 6:07:07 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines
Flight 1754
Gate D45
4
Comments:I recently had an elbow/triceps surgery, and today at the airport, I was wearing an arm sling, and before I went through the scan, I offered to take out my sweater and the TSA staff said it wasn't necessary. But they swiped my hands with something to scan and took me to a private room, that process took a long time, and it resulted of me and my mom who was waiting for me, to loose our flight to New York. I spent the whole day on stand by flights, and until now I wasn't able to board. The manager at American Airlines stated that was the TSA responsibility to secure a flight for me, and knowing the time on my ticket they should not hold me back and make me miss my flight. I will seek legal assistant with this matter, because of all the loss caused by this incident. I lost money on tickets, hotels, tradeshows and also a job interview in NYC.

1/14/2013 10:06:14 PM

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Remote Client IP: (b)(6)
Date Time: 1/14/2013 9:30:38 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Most frequently occurs at PHL, D concourse screening.
Comments:I would just like to say that I'm disappointed in the responses I have received when opting out of the mmw or backscatter scanners.
Prior to being visibly pregnant, I frequently opted out without one objection from TSA officers. Now that I am clearly pregnant and continue to opt out, I get comments:

"This is completely safe for your baby. There is no need to opt out"

"You are taking away time we need to do our jobs. You think you are protecting the health of your baby, but you are putting America at risk".

"You know the pat down is a waste of time. Just go through the scanner"

"The pat down is more invasive. I don't get why you would choose that"

I understand that this technology is likely safe, but as studies are limited and short term at best, I choose the completely safe alternative that I have access to. The scanners are not proven to be "completely safe" to a developing baby. Regardless of my reason, pregnant or not, I am entitled to choose an alternative to your technology. I would like to see TSA officers respect these decisions. without offering rude and misguided advice.

1/15/2013 8:45:26 AM

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Remote Client IP: (b)(6)
Date Time: 1/15/2013 12:11:49 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Miami International Airport
Flight # AA1754
Gate D45
D (4)
Monday, January 14, 2013
Incident around 8:30 am
Comments:Monday, January 14, 2013
I do not appreciate the manner TSA employees used to screen my daughter (b)(6) who had a severe surgery in her arm recently, as an American citizen I believe was unacceptable for her to go through intensive pat-downs when she offered to remove the arm sling and her sweater, and they said it wasn't necessary. When she pass through the metal detector, it did not beep, so why taking my daughter who is already not feeling well to a private room, and touch her private areas twice? The TSA employees knew the time of her flight, they took notes of her ticket and driver's license and still they hold her in the private room long enough for her to miss her flight. In your own website it states that Pat-downs are used to resolve alarms at the checkpoint, which was not the case. I am assuming they were just being discriminative towards her. We have huge problem now, she missed an important event in her career, we missed our flight and we were not able to board at all to NYC, we waited the whole day on stand by flights, and nothing was resolved. We lost our flights and hotel that we paid for. We missed business meetings, trade show and on top of all, she will have to wait until next year to be able to reapply for such career opportunity. I am very disappointed with this whole situation, and I don't understand TSA employee's motives for just picking on her, since almost everyone that were around us in the line were not touched in their private areas and probably did not miss their flights.

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Remote Client IP: (b)(6)
Date Time: 1/15/2013 11:20:12 AM

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

1/15/2013 12:11:19 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am
Comments:I was sexually assaulted by the TSA agent that gave me a "pat down" which turned into an extended amount of time fondling of my breasts and she molested me by shoving her hands between my vulva! I still sick to my stomach of this violation of my body! I broke down crying after the assault at the gate. I complained to the PHX police department that were sitting near the molestation. The police officer stated that it would be against the 4th Amendment to touch anyone's privates and that criminals are not frisked in their crouches! I am a business traveler that flies on a weekly basis and I have a degree in radiology technology and I sell radiation protection! In other words I am not ignorant in the radiation that the back scanners you subject airline passengers to! I am a taxpayer that is paying to be either sexually assaulted or radiated and having a naked picture of my body taken! The woman who molested me I believe her last name was (b)(6) called over a supervisor who didn't believe a thing I said about the sexual assault. I told her the agent that molested me needed to be retrained because no one should have their hands in between my vulva! The supervisor stated that since she didn't witness the allegations that she can't say if it was inappropriate! The supervisor said since she wasn't present from the beginning that she had to start over with the screening. I said no the agent that molested me was almost done and just finishing up on my legs when she shoved her hand in my vulva! She acted shocked that I would use anatomically correct verbiage. The supervisor said no, we only lightly sweep up the leg to the inner torso! Excuse me? my crouch is not my torso, learn your f-ing anatomy a torso is from the abdomen to the chest! So because I was sexually assaulted I had to be punished by being pat down twice!!!!!!! I have pat downs on a weekly basis for the past three years and usually am treated with respect. This was disgusting and the agent that groped me should be fired!!!!!!!!! No business traveler that has to fly to be able to get to their job should be sexually assaulted!!!!!!!!!!!!!! If my civil liberties are being taken away then there should be two women involved in the pat down. One to witness the actions of the other! And believe me when I say that there are many TSA agents just standing around not doing a damn thing on the taxpayer dime so you have enough personnel to accomplish this!!!!!!

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Remote Client IP: (b)(6)
Date Time: 1/15/2013 11:20:12 AM

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

1/15/2013 12:11:19 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am
Comments:I was sexually assaulted by the TSA agent that gave me a "pat down" which turned into an extended amount of time fondling of my breasts and she molested me by shoving her hands between my vulva! I still sick to my stomach of this violation of my body! I broke down crying after the assault at the gate. I complained to the PHX police department that were sitting near the molestation. The police officer stated that it would be against the 4th Amendment to touch anyone's privates and that criminals are not frisked in their crouches! I am a business traveler that flies on a weekly basis and I have a degree in radiology technology and I sell radiation protection! In other words I am not ignorant in the radiation that the back scanners you subject airline passengers to! I am a taxpayer that is paying to be either sexually assaulted or radiated and having a naked picture of my body taken! The woman who molested me I believe her last name was (b)(6) called over a supervisor who didn't believe a thing I said about the sexual assault. I told her the agent that molested me needed to be retrained because no one should have their hands in between my vulva! The supervisor stated that since she didn't witness the allegations that she can't say if it was inappropriate! The supervisor said since she wasn't present from the beginning that she had to start over with the screening. I said no the agent that molested me was almost done and just finishing up on my legs when she shoved her hand in my vulva! She acted shocked that I would use anatomically correct verbiage. The supervisor said no, we only lightly sweep up the leg to the inner torso! Excuse me? my crouch is not my torso, learn your f-ing anatomy a torso is from the abdomen to the chest! So because I was sexually assaulted I had to be punished by being pat down twice!!!!!!! I have pat downs on a weekly basis for the past three years and usually am treated with respect. This was disgusting and the agent that groped me should be fired!!!!!!!!! No business traveler that has to fly to be able to get to their job should be sexually assaulted!!!!!!!!!!!!!! If my civil liberties are being taken away then there should be two women involved in the pat down. One to witness the actions of the other! And believe me when I say that there are many TSA agents just standing around not doing a damn thing on the taxpayer dime so you have enough personnel to accomplish this!!!!!!

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Remote Client IP: (b)(6)
Date Time: 1/15/2013 11:20:12 AM

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

1/15/2013 12:11:19 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am
Comments:I was sexually assaulted by the TSA agent that gave me a "pat down" which turned into an extended amount of time fondling of my breasts and she molested me by shoving her hands between my vulva! I still sick to my stomach of this violation of my body! I broke down crying after the assault at the gate. I complained to the PHX police department that were sitting near the molestation. The police officer stated that it would be against the 4th Amendment to touch anyone's privates and that criminals are not frisked in their crouches! I am a business traveler that flies on a weekly basis and I have a degree in radiology technology and I sell radiation protection! In other words I am not ignorant in the radiation that the back scanners you subject airline passengers to! I am a taxpayer that is paying to be either sexually assaulted or radiated and having a naked picture of my body taken! The woman who molested me I believe her last name was (b)(6) called over a supervisor who didn't believe a thing I said about the sexual assault. I told her the agent that molested me needed to be retrained because no one should have their hands in between my vulva! The supervisor stated that since she didn't witness the allegations that she can't say if it was inappropriate! The supervisor said since she wasn't present from the beginning that she had to start over with the screening. I said no the agent that molested me was almost done and just finishing up on my legs when she shoved her hand in my vulva! She acted shocked that I would use anatomically correct verbiage. The supervisor said no, we only lightly sweep up the leg to the inner torso! Excuse me? my crouch is not my torso, learn your f-ing anatomy a torso is from the abdomen to the chest! So because I was sexually assaulted I had to be punished by being pat down twice!!!!!!! I have pat downs on a weekly basis for the past three years and usually am treated with respect. This was disgusting and the agent that groped me should be fired!!!!!!!!! No business traveler that has to fly to be able to get to their job should be sexually assaulted!!!!!!!!!!!!!! If my civil liberties are being taken away then there should be two women involved in the pat down. One to witness the actions of the other! And believe me when I say that there are many TSA agents just standing around not doing a damn thing on the taxpayer dime so you have enough personnel to accomplish this!!!!!!

From: Benge, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Tuesday, January 15, 2013 9:01 AM
To: TCC-Referrals
Subject: FW: Complaint McCarran Airport

From: (b)(6)
Sent: Tuesday, January 15, 2013 2:09 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint McCarran Airport

1/15/2013 12:12:21 PM

I am an Airport Equipment Mechanic I work for Clark County Department of Aviation at McCarran Airport in Las Vegas, NV. I work on the luggage conveyor systems and jet ways. I have a maroon badge and my number is (b)(6) I work the graveyard shift; I work from 11:00 PM to 7:30 AM.
Sunday, 1/13/13 I was the Airport Equipment Mechanic assigned to Node 5 which is Southwest Airlines baggage handling system. During my normal work day at this node I have to inspect the ticket counter belts and curbside belts for proper operation and return to the luggage handling area of Node 5. I leave a secured area to go to the counter and curbside belts and then I return to the secured area with my badge and keypad number into Node 5.
At approximately 4:15 AM 1/13/ 13 I went through a pat down by one of your employees during my normal work day. I was not at a passenger security checkpoint. There were two female TSA employees present and one male TSA employee. A TSA supervisor was also present. This happened at a secured door that I must use to enter into Node 5. I told them who I was and I was assigned to this node and that this is my work area. The male TSA agent patted me down. He did make the statement I have the right to a private screening. I was never told why I had to go through a pat down.
This statement is from the TSA website: pat downs are specifically used to resolve alarms and prevent dangerous items from going on a plane. I was not a passenger boarding an aircraft. I am an Airport Equipment Mechanic at work, during my work day I have will have assorted tools with me or on me to repair or fix any mechanical problems. The tools I have with me cannot be taken on as carry-on baggage on aircraft however I wish to emphasize again I am not a passenger, and I was not at a passenger check point.
My Badge was properly displayed. Why did I have to go through a pat down? I view this as pointless and harassing in nature. I had tools on me around my belt and in my pants pockets. I need my tools to do my required work. Tools are not a prohibited item in the area where I was working. I work with other TSA agents in the Nodes and I feel this will strain our working relationship. I feel these TSA employees patted me down with no justification or cause and feel that they used very poor judgment and abused their authority.

(b)(6)

(b)(6)

Disability Description: Caller was flying thru MIA and did not like her patdown.

Information Request: Wants to know if a notification card could prevent her from needing two patdowns.

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

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

1/15/2013 1:01:08 PM

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger s sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Offered the information by email but she was already on website.

1/15/2013 2:50:14 PM

Caller said she just had a awful experience with a rude screener at BOS. She said she was trying to get through the checkpoint at BOS on January 15, 2013 around 2:15pm she was trying to board a Jet Blue flight 1177 Gate 30 in route to EWR. She said she flies through this airport once a month and never has any problems but today was different. She said she had been in the airport since 12:00 pm. She said she was in line for 40 minutes before reaching the ID checker. She said as she was going through the WTMD her bangle bracelet alarmed and she was asked to step aside. She asks if she could go through the AIT and was told that is not procedure to step aside. She asks can I have a pat down because she could not get the bracelet off. She was told by the TSO yes she could have a pat own but he did not say anything to anyone about her pat down and to step aside. She stood there for 15 minutes and nothing happened no one was called. She said at that time she knew her plane was getting ready to leave. She said she broke the bracelet to get it off of her arm and ask the TSO if she could go through now. She was told by the TSO to go to the end of the line. She said another passenger told her she could put her bracelet in her bin for screening. She said she waited for her bracelet to come through and it never did. She said finally the person that cleans the bins asks her if the bracelet he picked up off the floor was hers and it was. She went onto the catch her plane and it was too late to board. She then went back and asks for a supervisor (b)(6) came over he called over what she called the manager (b)(6) and she told him what happened. His comment was he did not believe her. She said view the video and you will see and (b)(6) told her no. She said the screener that was so rude to her was (b)(6) She said she has flown through this airport a lot and always has the same bracelet on with no problems. She describes herself as in her 40s short with blond hair, black shirt, jacket and boots on. She is still in the airport and waiting for a 6:30 pm flight to EWR.

I apologized to her for her experience and told her we do track trends. I told her because your complaint concerns an incident that occurred at a specific airport we have forwarded a email to the Customer Service Manager for review.

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

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Remote Client IP: (b)(6)
Date Time: 1/15/2013 3:10:12 PM

1/15/2013 4:04:22 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DFW Airport/AA Flt 1548/Terminal C December 12, 2012
Comments:When directed to the Radiaion screening equipment, I calmly told the TSA screener that I am a breast cancer survivor who has had radiation treatment. I have been advised by my physician to avoid additional radiation whenever an option is available. I requested alternative screening. I was fine with a pat down.
The TSA employee instructed me "Go stand by the trash can." This was in the unscreened area. I politely backed up and waited about 10 minutes for someone to come get me and do the pat down in the screened area. Meanwhile my computer, my handbag, my carry-on, shoes, etc. were all unattended and unprotected from someone else taking them.
My complaints:
1. The TSA employee was demeaning to me by telling me to stand by the trash can. It made me feel like "trash".
2. Why could I not have the option of going thru the metal detector? If this is an effective form of screening when no radiation is present, it should be an alternative for people who opt out of the radiation.
3. My personal belongings were subject to theft while I was waiting on the unscreened side for the pat down.
I would appreciate a response.
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Remote Client IP: (b)(6)
Date Time: 1/15/2013 4:41:34 PM

1/15/2013 6:18:33 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal 8, JFK, for flight yesterday, Jan 14th at 5:10pm.
Comments:Yesterday, at the security checkpoint in JFK's terminal 8, I was probably in the biggest hurry I've been in to catch a flight ever. Yet, as I waited to opt-out of the scanner machine, two female TSA employees ignored me, and a long line of people behind me, as they chatted and gossiped like a couple of high school girls.

After waiting ~7 minutes for a male employee to come, he still was not enroute, and the two female employees continued to stand and chat. I turned at one point to see several travellers behind me, unsure why they were not allowed to step through to the scanner.

Finally, after another ~5 minutes, and after I'd mentioned to the female TSA employees that I was desperate to catch a flight, they complained that the male employee was simply taking too long doing another task. Then the two female employees went back to chatting. I would note that there were several male employees in the vicinity who did not appear to be busy.

When the young male employee showed up, the first thing he did was mock my decision to avoid the scanner. When I responded that I was in a vital hurry, he declared that my response was "rude" and then stated his intention to slow down my "thorough pat-down."

I'll note that I later dealt with two very courteous employees in the baggage line: one, a young female employee who was very sympathetic to my time limit, and another, a man in his late thirties or early forties, who expertly dealt with a problematic item (razor) in my bag, by finding it when no one else, not even myself, could track it down. I'm very grateful to this man.

So, why write about this? Simply because the security checkpoint situation is cumbersome enough already. Rude, immature or discourteous employees have no place working in this sensitive position. The behavior and disregard I experienced yesterday was something you might imagine in Russia or South America—not the United States. The fact that it occurred at an airport in New York, the world's great international city, should be cause for embarrassment. This is our front door. Shouldn't we greet visitors the kindest way we can?

I often travel through Austin, Texas, where I have never seen the airport security checkpoint employees ignoring passengers, chatting rudely or avoiding doing their jobs. Yesterday, my experience at JFK made me vow to never travel through that particular airport again. What can we do to improve this situation?

Name: (b)(6)
Phone: Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Ormond Beach, FL 32176
Email: HYPERLINK (b)(6)

Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Name: (b)(6)
Phone: Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Washington, DC 20001

What happened?

1/15/2013 6:19:06 PM

I am writing on behalf of my mother, (b)(6) She is en-route to Hong Kong, but would like her complaint registered immediately. The violation this complaint is about happened today, 1/15/13 around 1:00pm EST at the Chicago O'Hare Airport's security checkpoint in the M terminal (security checkpoint across from Gate M8 and M9). My mother cleared security and was waiting for her shoes and bag to come through the machine when a female African American TSA employee shouted at her "Female Search". My mother went to the spot she was told to stand on and waited for the pat down to begin. The TSA employee put on gloves and started to look through her hair and what should have been a pat down inspection turned into a complete physical violation of her person. This employee then started lifting her shirt and pulled my mother's leggings (she was not wearing pants with pockets or a belt) away from her body by the waistband and then pulled her underwear away from her body to look inside to her naked and exposed private area. When my mother told her she felt uncomfortable by this "inspection", the TSA employee did not even acknowledge that she had spoken. She then moved to the back of her pants and proceeded to do the same - she pulled her pants and underwear from the waistband and looked inside. My mother said something again, but the woman said nothing and abruptly turned her around and this time shoved her hand in between her legs and felt around. She did not pat, she did not tell her what she was doing, she just put her hand in between my mother's legs and continued with the very inappropriate action. Again, my mother said she new her rights and this inspection was not correct, but like before the TSA employee did not say anything to her. As she looked around during this humiliating experience, she noticed that no other TSA employee was performing female (or male) searches of this kind. It was a very humiliating experience.

The behavior from this TSA employee is completely unacceptable and has made my mother feel humiliated, abused and violated. The power that these employees think they have is not acceptable and this employee should be reprimanded and not be allowed to continue to harass innocent travelers.

When did this happen?
The violation happened today, 1/15/13 around 1:00pm EST at the Chicago O'Hare Airport's security checkpoint in the M terminal - international departures (security checkpoint across from Gate M8 and M9).

Where did this happen? Chicago O'Hare Airport
City: Chicago, IL

Caller understands that baggage has to be searched. Is it true that agents have to open every single box? She was told by the airline that they do so.

No.

1/15/2013 8:24:44 PM

At HNL her boxes were opened. They often tie their boxes to make them easy to carry. They remove the string, roll it up and put it in the box, and retape it with TSA tape. The airline is having to help her carry her boxes to the curb. Caller advised that TSA needs to be aware that some people cannot easily carry their packages. Can they not retie the boxes or provide plastic handles.

I advised that TSA tracks trends and wherever there is determined to be a problem, they take action.

Caller also advised that there is a rude female agent, a Polynesian, at the screening location. She is really rude when passengers load their stuff into the machine. One of the male TSOs told her to go stand on line. He was called to do a pat-down. Her husband s bag was left right there. The female agent was rude and asked the passengers standing nearby to whom the bag belonged. Caller thought she was really rude.

I advised that TSA tracks trends and wherever there is determined to be a problem, they take action.

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Remote Client IP (b)(6)
Date Time: 1/15/2013 8:22:56 PM

1/15/2013 9:18:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Flight #1530 - 1/15/2013 From LAS to MSP. 9 am flight. Las Vegas airport; gate D34.
I respect and appreciate your TSA officials,however the following was out of line.
Comments:All fliers are standing around the gate area 20 minutes prior to getting on the plane. Your TSA agents (approx 4-5) are also standing with the crowd at least 20 minutes. They could have made an announcement to get ID ready. No problems all is good. Delta announces first class boading etc. Then my zone is called. I am in line TSA agents then start pulling people (me included) out of line (while I am 2 away from having my ticket read to board) to recheck boarding pass with ID. I have no problem with this; had we been told to get our ID's ready. I am now pulled out of line and have to dig to find my ID. In the mean time 50 people get ahead of me, I drop my phone and its all mass confusion. I am more than happy to show ID but the courtsey of telling us to get the ID's ready would have been appreciated. Instead of your agents causing mass confusion.

1/16/2013 1:59:18 PM

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date Time : 1 16 2013 1:28:38 PM Airport : EWR - Newark International Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : I went through global entry pre screen etc. I still have to get a pat down since I have an artificial hip. Seems odd Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

1/16/2013 4:15:23 PM

The caller did not want to provide me with any contact information. She flew to NY from FL. She had a bad experience. She has urinary incontinence and wears adult diapers. She also had a bandage or dressing on her leg and arm. The caller stated that the officer at the security checkpoint attempted to remove her bandgages. The caller stated that she was treated rudely and that all of her items were screened and touched. She is angry because even her money was xrayed and touched. I advised the caller that I could not comment on what was going to happen at the security checkpoint. I also advised the caller numerous times that I could not comment on what occurred at the security checkpoint as I was not there during her screening. I advised the caller that she could file a complaint but she declined to do so. I also advised the caller that she could be screened with her bandages in place. The caller kept asking about her pads. I had to advise the caller repeatedly that I could not tell her what would happen at the security checkpoint. I advised her that if the AIT alarmed then she would have to undergo a patdown. I advised her that it was a generic outline of a body and that there would be an X where the alarm occurred. I advised her that the officers would not know if it was a pad only that it was an alarm. I advised the caller that she could bring grooming products that were 3.4 ounces or less and that were in a clear plastic resealable bag. I gave the caller a basic outline of TSA precheck as she asked me if there were going to be changes in the future. I advised the caller that she could also take a big pocketbook. She kept asking me if the same thing was going to happen to her the next time she flew. I had to repeatedly advise her that I could not comment on what would happen at the security checkpoint. I advised her that I could apologize for her screening procedure and that was all I basically could do. I also advised her that she could file a complaint but she declined.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 1/16/2013 5:18:27 PM

1/16/2013 6:07:35 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1930/Virgin America/SFO January 15, 2013
Comments:My husband and I were traveling from SFO to LAX with our 5 month old daughter to attend a family funeral. We traveled with our older son several times when he was an infant and we are both otherwise experienced travelers, so we know what to expect when passing through security. I had my sleeping daughter strapped to my chest in a carrier and willingly submitted to having my hands tested. The test apparently came back positive for explosives residue. I immediately informed the screener that we only had 15 minutes to make a flight for a family funeral, so whatever we needed to do to get through security, I would do it willingly but it had to be fast. She informed me that baby lotion often triggers a false positive for explosives but we had to follow procedures. I had to pass off my sleeping baby to her father, which of course woke her up. My bag, carrier and my shoes were all tested. I was then informed I had to submit to a pat down. I said that was fine but we now only had 5 minutes to make our flight. I was told we had to go to a secure room -- given that we had no time, I offered to do it right there in security but was told that was not procedure. Then we had to waste more time to find a second female TSA screener to witness. I was born and raised in the USA, daughter of a Navy Vietnam veteran, niece of two other Vietnam veterans, cousin to a Desert Storm veteran, and granddaughter to two WWII veterans, I am a mother to two small children and an attorney -- I was submitted to this unnecessary screening even though the TSA screener saw I was with an infant and acknowledged that baby lotion triggers this false positive on the explosives test. This inappropriate screening defied logic and common sense and we missed our flight and most of the funeral we were attending in Los Angeles. I am all for safety and security when it comes to flying and I am willing to submit to reasonable searches, but when TSA knows that certain common everyday products like baby lotion trigger false positives on their tests and the passenger that triggers the alarm fits the profile of someone who might be using that product (ie. carrying a sleeping infant), the TSA agents should have the discretion to forego the additional screening. This lack of discretion not only caused us to miss an important family function, but cost us $600 in a missed flight that Virgin America will not reimburse.

1/16/2013 6:35:52 PM

Caller stated that she had a problem with a TSA agent and she filed a complaint online which she was told that she should do, and she has never gotten any feedback from it. She is now calling to speak with a person to have them send the information, and to stress the fact that she feels as though she deserves at least a response from the CSM because she thinks they are getting paid enough to at least give her that much.
Her daughter flew from Indiana to have ACL surgery, and once it was time for her to come back, she still had to have her leg elevated and she was in a wheelchair. She flew out of Memphis, and had previously contacted American Airlines to make arrangements for her to be able to accompany her daughter to the boarding gate to ensure that she made it on the plane safely. They permitted her daughter to go through, but then the TSO wouldn t even look at her gate pass that she presented to her and continued to tell her 3 different times that she wasn t allowed to go through. She was then standing watching her daughter go through a patdown while the TSO told her that she was going to call her Supervisor over. When the Supervisor arrived, he asked her why she was upset, and after she explained the situation to him, he looked at the TSO and told her to let her through. She thinks she was just being completely rude, because it clearly stated on the pass that she was permitted through, and she had also gone to a police officer there and someone from American Airlines and asked them if the pass stated that she was permitted through the checkpoint.
She wants a response from the CSM, and thinks she deserves it. This is the second request that she s made, and she personally thinks the TSO should be fired due to her attitude, and shouldn t be working with the public. She thinks the way she acted reflects badly on TSA and the Memphis airport.

Advised Caller:
I told her that I would send the information to the CSM again and include all of the information she provided. I could not guarantee that they would contact her back, but I would stress in the information that I provide that she would like a response from them.

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Remote Client IP: (b)(6)
Date Time: 1/16/2013 6:26:26 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):IAD 1/16/2013
United 1401

1/16/2013 8:07:59 PM

Approx 5pm
Comments:Today 1/16 checking in iAd airport. Going through line and diverted to body scanner away from metal detector. In body scanner and screener kept making jokes and delayed start of screen unless I smiled.
Delay of about 10 seconds before scanner started. Scanner malfunctioned and I was told pat down was mandatory. I said I wanted to be scanned by another machine and not patted down. They said this was not possible. After talking to 3 tsa employees, the manager (b)(6) badge (b)(6) told me I had no choice. Either pat down or no flight. He said it was a rule. I asked to be shown the rule in writing and he the rules are not written.
I fly over 150,000 miles each year for 10 years and have never had a pat down. I comply always and completely with all rules and was treated like a criminal suspect with my rights taken away. I felt very violated as the mans hands touched my genitals.

If the machine breaks through no fault of my own why do I become the victim? Why can I not be scanned on another machine?

This was a very humiliating and demeaning experience that wasted a lot of time and was a major violation of my rights.
If you agree this is proper protocol and believe in wasting so much resources on an innocent law abiding citizen, you have little chance of stopping anyone planning to cause harm.
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Remote Client IP: (b)(6)
Date Time: 1/16/2013 9:55:08 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Concouse H Miami International Airport at Employee security entrance bagage carousel level

1/16/2013 10:07:36 PM

Comments:I have been an Aircraft Technician for around 36 years ,i have been working in Miami International Airport for about 30 years,a couple times in the past and today being the worst i got a TSA pat down right after i just pass a metal screening and a bag search thru the regular security screaners at the entrance point of H concourse at MIA,this pat down was totally unapropiate and unprofessional were after i warn the agent of improperly padding he still went and try to cause a big seen in front of all around 8 agents that where all hanging and having a good time and making jokes at the baggage claim level,totally unprofesional bunch of kids just having fun with our tax payers time,this agent try to really intimidate me by as soon as i opened the door he told me to give up my bag and to raise my hands up in the air if i was a criminal this is total harrasment,i have to get a co worker as a witness and this was the only way that this agent calm down and started behaving on a more professional way.
i understand the complexibility of things and security on this new world that we live in but to have inexperience kids and no brainers harrasing employees that come to work to put food on their table for their families is totally unaceptable,why do we need to get a pat down after we just go thru a metal screaning and bag search i can see them checking the bag for a second time but the pat down is totally unapropiate that is why we got a Customs batch and go thru all levels of training and security back ground checks just to get our ID'S .
this kids really beleived that they are Gods and they can behave and act whichever way they want.it will be nice to see the old system back to our airports so we Airport workers again can be trated with Dignity and Respect.

-----Original Message-----
From (b)(6)
Sent: Thursday, January 17, 2013 7:26 AM
To: tsa-contactcenter@dhs.gov
Subject: Feedback about a TSA experience at MSP

To Whom It May Concern:

I submitted the attached yesterday to the TSA office at MSP following my experience with one of your agents. I want to make sure this is brought to your attention because, as you will read by my comments, the agents' behavior was inappropriate and completely uncalled for. As you will read by description of the incident, his partner was speaking to me at the same time he was providing instruction and, as a result, I could not understand and was confused by what he was saying. Even his partner acknowledged that she was speaking to me and that is why I could not hear him. You can read details and what happened next.

1/17/2013 10:08:42 AM

I did ask to speak to his supervisor and was told that he or she was upstairs. No one made an offer to call for them.

Regards,
(b)(6)

1/16/13 3:10PM MSP Airline/Flight number: AA3732 Checkpoint 2

After exiting the provision, I was given multiple instructions by two TSA agents - the one in front of me and the one behind me. The instructions were different and both were talking. It was confusing and unclear as to what I was supposed to do. I asked the gentleman behind me to hold on because the other agent was talking to me and I couldn't understand both of them. The second agent (b)((unintelligible) acknowledged that she was talking to me at the same time. I asked (b)(6 to repeat what he said which was raise my arms for a pat down. I promptly complied. Upon gathering my belongings, I over heard (b)(repeat to (b)(6 that I could not hear him because she was speaking to me. (b)(responded stating "Well I thought he was an asshole". I let (b)(6 know I heard what he said and asked for a comment card. (b)(6) (unintelligible)

1/17/2013 3:13:42 PM

Caller went through multiple security screenings through AIT and then a patdown at the SFO airport. She wanted the number to the CSM at the SFO airport. Told caller that SFO has a private security firm that conducts the screening procedures and told caller how to contact the SFO airport.

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Remote Client IP: (b)(6)
Date Time: 1/17/2013 4:41:10 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines (OBNVYB)
Flight 1822 from Montego Bay to Miami
1/17/2013 6:09:44 PM
4:45 arrive at 6:30pm
Flight 1665 from Miami to St. Louis (Flight missed)
8:10 departure, 1000 arrival
Revised flight on 12/31 at 9:35 (1371)
Comments:To whom it may concern:
My boyfriend and I took a trip to Jamaica over Christmas. We flew out on the 25th and flew back on the 30th. We arrived in Miami from Jamaica on the 30th at 6:30 pm, our connecting flight was at 8:10 back to St. Louis, MO. Our flight was on time and we didn't have any issues getting our bags and going through customs. However, once we got through we were told to go through another line and stood there for 45 minutes to them have our bags searched. I completely understand this procedure and didn't mind. However, when I mentioned that our flight was at 8:10 and it was 7:45 the man said, "Oh yes honey, you are going to miss your flight but I know cheap hotels. " in a very sarcastic voice. He then began going through my bag which I understand is procedure as well but opening my un-opened box of tampons that held 50 and opening and shredding each tampon was a little uncalled for. He then opened my medicine bottles and told me he is proud I take a vitamin. There was no need for these comments. He asked me about drugs and how much I use, when in fact I do not do drugs nor have I ever! I feel the procedure is supposed to be searching bags for illegal items and then letting the customer get through to make their flight. He indeed had no right to speak to me the way he did or no reason to search each and every un-opened tampon. Sorry to say but good thing I didn't need one for my flight home. He then let me go at 8:03 when our flight was at 8:10 and said good luck. We then had to spend $139.27 (Courtyard Marriott that AA suggested with discount rate) on a hotel room since the next flight wasn't until 9:35 the next day. We also had to pay our babysitter another night for our 3 dogs as well as asking my brother to take off work to come pick us up since it was now a working day for him. Please understand that I completely agree with security but there is no need to speak or act the way that man acted, I didn't do anything wrong or have anything on me. That was just uncalled for, he could of searched my bag, asked me professional questions and let me on my way.

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Remote Client IP: (b)(6)
Date Time: 1/17/2013 4:07:28 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ft Lauderdale Airport, Frontier flight to Denver at 7:26 a.m. (went through screening approx 5:45 a.m.)

1/17/2013 6:10:04 PM

Comments:Let me begin by saying I literally never write a complaint. After my experience this morning, I have to find a solution. Since I have had two unpleasant "pat-downs" by TSA in the past, I was very careful to not be subjected to them again. My carefully and cleverly selected attire included, and was limited to: running shorts (89% cotton/11%lycra) running bra (no underwire/single plastic clip in front), sport tank top (95% cotton/5%spandex), skirt (96% cotton/4%spandex). Other than the front plastic bra clip, my outfit was completely free of buckles, buttons, bows, zippers, clips, or clasps. I had nothing in my hair, no earrings, no bracelet, no necklace. After removing my wristwatch and putting it in the tray, the only piece of jewelry I was wearing was my wedding ring. I literally left NOTHING to chance; having been submitted to humiliating, objectionable, and inappropriate past screenings. After proceeding successfully through the detector, a young male TSA agent said I would need my legs patted down because I was wearing a skirt. As previously stated, my outfit was very cleverly assembled, so I said, "Can I just take the skirt off and put it through the xray" This made the TSA agent very angry (for a reason that still puzzles me). I then said, "I have on running shorts.", thinking maybe he was afraid there was a middle-aged woman threatening to become naked. This made him even more condescending and annoyed with me - again, very puzzling. Meanwhile, a scuba camera in my carry-on caused a commotion and my bag had to be searched. My hands were swabbed, suitcase swabbed, camera removed. A short interrogation ensued regarding the dive camera - again, I was puzzled as to the concern - also in the carry-on was a wet-suit and diver log. I was, after all, in Ft. Lauderdale; surely dive gear can't be that uncommon (I would think it would be like ski gear in Denver or golf equipment in Scottsdale). At any rate, the commotion over the camera seemed to deflect concern over my thighs, and I wasn't patted-down after all.
I'm not sure why I'm chosen so often for a "pat-down"; it simply can't be profiling. Feel free to look me up on FaceBook: I'm a middle-aged, white, married, mother of five. I am unremarkable in every way - I do not have an aggressive or loud demeanor; nor am I mousy or skittish acting. I have "regular" hair and conservative make-up. I am free of tattoos, gauges, and anything ethnic.

I did not get the name of the rude young man, so it will not be possible for you to correct his behavior. For that, I apologize. What I would like to know is how to better prepare so that a "pat-down" will not be necessary. The last two pat-downs I had the TSA agent actually had their hands in my crotch. I find these pat-downs intrusive, inappropriate, troubling, and quite frankly, unnecessary. What wardrobe would you recommend? Is there another option when confronted with a TSA agent who wants a "pat-down" other than not taking the flight. As a passenger, what are my rights? Is there always a supervisor on duty who can help diffuse a situation like I encountered this morning? I travel often and would appreciate advice to correct this.

1/17/2013 7:34:11 PM

Caller flew out of Kona on the 13th of January. The caller was going through the walk through metal detector and there was an alarm due to the caller having had hip replacement surgery. The caller told the screener he had a hip replacement. The screener then conducted a pat down of the caller and he also checked the hip area. The caller is upset because he did not use the wand to verify the caller had a replaced hip. The caller was flying on Alaska Airline flight 861 from Kona to Anchorage. The caller said he had gone through the screening check point at approximately 1000 hours. The caller believes the screenter did not do his job right and wants some feed back. The caller said he normally receives a pat down and wand.

I told the caller I would forward his complaint to the Customer Support Manager at Kona.

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Remote Client IP: (b)(6)
Date Time: 1/18/2013 2:58:12 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him.

1/18/2013 8:19:50 AM

On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.

As I checked into thru TSA Screening area... I had come thru the Screening and awaiting my carry on luggage... I was spoken to by TSO (b)(6) asking me if " this was my Bag "? I answered Yes, and he stated that he was going to move my bag to a checking area and I kindly requested that he waited for me to gather all of my belongings before taking my bag out of my site. He said FUCK You and took my bag over to a table and began to unzip my bag just totally disregarding my verbal requests !

I asked for a supervisor and STSO (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !

To add insult to injury STSO - (b)(6) did tell and threaten me that I would not Fly that morning if I did not shut up and comply with his demands !

I told him that he was wrong and I did report this very Rude & Very UN-comfortable And Negative Situation to PSS - TSO - (b)(6) whom were kind enough to give me the two guys names as they did both refuse to give me there names and Badge numbers for this complaint !

I have flown for many many years and I have never in my life been so humiliated and put thru so much on a simple screening process !

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Remote Client IP: (b)(6)
Date Time: 1/17/2013 10:59:55 PM

1/18/2013 8:20:36 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):KOA Kona, HI Airport, Hawaiin Airlines
Comments:As a frequent traveler, I have received quite a few pat downs. Typically, I don't mind this procedure, and even often joke with the agent, as I'm sure it's not their favorite part of the day either.

However, on this occasion, a female TSA agent asked me to lift my shirt in order to check my waistband. As I was only wearing a white cotton tank top, which is already quite thin and was not low-hanging, I asked her to clarify, as I have never been asked to do this before.

She aggressively told me again to lift my shirt, and so I held it up about an inch or so, and did this again for the front. This seemed absolutely invasive and unnecessary.

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Remote Client IP: (b)(6)
Date Time: 1/18/2013 9:17:19 AM

1/18/2013 10:06:47 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):DL 3619 from SYR on 1/13/13. Traveling party of 7 including a toddler
Comments:I am a 100,000 mile per year flier and was traveling with family in and out of SYR. I find this airport to be consistently much more quick to pull people for additional screening and when challenged-they claim to "be following the rules" suggesting they are the only airport that does. On this occasion my wife was wearing a hooded sweatshirt without a shirt beneath, and was forced to a pat down. We have not exprerienced this in the past. Additionally, the toddler's car seat set was "randomly" tested for exploisves and when the monitor reacted positively all the items and my son-in-law were rescreened. I am all for a safe travel experience, but beleive that this station needs to be audited and compared to their peers for the extent of their extra security activities which antagonize the traveling public. As an aside--we came thru in a non-busy period. I hope this station doesn't do this stuff out of boredom--but they are truly an outlier.

1/18/2013 10:23:24 AM

Caller was flying out of the JFK airport on 01-18-2013 going through the checkpoint at 9:00 am flying on American Airlines flight number 1749. She opted out of the AIT screening and a TSO by the name of (b)(6) told her to wait to undergo a patdown procedure, caller said she was worried about missing her flight and voice her concern to the TSO who in return told her that they did not care if she missed her flight. Caller said that the TSO was very rude to her. Told her that I will forward her complaint to the CSM at the JFK airport to review the complaint. Caller did not provide her email address.

1/18/2013 12:59:17 PM

January 17, 2013
PHX to SNA via US Airways (#662)
Screening Occurred: Approximately 12:30-12:45 PM

Caller wants to complain because she had to go through a patdown due to positive ETD testing. Caller is not so much concerned about the ETD test in of itself. but she is wondering if the TSO that tested her set off the alarm: caller believes it was his lack of gloves that caused the alarm to go off. Caller wants to report this incident.

Caller is informed that this is going to be sent to the CSM at PHX for further review.

Caller asked about body scanners and the new technology that would not require over 75 year old passengers to be subjected to the same screening process. She wanted to complain that this could be the type of person terrorists could use to cause a safety issue at airports.

1/18/2013 1:57:32 PM

Told caller that under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.
Caller is calling about going through the checkpoint and had a patdown When she went through she was informed that her lap top had been dropped and damaged,Caller wants to file a claim.

Response: TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

1/18/2013 5:12:58 PM

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.

Airport: Ronald Reagan Washington National
Airline: US Airways
Flight Number: 2365
Gate Number:35
No Baggage Claim Number
Date and Time: 1 17 2013 at 6:15pm

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Remote Client IP: (b)(6)
Date Time: 1/18/2013 7:09:37 PM

1/18/2013 8:09:36 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AC flight from La Guardia
Comments:I would like to complain that I was given no choice but to use the full body scanner that displays a naked image of myself on the screen. It is a gross infringement on my privacy and I think quite useless. After I walked through security I stepped on a piece of glass and was given scissors to get it out with no help for my health or care that I now had scissors past security. This leads me to believe that the security scanners are for nothing but show and frankily I don't feel like showing your 'security' people my body.
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Remote Client IP: (b)(6)
Date Time: 1/18/2013 9:38:43 PM

1/18/2013 10:03:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Norfolk Airport - Southwest Airlines - Tuesday, January 15th - 1:15pm EST
Comments:I am 9 weeks pregnant and opted out of going through you not-so-safe x-ray scanner (at the advice of my DOCTOR who says they are not in fact safe for anyone, especially women who are pregnant). The TSA agent selected for my pat down proceeded to go through her process and after she was done she pulled her co-worker over to tell her that she felt something between my legs and asked more than once if I was hiding something in my pants. I wear a size 0 and I am 9 weeks pregnant, there is NO ROOM to fit anything extra into my jeans. What she was feeling was the seam of my jeans that lines up between my legs. When I explained to her that it was the construction of jeans and she was in fact feeling the seam her co-worker insisted on patting me down for a second time. Once I instructed this co-worker to change her dirty gloves, she felt up my groin area 3 additional times and was then asked by her male supervisor to lead me to a 'private room' to continue their investigation. In this room she proceeded to grope me 3 more times until she concluded, surprisingly, that is it was just the seam in my jeans. I would like a written explanation as to why your horribly trained 'agents' can do as they wish to innocent travelers. I fly quite often and have never had the type of experience that took place in the Norfolk airport. It is deplorable how Americans are being treated daily by the TSA in the name of safety. I have never walked through one of your dangerous x-ray scanners and I never will no matter how intimidating your agents are. The next time this takes place I will call my lawyers immediately and file a complaint directly with the airport, I do not care if I miss my flight because this will not happen again. I was targeted mainly because I am a young, attractive woman and it has been pretty obvious that attractive people get the most attention from your agents these days. I will also begin recording the TSA while I am in line each time I am waiting in the hopes I can find evidence for a lawsuit against your administration. How you are running this federally funded program is a joke and I hope you are disbanded immediately.

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Remote Client IP: (b)(6)
Date Time: 1/18/2013 9:38:43 PM

1/18/2013 10:03:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Norfolk Airport - Southwest Airlines - Tuesday, January 15th - 1:15pm EST
Comments:I am 9 weeks pregnant and opted out of going through you not-so-safe x-ray scanner (at the advice of my DOCTOR who says they are not in fact safe for anyone, especially women who are pregnant). The TSA agent selected for my pat down proceeded to go through her process and after she was done she pulled her co-worker over to tell her that she felt something between my legs and asked more than once if I was hiding something in my pants. I wear a size 0 and I am 9 weeks pregnant, there is NO ROOM to fit anything extra into my jeans. What she was feeling was the seam of my jeans that lines up between my legs. When I explained to her that it was the construction of jeans and she was in fact feeling the seam her co-worker insisted on patting me down for a second time. Once I instructed this co-worker to change her dirty gloves, she felt up my groin area 3 additional times and was then asked by her male supervisor to lead me to a 'private room' to continue their investigation. In this room she proceeded to grope me 3 more times until she concluded, surprisingly, that is it was just the seam in my jeans. I would like a written explanation as to why your horribly trained 'agents' can do as they wish to innocent travelers. I fly quite often and have never had the type of experience that took place in the Norfolk airport. It is deplorable how Americans are being treated daily by the TSA in the name of safety. I have never walked through one of your dangerous x-ray scanners and I never will no matter how intimidating your agents are. The next time this takes place I will call my lawyers immediately and file a complaint directly with the airport, I do not care if I miss my flight because this will not happen again. I was targeted mainly because I am a young, attractive woman and it has been pretty obvious that attractive people get the most attention from your agents these days. I will also begin recording the TSA while I am in line each time I am waiting in the hopes I can find evidence for a lawsuit against your administration. How you are running this federally funded program is a joke and I hope you are disbanded immediately.

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 12:06:23 AM

1/19/2013 9:12:45 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Chicago O'Hare by Gate B-10
Friday, January 18, 2012 @ 1:45 pm
Female red-head TSA screener. Believe the name was (b)(6) It was a four letter name - sorry, was too upset to remember correctly.
Comments:During the course of this 'pat-down' she not only ran her hands up my leg until she ran into and hit my crotch - twice. Then she took her hand and ran it from the back of my perineum to the front, along my genitals in a forceful manner.
I fly all the time for my work, and I am 61 years old. I have never had a pat-down like this before. It was totally inappropriate, embarrassing, and she went far beyond her bounds. NOTHING necessitates her to rub my genitals. This is a formal complaint of sexual assault. I expect you to review the tape and provide me a response. I am seriously contemplating filing formal charges.
I am a registered nurse and just retired after 35 years with the Dept of Veterans Affairs. This TSA agent went too far!

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Remote Client IP: (b)(6)
Date Time: 1/18/2013 10:40:13 PM

1/19/2013 9:12:59 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spirit Airlines Ft.Lauderdale ,Florida
Gate H
January 13,2013@0645-0700
Comments:My husband who is physically disabled and wears a brace on his leg informed the TSA agents at the Ft.Lauderdale Airport on Sunday 1/13/2013 that he was unable to take his shoes off and walk throug the check point. They had him go to a separate area, not enclosed for a pat down but in full view of other passengers. Then another screener after he had gone through this process did not want to let hime pass and was insisitng he take off his shoes again. It was not until the first screener came over to the 2nd screener that he was allowed to pass. Unfortunately because of the chaos and disorganization at this particular check point my husband missed his connecting flight. To top everything off since the plane from El Salvador (the original flight) was on time he was not offered another connecting flight and he had to arrange tranportation home to orlando. Also this check point in the terminal where Spirit airlines arrives has the rudest and disorganized staff of any tsa I have been involved with.There is no crowd control, the passengers are rude and direspectful to the agents and the TSA agents did not process the passengers in a timely and organized fashion. There is no organization of the lines, passengers cut the line and are not given clear and orderly instructions on how to pass through. A small narrow corridor leads to a small check point where many people are ushered through with no direct line formation at all. This chaos led to my husband missing his connecting flight on 1/13/13 and myself and son nearly missing our return connecting flight on Spirit on 1/3/13. This is a disgrace.
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Remote Client IP: (b)(6)
Date Time: 1/18/2013 10:31:40 PM

1/19/2013 9:13:00 AM

Subject:Thank You
Name: (b)(6)
Email: (b)(6)
Comments:Thank you guys for the news article on yahoo about your removing the naked body scanners! You know I had a baby at Kaiser Permanente and every shift, every nurse would grope me to "check" me. I felt it was punishment for not breastfeeding. These gropings feel like punishment..meaning this is what happened in the Civil War era to the slaves..they were paraded around naked. So Obama is trying to align himself with Abe Lincoln, these gropings and body scanners are exactly what Abe Lincoln would fight against. Instead use lasers and have a rating percentage that is an abnormal percentage..because some people don't wash their hands using public bathrooms...and some people who handle cash, well there are traces of everything on cash...etc. I appreciate this very much, I would rather be shot and killed than be groped or go through a naked body scanner. It just isn't living anymore when you cannot have modesty. I don't even want to go into a night club where they frisk you here in LA, it isn't worth it to me. And there are so many perverted people, they think that you are into them and then they touch you, or look at you and they think that you are interested...and not all of us are spouse cheaters, porn watchers...some of us like to think of a simpler time. Thanks again! Lasers scanning people without revealing them naked, but indicating bad materials would most likely work better. And that would eliminate groping also. The TSA employees need to have some self respect and I think they would smile more if they didn't have to grope people who didn't like them to begin with.

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 8:09:38 AM

1/19/2013 11:08:40 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA1100/United/IAH/E14/no check in luggage checkpoint
Comments:I was falsely screened as having explosives and then subjected to your pat down where people are treated as criminals and inappropriately touched. Agent indicated that false positive usually turns out to be falls. This means that your screening tools are inappropriately tuned (picking up hand lotions and baby powder). I am a Global Services member with a pre-check. I want confirmation of how you have adjusted these machines. Your process also should include a secondary screening prior to subjecting people to patdown.
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Remote Client IP: (b)(6)
Date Time: 1/19/2013 11:34:14 AM

1/19/2013 1:15:27 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight 2158, Thursday, January 10, 2013... Denver International Airport, security gate behind Southwest counters, at some time approximately between 11:30 a.m. and 12:15 p.m. Denver time
Comments:I am five months pregnant and was forced by a TSA agent working this security checkpoint to go through the full-body X-ray scanner. There was a passenger ahead of me and my family in line who was in a wheelchair and the TSA staff was having great difficulty getting that passenger through the metal detector. As they were completing that process, I was next in line and was motioned over to the full-body X-ray scanner. I politely told the agent, an older white woman with long hair pulled severely back from her face, that I was five months pregnant and preferred not to go through the X-ray but instead to wait for the metal detector. Her response to me was a very brusque and rude "So?" She was bullying and threatening. My husband behind me with our 23-month-old son was concerned that her extremely hostile attitude would cause me to be removed from our family group and taken away, potentially causing us to lose our personal possessions that had already gone through the conveyor belt and the car seat that had already been taken for a hand check and possibly to miss our flight 90+ minutes later, not to mention the trauma that this was causing to our son. I indicated again, remaining calm and polite, that I didn't mind waiting for the metal detector and the TSA agent was again threatening and bullying. With her intimidating and bullying attitude, and my awareness of the frustration of the lengthy line of travelers behind us who had already been delayed by the wheelchair incident, I felt that I was being given no choice and allowed her to bully me into the X-ray machine. I was in tears as the X-ray machine was run and two other agents noticed my distress and attempted to comfort me, but it was much too late and there was no way to re-route my screening or to protect my five-month-old baby in utero.

Distraught as I was at this point, I was unable to obtain the names of the two agents who attempted to help me after the fact, as I would like to commend them for their concern (which stands in stark contrast to the behavior of the original agent who forced me through the X-ray machine). And I sincerely wish I had the name of that original agent, as I would wish to name her specifically in any action that may arise if any harm came to my baby as a result of her intimidation and complete lack of concern for my condition.

My obstetrician has been apprised of the situation and will be monitoring the baby closely for the next four months for any developmental concerns (a complete and in-depth ultrasound examination of the baby performed on January 2 showed no problems, so it will be relatively easy to pinpoint causality). This incident is particularly distressing because I am an older mother who has worked hard to ensure a safe and healthy pregnancy after going through fertility treatments to get pregnant to begin with, and I feel that all of the care that I have been taking may have been compromised by one cold and uncaring TSA agent whose bullying and intimidating actions were completely unnecessary. I will never forget her responding to me with that harsh and biting "So?"
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Remote Client IP: (b)(6)
Date Time: 1/19/2013 1:30:00 PM

1/19/2013 3:05:52 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines 3783; terminal 8
Comments:On January 17 I arrived into JFK after a 5-day trip to Russia where I buried my aunt and hospitalized my mother. I was completely exhausted and, despite a 3-hour projected layover, was barely making it to my American flight to Columbus scheduled for 7:40 PM. I was subjected to a pat-down, which is fine by me. However, I have every reason to believe that the three agents who searched me and my luggage were deliberately harassing me. When I winced during the pat-down (I had a bruise on my leg), I was requested to show them the bruise. During the search of my backpack, two bottles of my medications were opened but not closed - all the pills ended up in the backpack; a TSA agent was asking why I have Zirtec, which is an over-the-counter drug. Another TSA agent was reading my papers (in particular, with the details of my bank account). All of this was happening while AA were announcing the final call with my name. I begged the agents to move faster because I had to teach the next morning and could not miss that flight (I am an OSU professor). This only made them move slower. In my opinion, this is an acceptable example of rude treatment, and potentially of racial discrimination. I demand explanations.

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 4:12:58 PM

1/19/2013 5:10:19 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Cleveland Hopkins Airport (CLE)
South Checkpoint
Security check point Lane #2
1-19-13 @ 1530 hours
United Airlines flight #UA 308 Gate #C11
Supervisor STSCO (b)(6) badge (b)(6)
Comments:Female TSA agent at checkpoint placed my computer on top of the bin with my other belongings then she dropped my Apple laptop while going to the pat-down screening area causing damage to the cover (2 corners damaged and cover top knocked out of alignment). This will require repairs for which TSA is responsible. How do I receive payment? I need to be contacted as soon as possible. (b)(6)
Dear Sir,

1/19/2013 5:10:31 PM

On January 14 our family left Maui to go to Hilo, Hawaii for a 3 day get away. We were traveling with my 90 year old father and 85 year old mother. My father had recently renewed his Hawaii drivers license and was waiting for the hard plastic card that was to be mailed to him. The machine that makes those licenses were not working that day so he was given a temporary paper license with his picture on it. When we went through security at the Kahului airport the guard asked my father for additional picture ID which he produced and was cleared by another security agent. They then took him on the side after the pass through x ray and did a detailed pat down. The same thing happened on the way back to Maui form Hilo. My father can hardly walk or stand for a long period and is very hard of hearing. We understand that security is very important but also a little bit of common sense should be used in a situation like this. What is the difference between him and another passenger, like us for instance? His identification was confirmed and authorized and then they put him through an extended search, while other passenger that would seem more of a threat and clearly not just locals traveling in between islands go through with the normal procedures. It was very hard to watch my father go through such an ordeal. Also which didn't make any sense, a sign was posted that anyone over 70 need not take off their jackets or shoes. They made my father take off his belt, jacket , shoes.. Please take my comments into serious consideration so that the agents will make a better judgement calls in the future.

Thank You,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 5:55:04 PM

1/19/2013 6:05:52 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight#1299; LAX; 1/03/13 @ 2:45 PM; Los Angeles to Kona, Hawaii
Comments:While attempting to board the above flight in the First Class cabin, I was detained by a TSA officer who wiped my hands with a cotton pad. He took my carryon bag, told my wife to wait at the gate and directed me to accompany him to a screening booth where another officer again wiped my hands with a cotton pad. Neither officer hand any name tags on that I could see. The second officer then directed me to remove everything from my pockets, my belt and my shoes. The first officer then left the booth with my carryon bag. Next the second officer began to roughly run his hands over my entire body, put them inside my pants, reached up into my genital area and squeezed my testicles and penis, and last turned his hand sideways so that he could force it into my anal area. After finding nothing, the first officer returned and both told me to put my things back on and escorted me back to the gate. During the entire process I asked 5 times why this happened and the only response was "unknown residue" and "false positive". I would like to mention that prior to boarding my wife and I were in the Delta Sky lounge for several hours and washed our hands no less then 3 times each. Also, we are members of the Trusted Traveler program and have never had anything this humiliating happen to us in any country.
When I examined the contents of my bag I discovered a gold pen and mini flashlight were missing though neither officer mentioned anything about confiscating items.
I would like to know why I was stopped, what was the supposed residue that set off some alarm, why my wife was not allowed to be present during the search, why such rough treatment during the "pat down", and why items were removed from my bag without explanation.
I would appreciate a response.

My daughter, (b)(6) was subjected to a real ordeal today by TSA employees in Lincoln, Nebraska when her person and several items in her carrying luggage reportedly set off an "explosives alarm" (4 "alarms" in all, I was told by the employee, who called me over to watch her stuff while she was subjected to a thorough, repetitious pat down by female TSA staffers). The entire line came to a standstill while this happened. TSA staff did not appear to be in a problem-solving frame of mind when it was obvious, after looking at every single item in my daughter's purse and on her person, that there were no explosives present. Airport police were summoned. The "alarms" were related to my daughter's hands (here's a clue), clothing, and her cloth computer sleeve. I told the TSA gentleman that we had even in Nebraska visiting relatives for three days and she was never out of contact. After she was reluctantly cleared to go, we looked at the ingredients in the hand cream she was using religiously in the dry air of wintry Nebraska, and sure enough, it was a glycerin-based product. A quick look online will provide ample indication that this is a frequent cause of false positive explosive alerts for TSA screenings.

It is important to emphasize, I think, that such alerts - as better described than "alarms" - the word used by Nebraska staff - do NOT mean that explosives are PRESENT. Travelers are not guilty until innocent!3

I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport!

1/20/2013 9:14:47 AM

I know this is not an unusual occurrence. What was unusual was this staff's loud and extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.

Thanks for your assistance in this matter.

(b)(6)
Seattle, Washington

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: 1/19/2013 8:47:12 PM

1/20/2013 9:15:36 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):UA1100/Terminal E/IAH/E-14/no checked baggage gate
Comments:Inadequate response was made to my previous complaint. Please escalate. I was falsely screened as having explosives due to hand lotion that I had on. Agent indicated this happens regularly. It is not satsifactory practice to routinely subject passengers to humiliating pat down and being treated like a criminal. The machines at this gate need to be properly calibrated to avoid such accusation. I want to know what you are going to do about your equipment. I am a Global Services member with a pre-screen check. This should have never happened. Your little form letter response indicating that your going to keep doing just what have been based on John Pistoles viewpoint is not acceptable. If you cannot provide adequate response to my complaint provide John Pistole's direct e-mail.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/20/2013 10:01:57 AM

1/20/2013 11:15:23 AM

Subject:Suggestions
Name: (b)(6)
Email: (b)(6)
Comments:I am a commuting flight attendant. I always commute in plain clothes, as I often ride the jumpseat and my company suggests that crew travel in plain clothes to avoid having passengers think that we are working crew members that are being lazy. I have "Known Crew Member" status. I have been fingerprinted twice and have had an FBI background check. I have never committed a crime, not even a misdemeanor.

When passing through security, I always "opt out" of the x-ray body scanner. And I always receive a pat down. Instead of wasting the TSA resources on crewmembers like myself (with the pat-down and search), I suggest that the TSA allows us to pass through the regular security process with the metal detector (like all other airport employees) while we are in plain clothes, especially when commuting to/from work and when we display proper identification.

This used to be the standard process until recently. I believe going back to this process will alleviate the additional workload of TSA personnel and allow the TSA to focus on passengers and situations that are actual threats.

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Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)
1/20/2013 Email: (b)(6)
11:15:39 Complaints:Inappropriate Screening/Pat Down Screening
AM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines
Comments:As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

After I walked through the scanner I was stopped and informed that I required a "pat down" due to the buttons on my jeans. I was also informed that I could have a private screening. Thinking this was a PAT DOWN, I opted to just let them do it and be cooperative. I feel that my definition of a pat down and the agents definition was totally different. I was in shock during and afterwards. I felt like I was groped by the agent and humiliated. The agent with excessive force began to jam the back of his hand into my buttocks and rub the areas in between them. This has never happened to me before in any pants. I have worn these jeans with metal buttons on several flights before through other airports such as San Diego and Mobile and never once has anyone "laid a hand on me". I frequently travel for business and have been patted down before and it was never like this. I feel like I was wrongfully searched and touched. Especially when there was no evidence or wrong doing on my part. If this is a standard practice travelers should be made aware that clothing with metal buttons will not be allowed or require advanced screening and getting groped by an agent.
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Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)
1/20/2013 Email: (b)(6)
11:15:39 Complaints:Inappropriate Screening/Pat Down Screening
AM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines
Comments:As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

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Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)
1/20/2013 Email: (b)(6)
11:15:39 Complaints:Inappropriate Screening/Pat Down Screening
AM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines
Comments:As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

After I walked through the scanner I was stopped and informed that I required a "pat down" due to the buttons on my jeans. I was also informed that I could have a private screening. Thinking this was a PAT DOWN, I opted to just let them do it and be cooperative. I feel that my definition of a pat down and the agents definition was totally different. I was in shock during and afterwards. I felt like I was groped by the agent and humiliated. The agent with excessive force began to jam the back of his hand into my buttocks and rub the areas in between them. This has never happened to me before in any pants. I have worn these jeans with metal buttons on several flights before through other airports such as San Diego and Mobile and never once has anyone "laid a hand on me". I frequently travel for business and have been patted down before and it was never like this. I feel like I was wrongfully searched and touched. Especially when there was no evidence or wrong doing on my part. If this is a standard practice travelers should be made aware that clothing with metal buttons will not be allowed or require advanced screening and getting groped by an agent.

It's been nearly two months since this occurance but I've come to the conclusion something has to be said about how I was treated at Reagaon National Airport's gate security.

On November 28th I flew on Delta Air Lines from the Dane County Regional Airport in Madison, WI to Reagan National Airport in Arlington, VA for a job interview at The Pentagon. I am a retired US Army officer and a disabled veteran required to wear a medical knee brace on my right knee. Naturally, as I was going to an interview, I was wearing a business suit and used my retired military ID card for photo identification at the first point in security. I had removed the knee brace to go through security, although it is extremely difficult to walk without it. The TSA officer at Madison said there was no need to remove the brace as I could easily raise the leg of my trousers to show them. So, no problems or complaints with the TSA personnel in Madison, whatsoever.

After my interview at The Pentagon, where security had no trouble with my knee brace either, the TSA security people at Reagan National were another story entirely. I was returning to Madison via United Air Lines and, after my discussion at Madison and having had no trouble with Pentagon security, I kept my knee brace on. At the ID check point I again used my retired Army ID card and asked if I needed to remove the brace. The young lady working that point said "No." I proceeded to the scanner where I again showed the middle-aged woman operating it the brace. She said it was OK and motioned me through the scanner. The scanner showed the knee brace as expected. When I came through she asked to see the brace again, which I showed her, and she said I was OK to go ahead. At this point a tall, greying black man, obviously a supervisor, interceded, pulled me aside, and proceeded to treat me as if I were a known terrorist. The apparent supervisor was harsch and unfriendly, despite my cooperating in every way, and brought up an obviously nervous trainee (he told me he was a trainee and thanked me for being so cooperative) and proceed to check my brace for explosive residue and do a pat down. When the trainee had completed the pat down, the supervisor said it wasn't good enough and things got much worse with my crotch being directly handled and the trainee putting both hands INSIDE my trousers up to the web of each hand and running them around inside my entire waistband, very nearly touching my genitals. While the other TSA employees thanked me for being so cooperative, the tall, greying black man remained harsh and mildly hostile. Naturally this was quite embarassing and other people going through security were looking at my as if I were some kind of criminal.

1/20/2013 1:07:58 PM

To summarize my concerns and complaint, for a disabled veteran of the US Marine Corps and retired US Army officer, wearing a business suit, still looking very military (short hair, 6'1" and 175 lbs) having just shown both the medical brace and a retired military ID card to be treated as I was, while obvious Middle Easterners and other foreigners breeze through security, is an outrage to say the least. I spent a year training US Air Force security police in terrorist protection while on active duty and can assure you what was done to me did absolutely nothing to make air travelers safer.

I will await your explanation of why this happened and how it can be avoided in the future.

(b)(6)

Platteville, Wisconsin 53818

(b)(6)

1. Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell (b)(6)

Mailing Address: (b)(6) Richmond, TX 77407

Email: HYPERLINK (b)(6)

3. What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

1/20/2013 3:10:05 PM

Flight UA 1100/Gate E-14; no checked baggage at E gate IAH. I was falsely screened for explosives and subjected to a body search. Agent indicates that this happens regularly. I believe you are violating peoples civil rights by falsely accusing them due to inadequate screening tools. Have tried to get resolution via two other complaint form letters to which I have received form letters. My question and expectation have not been addressed. Screening at this gate at this airport are not in line with other areas or other airports. To repeatedly accuse people based on your machine picking up hand lotions or baby powder. Body search based on this is not warranted.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

January 18th, am. 1st complaint issued on January 19th. Second complaint issued January 19th evening.

Where did this happen?

Place: IAH

City: Houston

Caller stated:
He has missed a flight due to TSA. Caller stated that according to the Air Tran website it advises passengers to arrive to the airport 1 and a half hours before their flight. Caller stated that he arrived to the TPA airport at 1:50pm for a 3:20pm flight. Caller stated that he went to the ticket counter and checked his luggage but was delayed there and got to the screening area about 30 minutes before his flight. Caller stated that he informed the officers that he was running late for his flight and requested a expedited line but they directed him to go through the normal line. Caller stated that he opted out of the AIT and went through a pat down. Caller stated that he got to the boarding gate at 3:18pm and his plane was already leaving. Caller stated that he is now going to lose his job because of missing his flight. Caller refused to provide a email and stated that he would prefer to be contacted by phone at (b)(6) Caller wanted to know if there was anything he could do to expedite screening in the future.

1/20/2013 5:01:22 PM Advised caller:
Since his complaint involves screening at a particular airport I would forward his complaint to the CSM there.

Advised caller that TSA recommends that travelers arrive 2 hours in advance of their flight to provide time for screening and boarding.

Advised caller that the only way to expedite screening at this time is the PreCheck program. Advised caller that he could enroll into this either by opting in through an airline or by joining one of the CBP s Trusted Traveler programs. Advised caller that the TT programs are ran through the CBP and he could reach them at 877-227-5511.

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Remote Client IP: (b)(6)
Date Time: 1/20/2013 5:49:03 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 USAir #3737 from BNA to CLT (Screening done @ BNA) on 1/26/2013

1/20/2013 6:09:40 PM Comments:I travel frequently for business, and have always carried my contact lens cleaner (Ciba Vision Clear Care) liquid in my carry on and have "declared" it as medical liquids. I have never had a major issue with carrying this liquid onto a plane (it has, once or twice, set off the "sniff scan" due to the medical item containing a small amount of acid, however, the TSA supervisor always checked it more accurately, and cleared it to go -- I have entered with this product via PHL, JAX, BOS, GPT, PHX, LAX). However, at BNA during my return trip from Nashville to Philadelphia, the item set off the "sniff test" (it had passed a screening @ PHL just two days before), and the supervisor - (b)(6) - badge (b)(6 disallowed (and confiscated) the item AND required me to go through a full pat down and required all of my bags to be checked. While I do understand and agree with TSA's responsibilities for safety, I find his actions and decisions very inconsistant with other airports, and I was very disappointed in the his specific handling of this situation. I should also mention that I am cleared by the TSA Pre Check system (although I do not beleive this was available for me @ BNA).

I wanted to report this issue to you so that you can work on consistant training on my specific item (many folks use this product as it is a common contact lens eye care product). And hopefully you will contact (b)(6) for additional training on this type of item should you agree with my assessment of the situation.

On a positive note, the TSA agent who handled the details of the issue (performed the scan, rescan, bag inspection and pat down) was very professional and handled himself very well with a semi-irritated traveller (me). Unfortunatly, I did not gather his name to pass along to you.

Thank you for your attention to my concern/issue.

(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 20 2013 11:17:09 PM Airport : BWI - Baltimore-Washington International Date Time of Travel : 01 20 2013 Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) : Did not see a Badge Name Tag
Comment : I am writing to complain about a pat-down I received today at the BWI Airport. I have had pat – down before however they have been in public. Today I ask for a private screening because the officer I received mentioned patting down my groin area. In human anatomy, the groin (the adjective is inguinal, as in inguinal canal) areas are the two creases at the junction of the torso with the legs,[1] on either side of the pubic area.[2] This is also known as the medial (adductor) compartment of the thigh. "I assure you this is not where I was pat down; therefore this has become an invasion to the point of sexual molestation".
After conversing with my travel partner I change my mind. I was traveling with my mother who has cancer, her bones are brittle so she can't lift anything too heavy and her pat down was almost completed. I didn't want to leave her nonetheless, the officer told me once I asked for a private screening it is law (so to speak) in other words I couldn't change my mind.
1. The officer was reluctant to inform me I could have someone in the room with me and that another officer will be in the room as stated "The passenger can request a private screening at any time and a private screening should be offered when the officer 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.
1/21/2013 9:23:53 AM
2. I went to the TSA website be informed about what a pat down should be. However, it seems to me that this is legal form of sexual molestation.
3.Why is it that when technology is rebuff and man is lead to rely on his her instinct or intellect others rights, ethics and morals goes out the window. I am the citizen you are trying to keep safe and in doing so I am being mentally agitated and sexually mistreated. Really, does my vagina has to be touch, bumped or violated and my breast rose to the point of feeling manhandled to be safe in this country.
4. My question to you is, is the country any safer when your employees offend their fellow citizens? Ask us if we want to go through this in order to be safe. Then think about the many people who have turned to being x-rayed to avoid being violated.

A woman who has cancer avoid a x-ray machine for fear of increase cellular changes therefore she is pat down because the government agencies has no instinct on determining whether or not someone is a terrorist or not. They are not trained to spot a terrorist. Where is the high intelligence we as Americans boast about? The last act of terror that was conducted on USA soil could have been intercepted at the highest level. Since then we have been paying for it through constant fear and dehumanizing behavior all in the name of safety.
Really the next person who pats me down may at my groin area may just be showered with some urine. I am sure TSA can come up with another form of pat down especially in those sensitive areas. Change it please. Thank You. I too have to disease my mom has and don't need anything to trigger cell changes.
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: 1/20/2013 8:38:38 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis, Saturday, 1/19/2013.
Comments:Dear TSA: I got a form response from you today which did not address the false positive explosives alert at this airport which resulted in a humiliating, frightening, and highly public experience for my daughter at the hands of staff who treated her like a criminal - guilty until proven innocent - when there was obviously another explanation - glycerin based hand cream. My original complaint is attached below, followed by the form response.

1/21/2013 9:24:27 AM
MY ORIGINAL COMPLAINT: "My daughter, (b)(6) was subjected to a real ordeal today by TSA employees in Lincoln, Nebraska when her person and several items in her carrying luggage reportedly set off an "explosives alarm" (4 "alarms"- their term - in all, I was told by the employee, who called me over to watch her stuff while she was subjected to a thorough, repetitious pat down by female TSA staffers). The entire line came to a standstill while this happened. TSA staff did not appear to be in a problem-solving frame of mind even when it was obvious, after looking at every single item in my daughter's purse and on her person, that there were no explosives present. The "alarms" were related to my daughter's hands (here's a clue), clothing, and her cloth computer sleeve. I told the TSA gentleman that we had been in Nebraska visiting relatives for three days and she was never out of direct contact with family members. After she was reluctantly cleared to go, we looked at the ingredients in the hand cream she was using religiously in the dry air of wintry Nebraska, and sure enough, it was a glycerin-based product. A quick look online will provide ample indication that this is a frequent cause of false positive explosive alerts for TSA screenings. Live and learn, I suppose.
It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.
I know this is not an unusual occurrence. What was unusual was this staff's extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.
Thanks for your assistance in this matter."

YOUR RESPONSE: Thank you for your e-mail in which you inquire about the reasons for secondary screening. The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 12:26:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Flight 343F, Reagan Nat'l Airport (DCA), Initial TSA Checkpoint servicing Gate 11, January 12 2013.
Comments:I am an active duty military member of 24 years. I am of senior rank, am highly decorated and have held a very high security clearance for 23+ years without interruption. I have worked in some of the most secure and sensitive facilities in our country. I fly often, in conjunction with my military duties. I am a frequent flyer with premier status for the amount of time I fly commercially. I am pleased to see there is a Pre-check system and have taken advantage of it multiple times now. It is a major reason why I choose to fly out of Regan National. As such here is my recent experience summarized:

1/21/2013 1:50:25 PM

On 12 Jan 2013 I entered the TSA checkpoint indicated for access to my assigned gate, Gate 11. My primary focus was getting to Gate 11. I did not see a sign indicating the Pre-check lane. It is not to say there wasn't one, just that if there was I missed it due to being in a hurry. I relied on the TSA rep to advise me of my eligibility as they had in the past. Two TSA reps were casually talking at the podium about sports. I made small talk, as I always do since I understand how TSA duties can be mundane. After checking my military ID card, or CAC, I was passed through to the scanner. There was no mention of whether I was in the Pre-check process or not. I was confused as to whether I was in the Pre-check process or was in the normal process. The screener at the scanner was quick to "advise" me to take off my boots. As I was trying to ascertain by asking the screener if my military status would allow me to keep them on, again wondering if i was in the Pre-check process, the screener quickly told me that only applied to military personnel in uniform. I was confused and tried to explain that I thought I was eligible for the Pre-check program I had used many times before in civilian attire. The screener did not listen to my question and proceeded to lecture me about how he just retired from the military and he has been "in my shoes" many times. He did not want to listen to my question but wanted me to know all about how he had been active duty and retired and that I just had to deal with it like he did. Again, I was trying to utilize Pre-check, not get special treatment. He simply would not listen. Still confused I left my heavy metal watch on wondering what screening process I was going through. (When I know I am getting fully screened I take all metal off my body, put it in my backpack and put it on the x-ray belt. I know how to travel efficiently. I travel 50-100k a year.) While I did not know it at that moment my watch set off the scanner or indicated some need for a pat down. Or maybe my fellow veteran of retired military status required I be patted down for "questioning" the process. Perhaps my confused demeanor failed some SPOT check variables. Regardless I did not know that I was to be further screened at this moment. When I proceeded past the scanner I was directed to stop by another screener. I did not exactly know that I was getting further screened at this point. I was "directed" to hold my arms out. I was not advised of what was to come next. The screener simply put his hands on me and start "patting" me down in my T-shirt. I was startled because I was expecting a wand search at best not some huge guy putting his hands on me without notice and rubbing down my upper body. Again, I was not advised what was happening or that I was going to be physically touched. It was such an abrupt "pat down" that I almost responded defensively. It was that sudden. I asked that screener, "Is this what we do nowadays? Put our hands on people without telling them first?" The screener replied "Yup. We are too busy to explain it. We just do it so there is no back-up of people waiting." He was extremely rude about it, had no concern for what he did and acted as if I was burdening him. To be clear I do not put my hands on other people unless there is a reason, and I tell them that there is a reason. What that screener did to me makes me consider words like "violation" and "assault". In the military it would be chargeable as assault for me to start touching another service member without advisement.

After I gathered my property from the x-ray I sought out a TSA Supervisor. I spoke with (b)(6) who was in an office directly behind the TSA checkpoint where the incident occurred. I told him everything that happened. He admitted that touching

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 12:00:16 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):NASHVILLE AIRPORT
Comments:I AM AN AMERICAN CITIZEN WHO WAS BORN AND RAISED HERE IN THE UNITED STATES AND I HAVE NEVER BEEN TREATED SO POORLY BY A GOVERNMENT AGENCY. MY BAGS WERE SEARCHED, MY HANDS WERE TESTED SAYING I HAD EXPLOSIVES ON THEM WHICH IS ABSOLUTELY RIDICULIOUS. THEN THEY PROCEEDED TO TOUCH MY VAGINA AND BREASTS NOT ONCE BUT SEVERAL TIMES. ABSOLUTELY NO REASON WHAT SO EVER FOR DOING THAT. NONE! BELIEVE ME I HAVE TOLD EVERYONE WHAT HAPPENED AT THE NASHVILLE AIRPORT AND THEY ARE COMPLETELY APPALLED BY THE WAY I WAS TREATED. COME TO FIND OUT THERE WERE NO EXPLOSIVES ON ME SURPRISE SURPRISE. YOUR TACTICS NEED TO BE CHANGED. YOU NEED TO TARGET THE PEOPLE WHO NEED TO BE TARGETED. THE TSA GUY THAT I COMPLAINED TO WAS A COMPLETE SMART MOUTH WITH ME AND WAS EXTREMELY RUDE AND HATEFUL.

1/21/2013 1:50:37 PM

HE KEPT TALKING ABOUT (b)(6) , (b)(6) DIDN'T BLOW UP A PLANE. HE NEEDS TO COME UP WITH A DIFFERENT ANALOGY.

IT IS A SAD DAY IN AMERICA WHEN INNOCENT PEOPLE ARE TARGETED FOR ABSOLUTELY NO REASON AT ALL. NO REASON FOR ME TO BE TOUCHED IN THAT MANNER THEY HAD ALREADY PATTED ME DOWN. NO REASON AT ALL.

I THINK WHAT UPSETS ME MORE IS THE SMART MOUTH TSA MANAGER THAT WAS SO EXTREMELY RUDE TO ME. I MIGHT HAVE JUST WANTED TO VENT. IT IS HIS JOB TO LISTEN, BUT NO HE WAS SO ARGUMENTITIVE AND HATEFUL SO NOW YOUR GETTING THE COMPLAINT.

JUST SO YOU KNOW I CAME BACK FROM CHICAGO WITH THE SAME CLOTHES ON MY BAGS PACKED EXACTLY THE SAME WAY AND NO RED FLAGS NO NOTHING. NO TESTING OF MY HANDS, NO GROPING OF MY BODY.

SOUNDS LIKE YOU HAVE A BUNCH OF BARNEY FIFE'S RUNNING AROUND THE NASHVILLE AIRPORT.

AMENDMENT IV TO THE CONSTITUTION STATES - THE RIGHT OF THE PEOPLE TO BE SECURE IN THEIR PERSONS, HOUSES, PAPERS AND EFFECTS AGAINST UNREASONABLE SEARCHES AND SEIZURES. I FEEL MY RIGHTS WERE VIOLATED IN EVERY WAY.

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: 1/21/2013 12:00:16 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):NASHVILLE AIRPORT
Comments:I AM AN AMERICAN CITIZEN WHO WAS BORN AND RAISED HERE IN THE UNITED STATES AND I HAVE NEVER BEEN TREATED SO POORLY BY A GOVERNMENT AGENCY. MY BAGS WERE SEARCHED, MY HANDS WERE TESTED SAYING I HAD EXPLOSIVES ON THEM WHICH IS ABSOLUTELY RIDICULIOUS. THEN THEY PROCEEDED TO TOUCH MY VAGINA AND BREASTS NOT ONCE BUT SEVERAL TIMES. ABSOLUTELY NO REASON WHAT SO EVER FOR DOING THAT. NONE! BELIEVE ME I HAVE TOLD EVERYONE WHAT HAPPENED AT THE NASHVILLE AIRPORT AND THEY ARE COMPLETELY APPALLED BY THE WAY I WAS TREATED. COME TO FIND OUT THERE WERE NO EXPLOSIVES ON ME SURPRISE SURPRISE. YOUR TACTICS NEED TO BE CHANGED. YOU NEED TO TARGET THE PEOPLE WHO NEED TO BE TARGETED. THE TSA GUY THAT I COMPLAINED TO WAS A COMPLETE SMART MOUTH WITH ME AND WAS EXTREMELY RUDE AND HATEFUL.

1/21/2013 1:50:37 PM

HE KEPT TALKING ABOUT (b)(6) (b)(6) DIDN'T BLOW UP A PLANE. HE NEEDS TO COME UP WITH A DIFFERENT ANALOGY.

IT IS A SAD DAY IN AMERICA WHEN INNOCENT PEOPLE ARE TARGETED FOR ABSOLUTELY NO REASON AT ALL. NO REASON FOR ME TO BE TOUCHED IN THAT MANNER THEY HAD ALREADY PATTED ME DOWN. NO REASON AT ALL.

I THINK WHAT UPSETS ME MORE IS THE SMART MOUTH TSA MANAGER THAT WAS SO EXTREMELY RUDE TO ME. I MIGHT HAVE JUST WANTED TO VENT. IT IS HIS JOB TO LISTEN, BUT NO HE WAS SO ARGUMENTITIVE AND HATEFUL SO NOW YOUR GETTING THE COMPLAINT.

JUST SO YOU KNOW I CAME BACK FROM CHICAGO WITH THE SAME CLOTHES ON MY BAGS PACKED EXACTLY THE SAME WAY AND NO RED FLAGS NO NOTHING. NO TESTING OF MY HANDS, NO GROPING OF MY BODY.

SOUNDS LIKE YOU HAVE A BUNCH OF BARNEY FIFE'S RUNNING AROUND THE NASHVILLE AIRPORT.

AMENDMENT IV TO THE CONSTITUTION STATES - THE RIGHT OF THE PEOPLE TO BE SECURE IN THEIR PERSONS, HOUSES, PAPERS AND EFFECTS AGAINST UNREASONABLE SEARCHES AND SEIZURES. I FEEL MY RIGHTS WERE VIOLATED IN EVERY WAY.

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 11:31:37 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX on the morning of Jan 21st, 2013
Approx 5;15am, Terminal 1 (Southwest)
TSA emloyee name: (b)(6)
Comments:Sirs,

1/21/2013 1:51:12 PM

I travel often and have never had any problem with TSA. Generally I think TSA do a good job.

Today I opted out and asked to get "pat down" screen. The employee (b)(6) called for male screening but it was barely audible even to me standing close to her, I waited for few minutes and when no one came I asked her again to call. She seemed annoyed that I had interrupted her private conversation with another TSA employee.
Again the call was barely audible so I knew no one would come. So I waited another several minutes, and no one came (it was not that busy), When I asked her the third time I asked if I could speak to a supervisor. Just then a male TSA officer came by chance and saw me standing and asked if I was an opt out.

As I passed (b)(6) I looked for her badge to get her name and she thrust her badge into my face (almost hitting me). I spoke to the supervisor and informed him that I thought (b)(6) was uncooperative, unprofessional and needlessly antagonistic towards me. The pat down was very professional and other TSA officers did good job.

I felt that (b)(6) was needlessly discourteous to me and very rude.

Thank you for your time.

Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)

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

Mailing Address: (b)(6) Snellville GA 30078

Email: HYPERLINK (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please

provide the third party's

name and contact information: not at this time but considering

1/21/2013 5:17:11 PM

What happened?

On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to

Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta

Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent

(agent s name is (b)(6) waiting for me upon exiting the scanner did a manual pat down,

which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to

25 round trips per year, for the last 24 years. I am very familiar with the process and have no

issues with it, as long as passengers are treated with respect and courtesy. The TSA agent

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 3:24:39 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):21-JAN-2013 0625
American Airlines Flight 0686 SAT to DFW

1/21/2013 5:17:42 PM

Comments:During a screening, TSA supervisor insisted that I turn over into his possession my USD cash, credit cards, and US passport. I called for his superior. He informed my that he is the only supervisor and that his word is authoritative and final. Furthermore, he told me that if I refused, he would order San Antonio Police Department to perform a "civil search." The SAPD officer declined to become involved. I refused to turn over these items, and then he accused me of attempting hide something. Another TSA employee said, "He is definitely hiding something." The supervisor attempted to take hold of the cash, and it fell to the ground. I retrieved it.

This behavior goes beyond simple inconsistency. It is inappropriate to handle money. It is intimidating and absolutely improper to threaten invocation of local law enforcement. Threats of having local law enforcement perform functions of TSA make the administration look silly and naive.

I will not stand for being accused of being a criminal. I certainly will not be intimidated by an improperly trained staff member acting like a common criminal, shaking me down for cash.

I am seeking the surveillance video, and I am requesting that TSA investigate this matter. I look forward to the administration's response.

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 4:18:21 PM

1/21/2013 6:15:17 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):From Denver International Airport, Frontier Airlines flight #708 on January 12, 2013, gate A29, concourse A security checkpoint between 10:15 and 11:02 am. Agent (b)(6) was main contact
Comments:I am Type 1 diabetic with insulin pump. I informed agent (b)(6) of my pump, I said I would go through full body xray, but pump could not. Was accused of refusing backscatter machine, was told pump could go through backscatter machine, medical letter which specifically says NOT to subject pump to x-ray was adamantly refused, was not read pat-down rights as required, carry-on subject to excessive screening in defiance of January 2012 agreement with ADA as it was swabbed before I had a pat-down or my hands swabbed, was subject to painful, squeezing patdown, I was told to stop "crying and bitching" (I was crying, but was trying hard to be polite), carry-on tested positive so subject to 2 more identical pat-downs and lots of rude remarks. Eventually, everything was cleared after 3 different swabs.

I feel this was excessive screening simply because I asked for my pump to be hand inspected. Agent (b)(6 was rude and kept rephrasing my words into something I HAD NOT said. I never refused to go through the backscatter machine, I simply asked for a hand inspection of my pump.

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Remote Client IP: (b)(6)
Date Time: 1/22/2013 12:12:12 AM

1/22/2013 8:18:13 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 122 from Phoenix, AZ to Portland, OR on 1/21 at 6:45 am.
Comments:I was pulled aside to do additional screening. I was told by the female TSA agent that she would be feeling around my breasts. This was humilating and I felt completely violated. I was not told of any alternative screenings I could partake in. I had to do it in front of everyone - including other TSA agents that were inappropriately watching this woman "fondle" my breasts. How is this not considered sexual harassment? When I asked why they were doing this to me she said "because they told me to." This is unacceptable.

I realize that security is of upmost of importance but grabbing my breasts in front of everyone seems absolutely unnecessary.

Why did I have no other choice than to be inappropriately touched while everyone watched?

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Remote Client IP: (b)(6)
Date Time: 1/21/2013 11:38:22 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Items Not Permitted Through the Security Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JetBlue Flt 56, Burlington VT
Comments:We were traveling tonight from Burlington to JFK. Our 6 year-old was traveling with us and we wanted to bring a 6 oz juice box with us through security. It is our understanding under TSA policy, you could bring milk/juice for small children (which is not defined on the policy page - but if an infant is 1-2 y/o, toddler 3-4 y/o, a small child should be 5-6 y/o).

1/22/2013 8:18:19 AM

We had been though Burlington before (along with JFK, LGA, LAX) - but Burlington about a year ago. We have never had a problem bringing a juice box through - we show it to them, they do some additional screening (which has varied by airport from a full pat down secondary screening (BTV) to a swab of the boxes and test (JFK, LGA).

Tonight we were told that we could not bring it through. When we told them that we had most recently brought it through JFK and had brought the same items through BTV in the prior year, I was told that they should never allow any juice boxes through. They did not question the size (saying it was too big) - just that it could not come through.

We asked for a supervisor who informed us that no liquids > 3.1 oz could come through. When we asked about the kid/juice policy, we were informed that none were allowed through since 2006 - which is inconsistent with your policy posted on your web site.

We were informed that we could purchase juice post security and that the planes would have it. Unfortunately, the TSA was misinformed as there was none to purchase post security and B6 only provides soda as part of their express service.

As a frequent traveler, I can understand security risks. However, I think it was unreasonable that we could not bring through a juice box for our son. We still consider him to be a small child under your policy - but if we were mistaken, can you please let us know what you consider to be a small child for the exception and post that information on your web page as well.

Thanks.

To Whom to May Concern:

On January 16, 2013 I was attempting to board an Airtran flight from STL – MCO via the east terminal at Lambert International Airport in St Louis, MO. I was in a queue for screening since I saw everyone was going through the magnetometer. As a Registered Technologist in Radiography (RT-R) I have worked around radiation my entire professional career and understand its dangers, especially the dangerous "Backscatter" which the public has been told repeatedly is not dangerous. All which preceded me walked though the magnetometer with no problem. I was directed to the harmful radiation check, so I told the woman I wanted to opt for the pat down. She made me stand to the side for about ten-minutes while she "Went to get a female" for pat down screening. At that point, as a government employee, she had no idea of how ridiculous she sounded. From all appearances she was a woman and could have screened me quite easily right then and there. Now other travelers were being inconvenienced as well. I asked a man agent just standing if I could walk through the magnetometer, like others had resumed. In typical government employee fashion he told me I was chosen for the x-ray screen and could not deviate. With no critical thinking ability to work with the general public, I feel sorry for these clearly ignorant people. After almost 15-minutes of just standing without my possessions in clear sight, I was directed to two young women who were delightful to work with for advanced screening. At last I was able to put on my shoes and gather my personal belongings which were left out in the open for any TSA agent to pilfer (which there are plenty of documented cases of recently).

1/22/2013 8:19:34 AM

It was clear to me they do not regularly work in the East Terminal at Lambert, since they were NOT rude, intolerant, nor vindictive like the others I encounter at least twice a month. (b)(6) told me she normally works at the A area and (b)((b)(6 was new to the TSA. Please promote these women and put them in charge of customer service training of there is such a thing for such an abusive governmental agency. Unfortunately they are the exception not the rule for TSA employees at (b)(6)

St Louis is the worst airport for TSA screening. If they are so unhappy with their vocational choice they should find another line of employment, not torture the travelling public who pay their wages. It is clear the average TSA employee has no critical thinking ability, as exemplified by the first woman I encountered. If she had any common sense she would not have inconvenienced me or any other travelers by moving to another spot (where I could see her) and talking to several co-workers while pointing at me and just did the screening process.

To continue on the theme of travel nightmares, at MCO (Orlando) attempting to clear security to go to gate 106, the passengers were stacked up like cordwood. It appears there were about 50 uniformed agents having some sort of rally or party. The queues were not moving yet the rally cries and clapping were legion. If there is to be a celebration, please send a memo. To have so many employees clearly neglecting their charges is unconscionable. There were at least four scanners which went unstaffed that could have screened all the travelers who were wrapped around the rope line. I did take a comment card, but I do not trust the local staff to turn unfavorable comments in to headquarters. I really have no confidence this will be read by anyone who can make a difference.

The following has been sent to TSA Seattle as well as Port of Seattle Police.

(b)(6) JAN. 17, 2013

(b)(6)

BRIER, WA 98036

PORT OF SEATTLE POLICE

2711 ALASKAN WAY

1/22/2013 8:19:55 AM SEATTLE, WA 98121

HOMELAND SECURITY/TSA

17801 INTERNATIONAL BLVD S.

BOX 309 SEATTLE, WA 98158

Tsa-contactcenter@dhs.gov

COMPLAINT: SEATAC AIRPORT

DATE: JAN 4, 2013
Disability Description: Callers mother uses a walker. The last time she went through security screening at MCO on Feb 6th 2012 12:05pm on Delta Airlines she was asked to walk without her walker. She is getting ready to fly again from Detroit to MCO.

Information Request: She is needing to know the screening process for her mother since she is not able to walk without her walker. Will she be required to take her leg braces off during screening. Caller is needing to know if she will be permitted to go through the screening process with her mother if she is not flying.

Response Details: Her mother will need to inform our officers of her condition and of her ability once she gets to the screening checkpoint. Since she is not able to stand or walk without her walker she will not be able to go through the AIT screener and will have to go through a patdown screening. She is permitted to request a private screening room at anytime during the screening process and a friend or family member will be permitted to go in the room with her during screening.

1/22/2013 11:22:31 AM She will not be required to take her braces of during screening if she is not able to.
If a non-traveling companion wants to accompany a passenger to and or from the boarding gate, he or she is required to go to the airline ticket counter and show identification and request a gate pass to gain access to the secured area. After receiving a pass, the companion will be required to show the gate pass and valid, Government-issued photo identification at the TSA screening checkpoint to undergo security screening and proceed to the boarding gate area.
Provided her with the contact number for the CSM at MCO since she did not want me to send the information to the CSM.
Email not sent.

Incident Details: Caller stated that she did not feel that her mother was discriminated against and that it was just poor customer service.

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Remote Client IP:(b)(6)
Date Time: 1/22/2013 11:21:10 AM

1/22/2013 12:40:08 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Regan National Tuesday Jan 22, 2013 around 10:40 am
Comments:(b)(6) and (b)(6) were both rude. One telling us, after we asked for bins, in a slow loud methodical voice that they were getting more bins. (b)(6) did my requested pat down and was rude when I indicated that passeners were handling my property which was a good distance from where I had to stand. Your job is tough enough with out adding rudeness to the mix, especially when tired citizens are returning from something like the inauguration.

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Remote Client IP:(b)(6)
Date Time: 1/22/2013 1:23:53 PM

1/22/2013 2:16:26 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Air Lines Flight#4634 Class L.
Colorado Springs CO, USA
Delta Air Lines locator GW4BND
Electronic Ticket:(b)(6)
Depart: 21 Jan 2013 Monday 05:20 PM
Gate 4, Zone:3, Seat 7B
Ut. Drivers license:(b)(6)
Date of Birth:(b)(6)
COS-SLC
Comments:We arrived at the TSA inspection at approximately 3:00 PM for pre-boarding screening. We were the first in line for the process (2hrs prior to Flight Time).
Since I am 76 yr old, I was allowed to leave my shoes on my feet. I informed the screener that I had a prosthetic right knee (Titanium). The detector was two sensing poles that we walked through. When the sensors detected my prosthesis, I was required to remove my shoes and empty all pockets :candy, cough drops , wallet , belt etc. (3 boxes full) . Passing through the sensors again , my prosthesis was again sensed. No wand was used to verify the prosthesis. The screener required me to step out of line in front of the ones being processd. He proceeded to place surgical gloves on both hands, reached in the front of my trowsers and proceeded to palpate my genitals; after which he placed his hand inside the back of my trowsers, inserted his hand and forced a finger through my jockey shorts and penetrated my rectum . All of this proceeded in full view of 20-40 TSA inspectors and many people being processed.
I guess this was the equivalent of a cavity search for no obvious reason in full view of the whole terminal.
I would appreciate an explanation of the reason for this search. I am a retired Government employee, have been cleared for secret clearance during this employment. I have never been arrested, etc. The fact that said inspection was performed publically was embarassing to say the least.

Caller left MCO on Sunday 20 Jan. 2013 at or around 1300 hours on American Airlines flight AA2291 departing at 1630. Caller states that he went through the handicapped line and he did the normal screening procedure. Caller went through AIT and an anomoly appeared around his waist band. Caller states that he recieved a patdown from an officer described as a white male approximately 5 10 abnd being approximately 40 YO. Caller indicates that the subject weighs between 150-160 lbs with short, light brown hair.
Caller states that the officer noticed a pouch attached to his waist band and inside of the pouch was two fifty dollar bills and approximately 6-7 one dollar bills. The caller removed the pouch and handed the pouch to the screener. The caller states that the screener walked the pouch to the entrance of the X-Ray machine where the screener took an unusual amount of time to place the pouch onto the belt. Caller indicated that the length of time to put the item on the belt was at or around 2 minutes. The money was missing from the pouch when it was returned to him. Caller is concerned that this individual is taking advantage of senior citizens. Caller is wanting to file a claim for the items as well as give information about the subject.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

1/22/2013 2:57:55 PM

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

Contact Information:
Email (b)(6)
Phone (b)(6)

The caller indicated that she is generally sought out for additional screening at both PHX and ATL. She indicates that she feels sexually harassed and discrminated against due to her sex and small size and figure by male TSA workers. She always is selected for a pat down, physical inspection of belongings, or ETD, She mentioned an incident at PHX where she received a complete pat down in regard to a small hair pin that set off an alarm.

She just went through the checkpoint about 15 minutes ago on 1 22 13. She stated that she was in the military line and is generally not asked to remove her laptop. She indicated that she did not do so, and then all of her items were rescanned multiple times. She indicated that she feels picked on and unsafe. She feels that the male TSO pick on young girls.

1/22/2013 3:13:28 PM

Southwest Flight ROMILNR departing at 3:55pm from C22. (I explained that flight numbers were generally three or four numbers, however she indicated that she did not have this).
Confirmation # (b)(6)

I advised in regard to discrimination, that I would transfer her call to an agent that can assist her in obtaining the necessary documents as a formal complaint must be made in writing.

I explained that laptops are required to be removed from carry on baggage. That is standard procedure. I explaind that in the existance of an alarm, TSO are required to clear these alarms via additional screening including a pat down.

I advised that I would refer the information to the incident at ATL to the CSM there.
Caller flew out of Newark on Jan 18th had a 2:30PM flight on United out of Terminal C. Passenger went through screening at 1:15PM. He requested a patdown because he does not like the AIT machine. The TSA officer at the checkpoint was rude and made him put his wallet through the x-ray machine while getting the patdown. The passenger asked for his wallet not to leave his sight; he then asked for a Supervisor. She was also rude and he said this isn t a major complaint but he wanted to make TSA aware the agents at the check point was (b)(6) and the Sup was (b)(6) Badge# (b)(6) The Supervisor would not give their infomation until they seen all of the passenger ID once again even though he was in the sucure area. He also requested that the CSM at Newark give him a call back that way he know the situation has been resolved.

1/22/2013 3:37:18 PM

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

The caller indicated that she is generally sought out for additional screening at both PHX and ATL. She indicates that she feels sexually harassed and discrminated against due to her sex and small size and figure by male TSA workers. She always is selected for a pat down, physical inspection of belongings, or ETD, She mentioned an incident at PHX where she received a complete pat down in regard to a small hair pin that set off an alarm.

1/22/2013 3:41:22 PM

I explained to caller that if she would like to have TSAs Multicultural Branch investigate this as a possible sexual discrimination or civil rights violation, the complaint must be made in writing and explained that we could email her an RFI with a list of what information was needed. Explained once received by the MB they can determine if this rises to a civil rights claim. Went over the details of how the process works and provided her the EID for this call as a reference. She said that this typically occurs when traveling through PHX and ATL airports. I suggested she provide as many specifics on the email as possible to help with the MBs review of her submission.

See EID (b)(6)

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Remote Client IP (b)(6)
Date Time: 1/22/2013 5:17:44 PM

1/22/2013 6:13:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Baton Rouge, Flight AA 2758

TSA angent is (b)(6)
Comments:I would like to be reimbursed for the flights we missed due to TSA failing to follow procedure for screening. Please email me or call me at (b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 1/22/2013 5:01:29 PM

1/22/2013 6:13:45 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I applied for a Global Entry, Pre-Flight card, went through the screening and have it. I used it for the first time on the trip I am currently on. On both flights I was "rejected," selected for the regular screening. This makes me wonder whether I am in fact enrolled in the program. How do I find out whether my number is in your system.
Caller flew SRQ to ORD aboard United Airlines and always asks for a patdown. Caller did not request a patdown in a private area and was shuttled away(without her shoes)to a private screening location quite a ways away from the checkpoint. Caller wants to complain to someone at SRQ because she was treated very rudely and feels the officers at SRQ have no idea what they are doing. She also feels she was mixed up with another passenger who required a private screening and this may have compromised security at this airport.

1/22/2013 7:11:29 PM

Resolution:

Provided caller with the number to the SRQ CSM at 813-241-3829 to file her complaint directly with someone at the SRQ.

We always opt for the pat down instead of the xray machines. In seattle, TSA staff are always pleasant about it. In A nchorage, the staff are always grumpy about our choice to opt out.

1/22/2013 8:08:07 PM

It is our choice, and I don't think we should be shamed for doing that.

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: 1/22/2013 6:46:29 PM

1/22/2013 8:08:19 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:For the Fourth time in a row the imaging machine at the TOL airport has indicated something at my right wrist that required extra screening.
There was nothing there,again.
The machine needs checked.
I was not wearing a heavy shirt any of these times.
There is NO reason for this extra screening.

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Remote Client IP: (b)(6)
Date Time: 1/22/2013 9:13:05 PM

1/22/2013 10:12:07 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:Dear TSA customer care manager team:

I sumbitted a complaint on January 7th and 8th via the main TSA site and airport specific site (Newark), respectively. My complaint was regarding the treatment of my elderly father-in-law at Newark airport on January 7th. I have not heard from the Newark customer care manager. My family and I appreciate a response to our concerns.
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Remote Client IP: (b)(6)
Date Time: 1/22/2013 8:58:24 PM

1/22/2013 10:12:12 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:Hello,

I was traveling today (1/22/13) through BWI via American Airlines from Baltimore to Miami to Houston. As I was coming through security I had to get screened for a pat down. I was fine with that. I was rushing to get to my flight. There were 5 ladies around and I had to wait a few minutes for 1 lady to come and assist me. I told them I was running late for my flight and none of them was busy. The lady (b)(6) came to pat me down. She told me "if I was not rude I would have been seen faster". I replied "if there were more attendants I would have been seen faster". She was very rude and had unacceptable behavior. I fly quite frequently and I don't believe I have to tolerate any form of disrespect. I appreciate the need for extra safety measurements however a lot of the TSA representatives are rude like the one I encountered today.
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Remote Client IP: (b)(6)
Date Time: 1/22/2013 11:40:59 PM

1/23/2013 8:22:55 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. Ft. Lauderdale airport
Comments:I am a very frequent traveler and am enrolled in tsa pre. I have never experienced anything like what occurred today 1/22/13. i went through the body scanner. the two tsa agents were commenting to eachother something about the system not working consistently. i am pulled aside and told i need an invasive pat down. i asked why since i went through the scanner. i was told the machine did not take a clear image. i volunteered to go through the machine again and am told it is a "one shot only" deal. so, i voluntarily go through a scanner that is an invasion of privacy, yet i still get patted down because the machine doesn't work. none of this is my fault. how can this be happening in this country. why can't tsa handle these body scanners years after they were introduced and after thousands of complaints?

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Remote Client IP: (b)(6)
Date Time: 1/23/2013 10:47:06 AM

1/23/2013 12:23:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Checkpoint terminal C, Boston Logan Airport
TSA officer: (b)(6)
Comments: I asked for a opt-out and officer (b)(6) performed the patdown. I understand it has to be a firm patdown, but there are limits. There is a difference between a firm handshake and one that crushes your hand. This difference seems to be lost on agent (b)(6) I am fat, and that means that if someone's idea of pressing down on my flesh until they meet resistance is to press down until they feel the bones underneath, the pressure they need to use goes way beyond firm. And for any female, if one pats down the inner leg upward until they meet the resistance of the pubic bone, it means that they pressed for almost 1 inch into the pubis itself. Someone should also explain to officer (b)(6) what it means to keep her hands horizontal (that is parallel to the ground), not with fingers pointing slightly upwards when she performs the inner leg patdown. Maybe officer (b)(6) is not trying to unnecessarily humiliate anyone and she has some medical condition that makes her tactile sense less finely tuned than normal. But then she should not be allowed to do patdowns.
Caller went through security at Ft. Myers airport and claimed her ipad, phone charger, and ipad charger were taken from her purse at the screening checkpoint. The purse was on the carousel and she found the items missing immediately following the screening checkpoint. The caller had recieved a patdown and she says that was the only time she wasnt in line of site of her purse.

Told the caller in order to file a claim, she 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. The claim will be processed in accordance with the Federal Tort Claims Act.

1/23/2013 12:25:10 PM

Airport: Ft. Myers
Airline: Delta
Flight number: 2074
Date and time: Jan 22, 6 pm
Baggage claim: (b)(6)

Apologized to the caller and told her I would send the claim form ASAP.

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Remote Client IP: (b)(6)
Date Time: 1/23/2013 12:06:12 PM

1/23/2013 2:00:53 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA5431/United/ terminal C/ MKE airport/ gate C-9
Time through TSA screening approx. 10:50am cst
Comments: I am newly pregnant and did not feel comfortable going through the machine so I asked for a pat-down. I have researched that this is well within my rights. Three of the TSA officers were extremely rude and treated me like I was being unreasonable, making comments and rolling their eyes. The woman that patted me down (name (b)(6) told me that if I don't feel comfortable going though the machine, I "should not fly. Nor "should I use a cell phone, computer, or anything for that matter." I am extremely appalled by this treatment. I flew through CLE on the way to Milwaukee and was certainly not treated like this when I requested a pat- down.
I hope that this will be addressed.
Thank you.
Caller asked about wheelchair procedure through the airport at the screening checkpoint several months ago and lost rings and necklace. It happened May 24, 2012 in Ft. Myers on a flight to Detroit. The screener rubbed a paper over both the hands and neck area of the passenger. After the patdown procedure she found the items missing from her fingers and neck. She called lost and found at Ft. Myers and they did not have the items.

Airport: Ft. Myers
Airline: Delta
Date and time: May 24, 2012 between 9 and 10 a.m.

1/23/2013 3:43:58 PM

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.

Told caller she would be contacted by the CSM at Ft. Myers.

Caller did not have an email address. Mailed caller a claim form packet.

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Remote Client IP: (b)(6)
Date Time: 1/23/2013 7:26:40 PM

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

1/23/2013 8:04:07 PM

Complaints:Inattentive Screener - Lax Security
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 662 at SFO, Premier Access Gate, all the way to the right
Comments:Dear TSA,
the woman in front of me at the security checkpoint today had a toddler with her and a stroller. Your TSA employee told her she didn't have to take the body scanner but opened the metal detector for her (she didn't even ask for it). Is this the message you're sending? All adults need to go through the body scanner or be subjected to a humiliating pat down but the procreating population doesn't? If that's the case I will make sure to wear a baby doll around my chest next time I fly to avoid the scanner. What a hypocrisy. You're clearly telling us that you're afraid something could happen to the precious child if it got scanned but it's OK for us idiot adults to go through it. I should also mention the lady was carrying big bottles (more than 3.4 ounces) of various liquids and just because there was a goddamn baby attached to her hip, none of this mattered to your agent. Way to teach everyone how to get through security with whatever you want to get through it. Apparently there are differently rules once you pop out a baby. Good to know.

Regards,
(b)(6)

1/23/2013 8:04:14 PM

On Jan 10 I was a working crew member in uniform and received a pat down, when checking her gloves the alarm for explosives went off. Two agents then went through everything in my bags removing clothes, bottles etc. I also had to get a second private pat down with 3 TSA agents.
My first question to you is why do I have to receive a second pat down using the front of the hand? Are they going to find something different with the front of their hand as oppossed to the back of their hand? Unless of course it is just to feel my breasts full on! Not a single agent could show me proof that they indeed get to feel my breasts full on even though I asked for that in writting. How do I know that is the truth? There must be some kind of informational card you can give to the public.
My second question would be since I did not even ring for explosives the second time around why did I ring the first time? Seems like a huge waste of time for all involved. A joke actually!
This pat down took 40 minutes to complete! I asked the agents to contact my company. they would not do that, remember I was a uniformed, working crew member. I delayed the flight. Noone knew what was happening with me.
Do you think this is the way this should have been handled?
When are you going to implement the known crewmember line in SAN?
I'd like answers to my questions.

(b)(6)

Sent from my iPad

1/23/2013 9:01:44 PM

When: 23Jan2013, approximately 6:15 pm MST
Where: Boise Airport (BOI), Boise, Idaho
Synopsis of Event: During TSA screening at the above noted time and date at the noted airport, I requested to "opt-out" of the backscatter x-ray screening process, knowing that I would have to go through the patdown process instead. I was also traveling with breast milk that I expressed during the time I was away from child. The female TSA agent that conducted the pat down then proceeded to ask the following questions of me during the pat down process: How old is my child? Is he my only child? Was my child beginning to get teeth? Did I travel frequently? She then made comments regarding her own breastfeeding experience when her child began getting teeth.
My complaint is that I felt compelled to answer these personal and irrelevant questions regarding my child while in a security setting. Questions about my personal life, especially if overheard by another person will ill-intent, can leave my personal security and that of my family in peril. In this case, someone would have valuable information that I travel frequently and am away from my 9 month old son. My fear was that if I did not answer these questions, then I could be denied access to my flight.
Proposed Resolution: Any questioning of passengers during the screening process should be limited to those necessary to conduct the security process and assess security threats.

Security is a serious business, and it should be taken seriously.

Dear TSA,
You just sent me an answer to my complaint saying "
However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. "

The woman I was referring to didn't receive a patdown nor did her child. They simply had the body scanner waived, walked through the metal detector and had none of their liquids inspected. Upon my inquiry with a few friends. I've received numerous confirmations that apparently women with children are not subject to the same rules as everyone else and receive special treatment based on the sheer fact that they have a child with them. I find this utterly unacceptable.

Regards,

(b)(6)

Sent from my iPhone

On Jan 23, 2013, at 6:27 PM, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

1/24/2013 8:51:54 AM

> Thank you for contacting the Transportation Security Administration.
> While many routine inquiries can be responded to in less than 48 hours,
> some responses that require additional information may take longer.
> The Contact Center's frequently asked questions
> <http://www.tsa.gov/contact-transportation-security-administration>
> page has answers to the most common inquiries we receive from the
> public.
> If you are writing to find out if you can pack a certain item in your
> carry-on or checked bags, you can use our "Can I bring my _____
> through the security checkpoint?" tool located on the www.tsa.gov
> homepage. Just type in the item name into the box, hit the "submit"
> button, and the tool will tell you if it's permitted or prohibited in
> both carry-on and checked bags.
> The Travelers <http://www.tsa.gov/traveler-information> page has a
> great deal of information, including acceptable IDs, traveling with
> liquids, special medical needs, tips for members of the military and
> people with special medical needs, the prohibited items list, and tips

The caller that he flew on Fronrier Airlines from TTN to MCO and back. He had a NOI in his baggage. His shaving kit was opened and the toothpaste was not closed back his toothpaste was all over his shaving kit. He was upset that the TSO did not place the top back on it. The caller stated that he has a hip replacement and when the alarm sounded he was given a patdown. At Orlando he was able to leave his shoes on because he is 75 and go through the AIT a second time to clear the alarm sounded. He wanted to know why was ask to remove his shoes at TTN and not MCO. He stated that the technology at MCO was much better and he did not have to have the human pat down. He wanted to make the suggestion to tell the TSO to place the tops back on toothpaste and the screening process should be the same in all airports. He also stated that EWR did not have the technology either and he has to get a pat down there as well. He wanted to know why AIT is not in all airports

Advised Caller:

1/24/2013 9:01:42 AM

The AIT is fairly new and is not in all airpots at this time. It is something that is intended to be implimented in all airport eventually but unfortunately it is not availble at all airports now. When an alarm sounds we are required by law to clear every alarm on people or their belongings. The methods is which this additonal screening is done is up to the TSO performing the screening at the checkpoint.

I do appolize for the inconsistency betweent the different airports you have flown through. I was file your complaints that you have mentioned. Because TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller flew January 5th on Delta. She asked for a patdown. She asked for a hand inspection of her pills. The TSO was swinging the pills in her hand. The other TSO doing the patdown kept telling her not to touch anything. Caller went to grab her sunglasses that were on top of her suitcase and was told again not to touch anything. When her suitcase came out she was missing her sunglasses . All the TSOs were rude including person at Lost and Found.

1/24/2013 10:21:39 AM

Airport: LGA
Airline: Delta
Flight Number: DL2395
January 5th 7:47am (Two hours earlier she was at the checkpoint)
Terminal: C32

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours.

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Remote Client IP: (b)(6)
Date Time: 1/24/2013 10:34:07 AM

1/24/2013 12:07:55 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jan 22. LAX arriving at AA terminal. Disabled transport took me OUT of secure area to UA terminal 4.
Comments:Jan 22. Legally Disabled wheelchair bound. Arrived LAX approx 0900 on AA transferring to UA for continued flight. AA transport took me OUTSIDE secure area at AA to UA terminal mandating going back through security. Transport took me to UA security in wheelchair. I can stand but not walk safely without my cane. Security demanded I send cane through scanner machine and that I walk and stand without support in full-body scanner with arms up. THIS IS NOT SAFE FOR ME. Three different TSA persons just continued to issue orders and would not listen to my repeated warnings that I am a fall risk and MUST have at least my cane for support. I recognize the need for security but this is the first time this legally disabled 70-y.o. has been so completely disrespected and put at a high level of personal injury risk. TSA personnel at LAX appear to have don't-give-a-damn attitude and are disrespectful with their ego-inflated power. Could not I have been allowed to hold on to some kind of stabilizing grip and a "wand" be used... or some other way rather than putting a disabled senior at high risk of fall/injury?

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 1 24 2013 1:37:16 PM Airport : BWI - Baltimore-Washington International Date Time of Travel : 01 19 2013 3:00 PM Airline Flight Number : SW1752 Checkpoint Area of Airport : A-Checkpoint TSA Employee: (If Known) : TSO (b)(6) and STSO (b)(6) Comment : On Saturday, January 19, 2013, 1:50 p.m., I went through the scanner at A-Checkpoint at Thurgood Marshall Baltimore-Washington International Airport to board Southwest flight 1752. An anomaly was detected and the TSA employee, TSO (b)(6) indicated that I was to raise my arms. I did so. Then she said she would touch me "high on the leg" which, to me, means thigh. The next thing I knew, she roughly shoved some part of her arm or hand into my crotch. I was extremely surprised and offended and told her not to touch me there. She had said nothing about examining that part of my body. She accused me of touching her, which I was unaware of doing. She would not listen to me when I told her I was wearing a sanitary pad. The supervisor, STSO (b)(6) also would not initially listen to me when I told her about the sanitary pad and disregarded my claim that TSO (b)(6) had said nothing about touching me in the crotch area. She would not let me speak. Finally, as I was becoming more and more panicked, STSO (b)(6) decided to let me pass.

1/24/2013 2:12:26 PM

I feel that most TSA employees are relatively respectful of the passengers who are compelled to pass through their screening. Some are even friendly. However, (b)(6) communicated poorly and was very disrespectful of my dignity and of me as a person. I do not know what sort of training your employees receive regarding communicating their intentions to passengers, but if they receive any at all, (b)(6) must have missed that class. Your employees have no way of knowing what psychological scars people carry. Many passengers have been sexually abused and the kind of treatment I received from (b)(6) can be very damaging psychologically. Although I would not have been pleased to have my crotch examined to determine the nature of the detected anomaly, if I had been adequately told to expect it, I would have tolerated the intrusion. TSA expects passengers to respect their employees. I think we passengers deserve the same courtesy. It takes little time to say "please" and "thank you" when asking a passenger to endure the postscreening grope. Explaining exactly where a person will be touched would go a very long way toward enhancing relations with the public by ensuring calmer customers and making TSA's job easier and more pleasant. As it now stands,TSA has a reputation among the flying public of a bunch of uneducated bullies who enjoy pushing people around.

It is not for me to prescribe TSA policy but it would be worth considering following the Israeli model of airport security. Treat your employees as the professionals that they should be. Teach them to use their minds, to respectfully ask a few pertinent questions, and read body language; rather than relying on technology, that is known to be less than effective, as a panacea of threat detection. It seems to work for the Israelis. It would probably work for the US, too.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller son is a patient at St Judes in Memphis, TN. He has a port that goes to his heart. The port is to draw labs and give chemo. They flew form Tri Cities to Charlotte and then to Memphis. She gave the TSO the card for his port at Charlotte Douglas International Airport. She said that she does not remember getting the card back. She said that they missed the flight from Charlotte to Memphis. They will be flying tomorrow at 7 am from Memphis to Charlotte and then to Tri Cities on US Airways. St Jude told her that they can not give her another card because of the data contained on the card.The card has a unique Id on it and it states that the passenger should not go through the metal detector. Her son has to have a patdown. She wanted to locate the card. She said that it was TSA s fault they missed the plane and she wants to know who is going to pay for it.

1/24/2013 3:42:53 PM

I gave information per: http: www.tsa.gov airport-lost-found-contacts
Charlotte Douglas International Airport
704-916-2200

Memphis International Airport
901-348-5400 (TSA)
901-922-8050 (Memphis Airport Police)
I advised her that she can contact the airline and ask about getting a refund. I also told her that she can get the number for the CSM at the airport by choosing option 5 on the IVR and entering the airport code.

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Remote Client IP: (b)(6)
Date Time: 1/24/2013 2:57:44 PM

1/24/2013 4:14:37 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Airlines Terminal, Philadelphia Airport
January 8, 2013 between 10:30-11:00 AM
Line 2
Comments:When I requested pat down rather than X-ray
screening because of a medical condition, the young white male became very insistent that I go through the X-ray. I declined and requested that my belongings, including my purse and carry-on bag which was in screening be placed where I could watch them and they would be safe, he refused and laughed at me saying that no one steals from the counter. I begged and pleaded to the point of tears because the screener for the pat down did not come for almost 15 minutes. Meanwhile my purse, etc. were still on the counter where anyone could have picked them up and left. Both the young white male and the young black male directing people through the X-ray machine tormented me about staying where I was and no, they would not get my belongings. Finally the female screener came and called a supervisor who apologized profusely and said he would handle the situation. No passenger should be treated in this manner and these 2 employees either should be dismissed or given a lot more training. It should be automatic that anyone going through pat down procedure have their belongings brought to them where they would be in full view and safe.
Caller traveled from Phoenix to Denver to Madison and had an NOI in her and her husband s bag. They checked their bags into Frontier at 530 AM Caller had a bright green and white strap that goes around her bag that was not returned. Caller is not able to obtain this strap without buying a whole new set that included a matching tag, bag, etc. Also, the outside pocket was left unzipped and a magazine was in this pocket and was not returned but this isn t the issue. Also, caller complained that there was no scanner at the Phoenix airport. The caller has artifical knees and wanted to be screened, however she had to have a thorough patdown.

1/24/2013 5:30:19 PM

Informed caller:
Airline: Frontier
Airport: Phoenix Sky Harbor
Date Time: Today 735 AM
NOI: present
Baggage claim: (b)(6) PHX to DEN to MAD
Flight: 862

TSA hand inspects a checked bag if an alarm was set off, which explains the NOI. Books and magazines can set off the alarm, and it is surprising at the kinds of things that people hide in these objects. Not all airports are able to have the advanced technology, for whatever reason, but TSA is trying to spread this technology to more airports.

-----Original Message-----
From: (b)(6)
Sent: Sunday, January 20, 2013 2:50 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

1/24/2013 6:00:46 PM

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

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

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

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Remote Client IP: (b)(6)
Date Time: 1/24/2013 6:39:06 PM

Name: (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Transferring from Southwest flight 2333 from Sacramento, CA, arriving at San Diego at 9:30a to Southwest flight 312 leaving San Diego at 12:10p, arriving BWI at 7:55p; Southwest terminal at SAN DIEGO INTERNATIONAL AIRPORT
Comments:PLEASE READ CAREFULLY. IT'S LONG BUT THE SITUATION WAS COMPLICATED.

1/24/2013 8:01:06 PM

I have several complaints:
We were traveling home from my husband's brother's FUNERAL and were sad and upset.

1. I have a metal and plastic hip replacement. I told the screener before I went through the device. He told me "no problem, we'll take care of you." The metal alarm went off. I was wearing absolutely no metal on my clothes or body. I was directed to the side. Not one person told me what was happening. I have never been patted down due to my hip replacement before at any other airport and I have traveled extensively since receiving it. I was led away by the screener without being able to retrieve my things off the conveyor belt after screening.

2. Meanwhile, my husband, who is handicapped and in a wheel chair was undergoing the usual pat down, chair screening, etc. At other airports, his luggage and coat etc. coming through the x-ray screener, are taken care of by the person doing his pat-down and screening. This person failed to do so. MY things were in separate bins but adjacent to his. We had about four bins on the belt in all.

3. As I was being directed to the side, a very large, (tall and very wide) Polynesian male with curly hair (possibly Samoan or Tongan. I specify only for ID purposes) stationed at the conveyor belt started yelling "Is this yours?" several times. As I was following another screener to the side, I had no idea he was talking to me. After several increasingly belligerent attempts to get my attention, the screener I was following alerted me to the fact that he was talking to me. By this time he was quite annoyed and began peppering me with "Is this yours?" several times, pointing at various items, finally demanding what-all was mine. At the time, the only things on the belt were mine and my husband's. I replied "all of it" At that moment another bag came through that belonged to the next passenger. He pointed at it and said "Is this yours too?" I said "no" and by this time I was annoyed, so I wasn't particularly polite about it; nor, however, was I rude. He replied very rudely: "then it's not all yours, is it?" Remember, I still don't know exactly what's going on because no one has informed me, I'm being harassed by a bully, and the young woman screener I was following was still trying to get me to follow her! I finally asked what was going on, and was very curtly told by still another employee that I had set off the alarm therefore I had to be patted down. Several people vying for my attention at once did not help communication at all.

4. Finally getting to the pat-down area, the same large man came over with the bag with my bottles of water in it and demanded yet again, very rudely, "Is this yours?" I responded "yes." He then very rudely informed me that I couldn't take it on the

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: 1/25/2013 3:32:33 AM

1/25/2013 8:37:02 AM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL150 Atlanta Airport 24 January - Hartsfield-Jackson international
Comments:We had 6 suitcases, all of them had TSA's padlocks. 3 had been opened while in transit in Atlanta (arrived at 8.10am 24 January). I noticed at Los Angeles airport that one suitcase was missing a padlock, the zipper's small handle had been broken off and name tag was also missing. I also noticed that another name tag was missing from another of my suitcases.
I request that you investigate why the padlock was broken off as well as the zipper handle and missing name tags.
We are on holidays here for 5 days and will have to replace padlock, name tags and see if it is safe for us to travel with that bag and broken zipper.
I will appreciate a prompt response to my complaint.
I look forward to your response.
Regards
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/24/2013 11:19:25 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):Southwest Airlines
Terminal E
Boston Logan International
Comments:To Whom it May Concern,

1/25/2013 8:37:22 AM

I would like to bring to your attention my experience this afternoon in Boston.
I am a flight attendant and was going to work a trip out of Boston to Baltimore. I went to the line at the security checkpoint and presented my ID. The man checking IDs asked why I wasn't using the Known Crew Member access point. I told him that Southwest hasn't fully implemented it yet for all flight attendants. He said it was his understanding that working crew members were to use this lane. I told him that I didn't have the correct badge to use that lane. He said that was the only lane for crew. I asked him where he wanted me to go. He said I would have to go to the regular family lane and cut in front. I proceeded. When I got to the head of the line, I placed my items on the belt. My bags went thru and the screener stopped the belt and viewed my bags for a bit. They then asked me to step over to the side. The screener asked what I was carrying. I told him I had a breast pump in the one bag and my expressed milk in the cooler. He then said he would have to inspect my bags. He then took my pump bag and started pulling everything out. He said they had never seen a pump like mine and werent sure if it was tsa approved. ?? I said it is a hands free pump designed for traveling. It is a flight attendant's dream. It weighs less than a pound and all the wires and tubes attach to the pump/compressor itself. That makes it easy for me to do other things while I'm pumping. He was very adamant that the pump had too many wires and buttons. I tried explaining that those are not wires, but tubes that attach to flanges that attach to a motor to create suction to express the milk out of my breasts. He didnt understand what I was saying and had me to put the entire thing together and operate it. It finally clicked with him and I thought I would be on my way, but he then informed me that I couldnt travel with the milk without my child for the flight. I explained that I was a flight attendant on a trip AWAY from my baby, hence the reason I had the pump. He still didn't really comprehend what I was saying. He then said that I was carrying too much milk anyway. He said that even if I was traveling with my child that there was no reason to have so much milk. He read the guidelines that there is no limit on how much formula/breastmilk a woman can carry, but it must be within reason for the travel itinerary. I once again explained that I was a flight attendant away from my baby and that I was pumping milk and saving it for when I returned home so he would have it to eat on my next trip out. He never could get that concept. He then informed me that they were going to have to test all of my milk since I had it so much of it and that it was stored inconsistently and outside of the 3.4oz limits. I explained that the milk storage bags hold 8ozs of milk. I told him that I have always filled my bags to the max of 8ozs and then double bagged them in ziplock bags to prevent leaks. He said that didn't matter and they would be doing a vapor emissions test on my milk. I began to get very upset to the point of tears at this time. I was now completely late for my scheduled report time to the gate for my flight to work and I still hadnt been allowed to touch my other bags to get to my phone to call my crew and/or scheduling. I asked for a supervisor. Another man with the name (b)(6) came over and said that I needed to follow the instructions I was given. I pleaded that I was a flight attendant and that I have been traveling with expressed milk in mass quantities since June and have NEVER had to go thru anything like this even when I wasn't working or in uniform. He once again said....this is the procedure and walked away. He then proceeded to pull all of my milk out and start opening all of my ziplock bags and placing them on the metal table. All my ziplock bags are dated on the outside and the milk that I express from that day goes into another bag and into the dated bag. He just started placing the milk all over the table and completely out of order. I was begging him to stop. I tried explaining that the bottoms of the acutal milk bags open up and create a little stand, well he didn't listen and just laid the bag down with the zipper part opened and my precious milk started spilling out everywhere. He then went nutso and started saying that he had an

1/25/2013 10:01:35 AM

Caller was flying out of MSY airport, she opted out of the ait screening and had to wait for a long time for a female tso to show up to conduct a patdown procedure. This occured on 01-21-2013 at 9:00 am, she is upset that it was time, she was flying on US Airways. Told caller that I will document her complaint.

(b)(6)
(b)(6)
(b)(6)
Pembroke Pines, FL 33028
Airport: Miami International Flight AA 1754 9:05 AM January 14th

1/25/2013 2:08:24 PM

I recently had an elbow triceps surgery, and today at the airport, I was wearing an arm sling, and before I went through the scan, I offered to take out my sweater and the TSA staff said it wasn t necessary. But they swiped my hands with something to scan and took me to a private room, that process took a long time, and it resulted of me and my mom who was waiting for me, to loose our flight to New York. I spent the whole day on stand by flights, and 1 until now I wasn t able to board. The manager at American Airlines stated that was the TSA responsibility to secure a flight for me, and knowing the time on my ticket they should not hold me back and make me miss my flight. I will to seek legal assistant with this matter, because of all the loss caused by this incident. I lost money on tickets, hotels, tradeshows and also a job interview in NYC.

When did this occur:

January 14, 2013 The patdown started around 8:30AM and was completed around 8:52 AM

Who treated you unfairly:
I don't remember their name tags. I felt so uncomfortable and nervous to be thinking to try to memorize their names.

Who witnessed this incident:

(b)(6) Pembroke Pines, FL 33028 Phone: (b)(6)

1/25/2013 6:02:18 PM

I just came back from a R/T to Fl. flying out of San Diego. You people are the rudest non friendly people I have encountered in a long tim; are you sure the people weren't Gestapo in a former life, Thee females are a collection of u gly dykes and your male employees for the most part are as dumb as rocks. I have 3 count them 3 joint replacements, am a senior citizen and walk with a cane. I tell your screener I am going to set of the alarm and I do , then I go through the scanner, then I was singled out for more screening got swabbed and so did my carry on; nobody tells you shit; then directed to a back room for more screening and pat down. Sure would be nice if you people knew how to talk. Flying out of orlando some officious bitch told me to take off my jacket and I told her that your ownw regulations do not require people over 75 to remove jackets. This was repeated again; her attitude was if you don't comply you don't fly.
So screw all of you including your director-Pistole and napolitano

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/25/2013 4:47:17 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 3/Southwest/PHX
Flight took place Oct 14, 2012 so I no longer have the flight info.
Comments:I was screened through the body scanner at PHX airport during a flight that I took to KCI. I noticed before I went into the scanner, I was not asked to take my watch off or any other metal objects that might set off the scanner. I was only told to stand on an X on the floor.

1/25/2013 6:02:24 PM

After exiting the scanner I was stopped and told that I would have to be patted down on the top half of my body. I asked why that was so since I just passed through the scanner and I did not think that procedure would need to be accomplished. I was told that it was necessary because "something" was detected at my wrist area. When I showed the agent my watch it did not seem to matter.

Then the agent said would you like me to conduct the pat down here or in a private area. I said a private area. That is when the agent called for her supervisor and as he walked over his facial expression told me that I had not made a good choice.

The supervisor said that once I leave that area that I would have to undergo a complete body pat down. I asked why would one need a complete body pat down if they walked to another area nearby? I was told that these are the rules. So, I opted to stay where I was and was patted down there.

I strongly object to this type of treatment and I will do whatever I have to in order to avoid another scanner experience. I believe that this process has been taken too far and I can see that going through the scanner just opens the traveller to a number of additional abuses. I thought this was necessary for security but what happened to me did nothing but upset me greatly. Hence my email to complain.....even 3 months later my ire has not cooled. I am committed to avoiding air travel in the future.

Thank you,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/25/2013 4:08:06 PM

1/25/2013 6:02:36 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Aa flight 2287 from Tulsa ok to dfw on 1/25/13
Comments:I always opt out of the invasive screening and only go thru metal detector, but there was only the invasive offered in Tulsa so I opted for the pat down.... Oh my I cannot believe how they handled it, i can still feel the fingers on my crotch....I complained to the tsa and they said it is how they do it, but I've never been touched by tsa like this.... I never write complaints, but i am appalled by the way I was touched, even after i showed them my global entry card. I feel ur methods are extreme or maybe this only happens in Tulsa. I appreciate ur attention to this matter.
Kind regards,
(b)(6)

Hello,

I was flying out of DIA Tuesday the 22nd of January heading to DFW. As I was going through security I looked at the agent who asked me to step into the full body scanner. I complied and when I was asked to step out Mr. Woods said,"Don't eyeball me boy." I looked at him and bewildered said,"What?!" he then asked me to take my hands out of my pocket and commenced to pat down my pockets. I had just passed through the full body scanner and was subjected to this. I then said, "What is your name sir?" as I looked at his name tag / badge (b)(6) then said to me,"Don't worry about it! What's your name!?" This was said in a very uncalled for manner as if he felt empowered over me. I do not enjoy being harassed by someone who is supposed to be making me 'safe.'

1/26/2013 9:13:31 AM

I then moved forward gathering my belongings. I asked another agent to talk to a supervisor and he led me to a desk with approximately 10 agents standing around. I asked to speak with a supervisor and a man behind the desk acknowledge that he was the supervisor on duty. I told him about (b)(6) uncalled actions and he said, "OK." The supervisor didn't ask for my name nor act like there would be any repercussion for (b)(6) Nothing was wrote down and the only hope I have that I will not be harassed again by this agent is a verbal "OK." As a tax paying citizen I am extremely appalled that I was treated that way as I went about my daily business to ensure that I would keep paying for the salary of a man that will harass me as I travel. I would like to be acknowledge with this email and told about the standard operating procedure for the TSA when handling a complaint. I would also like this to be filed as a direct complaint on (b)(6) Here is a physical description of (b) (b)(6) to ensure there is no mistake as to who the Agent is: Male, approximately 6' tall, 45 - 55 yrs of age, African American, with some gray in his hair.

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Thanks,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/26/2013 12:20:42 AM

1/26/2013 9:13:33 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):
Comments:You at the TSA are the most useless fucks i have ever seen, i have seen afgan national army do a better job then you? seriously? why the fuck do you guys always feel the need to pull american service members aside and do pat downs. discriminatory fuck heads. To date you have not found 1 single terrorist attempting to board a flight. just give it up already. your USELESS! a waste of tax payer dollars that we dont have. its time to be disbanded.
Caller states: Went through screening at the MCO airport this morning. Wants to to post a complaint and question the action of the TSO. There was no alarm when she went through the AIT. She was just putting her items on the belt when the TSO came up from behind her and and put her fingers in her hair and turned her head from side to side without even giving her notice that she was going to do it.

1/26/2013 11:55:19 AM

Advised caller: They are to treated with respect and courtesy. A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised her that I would forward the complaint to the CSM at the MCO airport.

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Remote Client IP: (b)(6)
Date Time: 1/26/2013 2:41:31 PM

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

1/26/2013 3:16:23 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight #1544 departing PDX at 4:50pm, gate C13, January 25, 2013
Comments:Rude TSA agent: I went through the electronic X-ray screening apparatus that shows the human form naked. A short morbidly obese female TSA agent then gestured with her hand to move out of the screening area. I walked out of it and over to the conveyor belt to get my things. Some other male TSA agent started screaming at me rudely to get back here...??? I turned around obviously confused to see what the problem was. They both pointed to some random mat with footprints on them gesturing that I guess I should stand there ??? Poor communication and rude treatment of me as a person. I stood in the footprint mat, and the short obese female agent started feeling my chest, poking at my body without getting my permisson to touch my body, nor perparing me for this violation of my personal body, nor explaining why this was done. They were both extremely rude to me as if they had every right to feel me up, and I resisted screaming at this degrading violation of my body because both of them were hostile and acting like I was some criminal for following normal procedure to walk out of the Xray screening booth and moving to pick up my luggage, which is the normal procedure I have been following in all my extensive travels, except this one time at the PDX airport. TSA: I was violated for NO REASON. I want an explanation. Nothing gives the TSA the right to touch anyone at any time without permission. TSA is not authorized to rape, physically assault or otherwise physically degrade another human being. The agents in the PDX airport obviously feel it is their right to put their hands on someone whenever they feel like it. You have some perverts working for the agency. I want disciplinary action. I will be writing the airlines and my representatives and Congress, along with the local airport authorities. There was NO excuse for the degrading experience of inappropriately physically touching me.

1/26/2013 3:36:11 PM

Caller stated he was going through the San Juan PR airport today. Caller stated he requested a patdown instead of going through the backscatter scanner. Caller said he and his wife had already placed their belongings on the conveyor belt, including the callers wife purse. Caller said the TSO (b)(6) badge (b)(6) told him he did not have the option to opt out of the backscatter. Caller pointed out to the TSO the backscatter was supposed to be optional. The TSO then yelled at him to go stand in the corner and I do not know when someone will get to you. Caller said he yelled at him like he was a child. Caller said he pointed out that their belongings, including his wifes purse had already passed through on the conveyor belt. The caller said the TSO told him, I do not care, you should have told me that before and that he did not care about that. Callers wife also requested a patdown. Caller was again told to go stand in the corner. Caller asked to speak to a supervisor. Caller said he felt like the TSO was trying to intimidate and harrass him. Caller said his patdown was done by Lead Supervisor (b)(6) he gave the caller this phone number. Caller said the supervisor asked where is your things, when caller pointed out they had already gone through on the conveyor belt, the supervisor took him over to where his belongings were. Caller was flying from San Juan to Newark on JetBlue flight 214.
Caller is requesting a call back in regards to this complaint. Caller said this complaint will not stop here unless someone does call him back.

I told the caller I will forward his complaint to the CSM. I also appologized to the caller. I told the caller the TSOs are trained to maintain line of sight when they are not with their belongings.
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.

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Remote Client IP: (b)(6)
Date Time: 1/27/2013 11:41:45 AM

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

1/27/2013 1:42:55 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Jose airport - January 18, 2013, delta airlines from San-Jose to Atlanta, approx flight time 10:40pm
Comments:To whom it may concern,
I am canadian living in Montreal. I was recently on a business trip in the US and on jan 18, 2013, I took a flight from San-Jose to Atlanta; it is during this security check that I was, for the first time ever, in contact with the body scanner. I feel that screening was done without my consent, having no idea what that 'machine' was, no visible indication, information or alternative options seem to be clearly available for passengers to take a decision. When I asked the officers if I have to go through the tunnel I was answered yes, everyone has to go through. I noted the name 'Rapiscan' and only after I did research on the web to learn the controversy associated with it, the fact that it is known to have privacy issues and health issues, yet the machine was still there and no information at all stating these controversies. Had I known these 2 points, I would have never accepted the screening. This is purely a violation of my rights and the rights of all passengers who do not really know what the machine is and what they are being exposed to.
I also read that this technology is in the process of being replaced by L-3 technology that addresses both issues of health and privacy. If that is the case, why continue using Rapiscan, and worse, why not inform passengers that 1- they are getting x-rays and 2- someone is seeing them naked?
thank you in advance for your attention in this matter, I am looking forward for your response.

(b)(6)

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Remote Client IP:(b)(6)
Date Time: 1/27/2013 1:39:41 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Washington Reagan Airport (DCA) / Terminal B Security Checkpoint
Comments:January 27th, 2013

1/27/2013 3:04:50 PM

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who witnessed the inappropriate search and failed to stop it.

At approximately 1:10 pm EST on January 27, 2013, I entered the security checkpoint for Terminal B at Washington Reagan Airport (DCA) on the way to my flight, American 1393 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a violation of my constitutional rights and an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,
(b)(6)

Caller states he did not want to give his information to power hungry TSA. He wanted to know if he could opt out to the AIT. He wanted to file a complaint about an experience he had at AUS.

Airport: Austin
Airline: He asked if that was necessary

1/27/2013 3:06:51 PM

He wanted to speak to a supervisor and did not want to provide specific details about his experience.

(b)(6) Caller said he has experienced a patdown at AUS and feels the TSO was too aggressive during it. Caller said he feels you should be able to choose to do the metal detector instead of a patdown. He also did not like it because he had to wait for a male to do the patdown. Advised caller to visit our website where he can place his suggestions about changes in procedures.

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Remote Client IP:(b)(6)
Date Time: 1/27/2013 4:30:03 PM

1/27/2013 5:03:05 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):Ft. Lauderdale Airport. 1/27/2013. US Airways. Gate E4. 8:30 flight.
Comments:The lines were long and the process was very slow at Ft. Lauderdale Airport on 1/27/13. I requested not to go through the x-ray machine because I was afraid of the radiation no matter how slight. I was offered the pat down. That process took a long time. When the TSA employee came back she told me that something came up on her gloves. That it could have been the lotion I used. I used Eucerine lotion this morning. I was told I needed another pat down in a room. It took forever for the other TSA female employee to come. I kept telling the first employee that I would miss my flight and she just stood there looking around without responding. Finally when I was pat down in the room by the second employee, I was given my property and headed towards my flight gate. When I got there at 8:25am, the attendant told me that the flight left. That it was filled and my seat was given to someone else. I was upset because, what I went through was unnecessary. My bags were checked in so I know that the airlines had to know that a passenger was missing. However, I feel that my flight was cancelled because I chose not to go through the xray machine. I felt violated by the process I went through with TSA. I will now loose a day in wages because of this.

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Remote Client IP: (b)(6)
Date Time: 1/27/2013 4:15:32 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AF007, AirFrance,Unknown terminal, JFK.
Comments:Names will not be disclosed of each officer as I would hope that an email or a supervisor would talk to their employees and warn them that passengers are listening. January 11th 2013, Norfolk International Airport. The TSA check in booth before proceeding to the X-Rays was a complete mess. One employee, a white male wanted one line leading to one officer to check for IDs while another employee, a black male, wanted two lines to speed up the process. These two TSA employees argued back and forth in front of each other about what to do and held up the line of people waiting to go through security and board their planes. This was unprofessional although I did agreed with the black male TSA employee about his plans as they would have made more sense and move the line faster. This to me appeared extremely unprofessional as nobody seemed to know what they were doing. The X-Ray areas I had no issues with.

1/27/2013 5:03:14 PM

1300 hours, I arrive in JFK and report to my assigned terminal to board the flight leaving for Charles De Gaulle Airport in Paris, France. I go through the screening process with the Transportation Security Administration, this was a complete joke. Not one single TSA employee appeared to care about what they were doing and seemed to just partially complete each task as quickly as possible. I can understand the need to expedite the screening process in such a busy airport with so many passengers. But when private screenings or pat downs need to be conducted, I expect these employees to conduct them thoroughly. As I was going through the bag X-Ray area, I over heard a black female, TSA employee telling another TSA male employee and I quote, "man I was gonna cut that bitch up." When I heard this I was shocked, I thought that she must have been telling a joke. I listened a bit more and figured out that she had some sort of altercation with another female and she delightedly expressed how she felt towards her. The other TSA employee she was talking to her, also seemed to be more interested in the conversation and not the computer screen where all of our bags are screened.

I was then asked to be patted down before proceeding. This never bothers me to be screened further than any other passenger as I am an advocate for secure screening of each passengers since 911. During the pat down a white male employee gave what I would call a languid pat down. I am a police officer locally and I have never seen such a negligent pat down for contraband. I could have easily concealed contraband and comfortably gotten through the screening process. I was disgusted by this to the point where I told the employee that if they were going to conduct a pat down, to do it more thoroughly. I love this country just as much as any other patriotic citizen, and to see the safety out our lives be put in jeopardy by such carelessness is beyond me.

My view on the TSA is now the most unorganized, unprofessional department I have ever seen. I pray for this country that nothing ever bad happens again and I pray it is not because of the TSA due to a complete disregard of understanding what it means to protect this country.

I do not expect a response back, nor would I care. All that I ask is to reassure with your employees, especially at JFK, passengers are listening, they are cops, they are government workers, and most importantly, they understand English.

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Remote Client IP: (b)(6)
Date Time: 1/27/2013 5:00:33 PM

Name: (b)(6)
1/27/2013 7:23:02 PM Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #: DL923
Airline: Delta
Terminal: Main
Airport: MKE
Gate: E65
Comments:After going through security, the TSA officer said that she needed to "pat down my hair piece". I don't wear a hair piece and I don't have big hair. I completely understand needing to pat down people with wigs or bigger hair...but I don't fit either of those criteria. Becuase of this, this comment did come off as racist- she was an older white lady and I am a young black female. There are assumptions made that because I'm black, I am probably wearing fake hair. Although I don't like to believe that people think this way, unfortunately her comment made me feel like she was making an assumption because of my race. Outside of that, it was humiliating to have someone repeatedly pat down my head to ensure that I wasn't hiding something- I get trying to be safe, but it didn't feel good...especially since there's no way I could've hidden something in my hair without anyone seeing it.

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Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:54:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening

1/28/2013 8:18:26 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AC 8620 from Atlanta, GA leaving Jan 27th at 1140am

Comments:Today I was on a flight from Atlanta, GA back home to Toronto, Ontario and I have a complaint about the way my security screening was handled in Atlanta. I have a disability and arrived to the security check point in an airport wheelchair. When I arrived they took the forearm crutch I use to put it through the x-ray as usual, and gave me a cane that they had on site that was not made of metal for me to use. However, rather than going through the metal detector, the security agents proceeded to attempt to make me go into the AIT body scanning machine. Well on your website it specifically says:

"Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. "

Well for me this is not the case so I wouldn't have been able to go in this machine. You would think that when someone arrives in a wheelchair that this would be obvious. However, the staff were extremely insensitive. I think that the staff at the Atlanta International airport should be more sensitive and knowledgeable about security screening for people with disabilities. I think additional training is required. Even the woman they made do my pat down told me that they should have never made me try to go through it. They seemed very annoyed that I wouldn't go through and it was a very uncomfortable situation. They also made a scene yelling really loudly "OPT OUT" like I was somehow causing a disturbance just because I wasn't going through the machine. Not only do I have medical issues that would not make it possible for me to go through it, but the radiation caused by exposure in these machines is not acceptable to be required to go through. If staff are unwilling or resistant to doing pat-downs if people don't want to or physically cannot go through these machines then they should not be working in such a position. Today I witnessed everyone in the line be made to go through this machine, which I find very ironic considering it was announced recently that these machines will shortly be removed from airports throughout the US. Disgraceful.

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Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:03:57 PM

1/28/2013 8:18:36 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DFW to SJC
19:30
Gate D22
"Officer" (b)(6)
Comments: (b)(6) s what is killing the TSAs reputation amoung travellers. A bully plain & simple. When i approached the scanner i said i would prefer a pat down. I then realized he was directing me to the standard metal detector. I said "ok. I dont mind those". He then waived me through and made a comment that i needed to say i wanted a patdown before he told me which i was going through. When i tried to respond he started repeating "bye" and waiving at me. He said it at least 5 times as i stood there in shock at his behavior. Very disappointing even to a frequent traveller.

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: 1/28/2013 8:20:13 AM

1/28/2013 10:03:29 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jan.27,2013.columbus international airport.betwwen5-6 p.m.united Airlines

Comments:I have been flying for a long time and have never been so degraded and angry with the security here. I am on disability, I have a colostomy bag and was treated with total disrespect. I told 3, yes 3, TSA agents that I have a bag on my lower left side and all 3 ignored my message. they were too busy "visiting" with each other. Because of their lack of communication, professionalism and ability to listen , I was rudely and loudly told to go into the private room for a body pat down. When their supervisor arrived ,who was very nice , she questioned way I was there?! We went ahead with the search procedure anyway while, she said she would talk to the agents. Too little too late! I felt totally degraded with the entire procedure! It's bad enough I am sick and a little different than other people , but everyone should be treated with respect! Maybe you should send your employees back to human sensitivity class before letting them deal with the public. I felt totally discriminated and degraded by the entire procedure. You really need to do something about your employees! I do not get this treatment at any other airport!

Thank you for the attention to this matter,

(b)(6)

1/28/2013 11:47:48 AM

Caller was approached by security and ordered to return to security check point for secondary screening.She is upset because they had already cleared screening 20 minutes prior and now was being required to go thru screening for a second time.Then her checked bags did not arrive and airline told her that TSA was responsible for delaying bags for screening,but there was no NOI.TSo gave her contact information for the CSM and TCC.
Apologized for the incident and confirmed CSM contact information.Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm. The use of additional screening provides an additional layer of security at the checkpoint, and keeps the traveling public safe.TSA is required by law to screen all property that is brought onboard commercial passenger aircraft. Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. 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. If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

1/28/2013 12:08:28 PM

The caller was flying from CLT around 7:30 AM. He stated that he was subjected to additional screening and his apple phone charger was broken. He stated that the screener was very rude and he kept telling the passenger that he did not see any damage. He stated that he was flagged at CLT during screening because of his stridex wipes. He stated that when he went through PIT on his original flight, he was not flagged. He asked why he would have been selected for additional screening. He stated that he is 16 years of age.

His flight path was: PIT to CLT and then back from CLT to PIT. He was not flagged for additional screening at PIT on the first flight but was flagged at CLT on the way back.

I apologized to the caller that he had this occurance. I explained that he can file a claim for the damaged charger by completing a standard claims form. They are available on our website, www.tsa.gov, or I can email the forms with in 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location.

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

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

The callers flight details are as follow.

Departing Airport: CLT
Arrival Airport: PIT
Airline: US Airways
Flight Number: 1904
Terminal: Not Provided
Gate: B Line 2
Date and Time: January 28th, 2013 @ 7:30 am
He stated that the screener had white hair, italian, and about 5 foot 6 inches. He stated that the supervisors name is (b)(6)
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: 1/28/2013 10:13:18 AM

1/28/2013 12:10:06 PM

Subject:Suggestions
Name: (b)(6)
Email: (b)(6)
Comments:I want to relay a problem I had at Oakland CA airport last night. As I was going through the scanners, the TSA employee closed the metal detector and asked that I use the full body scanner. I declined and was told that I would need a full body pat down. I accepted this. However my personal items were in a tray which was put through the xray machine and were sitting in the open about 50 or so feet from where I was. Other people were picking up items from trays all around the trays which contained my wallet, my tablet computer, my laptop and other item including keys and coins. I quickly realized that anyone picking up items from trays around mine could easily grab my wallet or tablet. I began to complain and it took a minute or two for the TSA employees to realize what the issue was. At first they kept saying that the screener was on the way but finally they realized what my issue was. After my personal items had been in the open subject to removal by anyone dishonest enough to grab a wallet or tablet or laptop for minutes if not longer, the TSA person watching the line realized what my issue was and covered my tray. My issue is not the patdown it is the way my personal items were allowed to remain on the belt while other passengers were picking through trays all around it. I feel I was unnecessarily exposed to a possible theft.

Caller said that she and her husband flew from Phoenix to Burbank and then back from Burbank. She went through the screening and then was told to put her left foot in front of the TSO and her leg was patted down. She said this happened in Burbank when she flew in October as well. She said there was no alarm. She wanted to know why her leg is being patted down. She asked if she should call someone at Burbank to ask why her leg is patted down. Caller said that the TSO did not act inappropriately. She is getting aggravated because her leg is being patted down.

1/28/2013 1:37:54 PM

I gave the following information: Additional screening may be triggered by a number of factors such as random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I told the caller that TSA does not keep records of patdowns and I do not know what triggered the patdown. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code. I told her that the airport will not be able to tell her why she got the patdown either.
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: 1/28/2013 12:29:33 PM

1/28/2013 2:28:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Consistently Selected for Secondary Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I wear an insulin pump and each time I go through security I am subjected to a much too thorough pat down. I have thoughts of removing my medical device each time. But that would put me at risk. It is not fair that just because I have a common medical condition that I have to suffer this indignity. I had a drs note about it but makes no difference. This last time in Columbus OH, was more thorough than at any other time. My breasts and crotch were brushed over by the person and a great amount of pressure used all over and I felt that was very wrong just for a medical device on my side. It was so bad that other people, who did not know me but went through security with me, asked me if I was okay afterwards. A couple stood back and witnessed it since I was alone. They were that concerned over the aggressiveness of the TSA person. This should not happen to anyone just because of a medical device.
I am writing to let you know about my experience at the Sacramento airport this morning. I am a frequent business traveler and now as a pregnant traveler, I prefer not to go through the AIT scanner. Yes, I understand the TSA has said it is safe for pregnant women & their unborn children. However, many experts are unconvinced that this has been proven (there are no long term studies) & in Europe these scanners are not allowed to be used on a large scale without a medical reason. For these reasons, I choose to opt out.

This morning several travelers were waived through the alternative metal detector next to the scanner. I asked if I could use that instead of the body scanner but was informed by the TSA agent that I can't "ask" to go through it and would have to go through the scanner. I requested the pat down instead.

With regard to "asking" to go through the alternative metal detector, I object to this policy and to the TSA agent's handling of the situation. I am obviously pregnant and, given an alternative, I think all pregnant women should be able to opt for the metal detector if one is available and should not have to be subjected to an unpleasant and much longer "pat down."

1/28/2013 3:55:29 PM

I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Caller states that she flew Delta on Jan 22 leaving from Orlando - ATL - Indianapolis. Caller states that she was flying up for her sister s funeral. Caller states that they returned yesterday. Caller states that there were no different items on the return flight, and on the departing flight she had no issues, just upon return. Caller states that she is 73 years old and she uses a wheelchair and portable oxygen machine. Caller states that in Indianapolis a security lady was very difficult to deal with and was rude. Caller states that she was impressed at how nice Delta was. Caller states that her husband is also in a wheelchair and Delta wheeled her around. Caller states that TSO told her she had to go through all of their belongings and took her husbands shaving lotion that costs $85. Caller states that was told the bottle was too big and her bath body lotion had the same problem, so it was also taken. Caller states that she was told that they had to stay at the checkpoint or be put in checked luggage. Caller did not understand why or how that would be done. Caller states that she was told that the alarm went off on the oxygen machine. Caller did not understand what that meant since her oxygen machine needed an alarm for her oxygen levels, which were fine. Caller states that she was told she had to take her shoes off and get a patdown in a separate room and get explosive trace detection on her hands and shoes. Caller states that she was told she had to use the same powder on her belongings. Caller states that her items in her carry on were disarrayed because of the hand inspection and her clip diamond earrings were missing. Caller states that she feels that because she had to stand around barefoot for so long on cold floors that she is now getting sick from it. Caller states that she feels the TSO on duty doing the screening was rude and caused unnecessary difficulties. Caller states that she doesn t understand why she would have had any issues with security coming back if she had none on the initial flight.

Airport IND
Airline Delta
Flight # 796
Date Time 01 27 2013 10AM
Location Gate A7

1/28/2013 4:08:03 PM

Advised caller:

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

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site.
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Remote Client IP: (b)(6)
Date Time: 1/28/2013 4:44:06 PM

1/28/2013 6:04:32 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):FLIGHT#556 HAWAIIAN,HONOLULU,HONOLULU,556 TO KAHULUI, MAUI, JAN 18 2013, 748P
Comments:MY WIFE WAS VERY UPSET AT THE WAY SHE WAS, SERCHED AT THE AIRPORT, SHE WAS VERY EMBERRASED, AND SHES ALSO IN A WHEELCHAIR, SHE DOESNT THINK IT WAS RIGHT FOR HER PATTED DOWN ALL OVER,HER BY THE TSA LADY
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: 1/28/2013 4:03:56 PM

1/28/2013 6:04:57 PM

Name:youreaqueer
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):los angeles customs agents
Comments:the dude grabbed my nuts and winked at me.

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Remote Client IP: (b)(6)
Date Time: 1/28/2013 8:43:51 PM

1/28/2013 10:22:12 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight# 1496 united airlines from Ft Myers to Cleveland on 01/27/2013 rsw airport
Comments:I informed the woman at the screening area at about 6-6:20 a.m. on 01/27/2013 that I am a Diabetic and could not go through the body scan with my insulin pump, she insisted that it would not bother my pump because, it is not a x-rays of peoples bones, were just checking for bombs, again I told her that the manufacturer of the insulin pump and the doctors say that you are NOT to go through any x-ray or scanning machines with the pump, but she insisted so I went through. Ever since my sugars have been High, so I contacted the animas corporation the maker of the pump and they said they are absolutely not suppose to go through any airport scanners, now because of the tsa officer lack of education and unwillingness to listen I have to get a new insulin pump and go back on shots till I receive a new pump. One week before this happened I had a screener at the Memphis Tn airport insist that I could go through with the pump, but she finally listened to me and let get a pat down which is what should be done. I am one of a million with diabetes that go through this day after day. The TSA officers should have at least 5 minutes of training about the insulin pump, so that this doesn't happen any more.

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Remote Client IP: (b)(6)
Date Time: 1/28/2013 11:40:51 PM

1/29/2013 8:15:46 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):CVG Airport
Comments:Hello,
I have been patted down on several recent flights. There has been nothing in my clothing that has triggered it. I resent this violation of me in the name of security. Thank you
Caller is an American Airline employee. He had been disconnected twice when transferred to MB.

Accepted TRF:

Apologized to caller for issues during transfer today.

I asked caller how he feels he was discriminated against.

Caller stated to say he was discriminated against that is a little harsh.
He stated he conveys 2 concerns.
He is an airline Captain with American Airlines and FFDO as well as global entry member so he has had extensive background checks.

When he chooses to travel out of uniform he still has those background checks and is a low level security threat.
He agrees with the security but where it falls apart for him is in the last 2 years he is selected every time he flys out of uniform.
This has happened at different locations: West Palm Beach, DFW, Ohare, JFK and Detroit Metro.

1/29/2013 1:40:28 PM

His personal opinion is because the agents have the authority to select and in his case for whatever reason they exercise that power.

None of the equipment alarmed, he was just chosen for extra screening.

He does think it could be petty jealousy and to test his theory a couple of times recently instead of displaying his airline credentials (as he normally does) he used his FL drivers license instead.
That takes him from airline personnel to general public and he was not chosen for extra screening.
He feels the TSA looks bad because of this.

What he is submitting is that he is being selected unfairly because of his airline background.

He flew 1-25-13 from West Palm Beach and was out of uniform and he displayed his airline credentials. When they chose him for extra screening he asked for a supervisor and they could not say why he would have been chosen. Next the woman who came was in street clothing and he assumed she was the CSM. She told him it is in the SOP and she cannot provide it to a traveler.

I explained the CSM could not give him the SOP information or give to any traveler because that is guarded information.

Told him I could possibly send something over to West Palm Beach.

Caller states that on 12-29-12 she flew out of Greenville SC to Houston on United. They are a bi-racial couple and feel that they were being discriminated against. The TSO put her purse through screening about 5 times. She feels that she was put through more screening than the other people and that all the screeners were white. The airline did alot to them also that they feel was not right and they have filed a complaint with United in regards to those incidents. The bags flew to Washington and the flight was delayed so they ended up driving home from the layover airport and could not get their bags.

Advised caller: If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220. I can only help with anything that TSA may have done.
To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. They are required to put a NOI inside a bag that they do a hand inspection on. Since there was not a NOI inside your bag that is an indication it was not TSA inside the bag.

1/29/2013 2:06:41 PM To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response.

(b)(6)

The caller is describing an unpleasant experience by herself and her husband at Greenville Airport with both TSA and United Airlines. They were visiting from Dallas with her sister and on their return trip received patdowns and additional screening including 5 passes with her purse. She also states that her wallet was hand searched and the individual business cards were looked through. She also mentioned that screeners comments seemed rude. The caller believes this additional screening and treatment were because they are a bi-racial couple.

She says she filed a complaint with United Airlines on the 3rd of January, the event occurred on 29 December 2012.

I explained that she would need to file her complaint in writing and confirmed her email address so that I could send the request for information. I specifically asked if she felt the screeners were rude or if she was a victim of discrimination and she replied she felt it was because she and her husband are a bi-racial couple.

1/29/2013 2:08:04 PM Caller flew from greensboro airport and was bringing her sons diabetic medications, pump and kit. She declared to the tso at the checkpoint that her son diabetic pump can not go through xray screening. During screening a Female TSO told caller son to go through AIT screening while he had his pump on his body. Caller told the TSO at the screening area to allow her son to disconnect his pump, the tso told caller that the pump will be ok and told her child to go through the AIT screening. The incident occured on 01-27-2013 at 11:40 am flying on Delta Airlines. Told caller that she can ask for her child to undergo a patdown procedure instead of going through the ait screening or etd screening to be cleared.

As noted below - have not received a response from Mr. Winder with a copy of the Pat-Down policy that he referenced in his previous message.

-------- Forwarded message --------
From: (b)(6)
Date: Tue, Jan 29, 2013 at 12:39 PM
Subject: Re: TSA Contact Us: Complaints
To: "Winder, Owen" <HYPERLINK (b)(6)

Mr. Winder
Last week I requested a copy of the TSA "pat-down" policy. Please forward a copy of this policy so that I may review the current requirements and restrictions for a TSA agent when they conduct these 'pat-downs'.
As I said previously, I worked for the federal gov't in Central Office for many years, and know that such a directive or policy must exist.

1/29/2013 2:14:58 PM (b)(6)

On Wed, Jan 23, 2013 at 3:26 PM, Winder, Owen <HYPERLINK (b)(6)

(b)(6)

Thank you for sharing this information with us. I'm sorry that you felt uncomfortable during the screening experience. I would like to see what might be used from this experience. If you are able to tell me the officer's full name it would help, but it appears that may not be possible. If you have an exact description of their appearance including approximate age, complexion, hair length and anything else that may identify her.

Due to changes in screening over the past two years, physical pat-downs have changed drastically and what you describe is in most part an accurate description of what is required during a physical inspection at the checkpoint. If possible I would like

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 11:36:19 AM

1/29/2013 2:16:00 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Richmond Virginia Airport 1-25-2013, Flight #3658
Comments:I was going throught security I had explain to one employee that my watch and bracelet did not go throught at Kansas city , she said leave on jewery and they will do a body scan, then they did a pat down on me because of the design on my jeans, but when the finger printed me, I ask why the hispanic lady was rude to me. I feel I am entitled to know why they had to do finger print. Just wanted to know why finger prints was necessary and what was the problem. Authority taken to far. I too am a government employee. Awful .
This is the same automatic reply as previously received.
I want to have a copy of the actual policy and procedure for this. There is nothing of sensitive nature to this, and does not require a FOIA request.
As noted below, the requirement is that the TSA officer use the back of the hand for sensitive areas, and your TSA officer used the inner palm of her hand to rub my perineum to the point where I felt it on my clitoris and labia.
If I would have had a dress, would she have put her hand up my skirt! Is the same procedure followed for those of the muslim faith that wear full length garb?
You have NOT responded to my question. You have had adequate time to review the film - was this done? I gave you the exact gate, time and screening post. There is not excuse for any of this, and I am not going away until I see that this is investigated.

(b)(6)

On Tue, Jan 29, 2013 at 3:03 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote:

1/29/2013 4:07:07 PM

Thank you for your e-mail regarding patdown screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

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

1/29/2013 5:17:06 PM

Caller stated:
She went on a berevement trip on Thursday with her husband and son. Caller stated that they flew out of DFW and returned through LGA. Caller stated that she took a concealed carry course in July and has seen many people put their hands up in a submissive fasion. Caller stated that going through the AIT the stance with the hands in the air looks like someone for a line up in a police station. Caller thinks that the picture for the AIT needs to be more childlike.

Advised caller:
The image for the AIT is a standard picture for the machines across the country. Advised caller that this is SOP for TSA nationwide. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 7:25:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.
Comments:I have not heard from anyone @ TSA on this Unsettling Issue !!

1/29/2013 8:22:05 PM

To TSA Management

Customer Complaint: Against two Very Rude TSA Agents;

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going though the line at check point !

On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.

As I checked into thru TSA Screening area... I had come thru the Screening and awaiting my carry on luggage... I was spoken to by TSO (b)(6) asking me if " this was my Bag "? I answered Yes, and he stated that he was going to move my bag to a checking area and I kindly requested that he waited for me to gather all of my belongings before taking my bag out of my site. He said FUCK You and took my bag over to a table and began to unzip my bag just totally disregarding my verbal requests !

I asked for a supervisor and STSO - (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !
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Remote Client IP: (b)(6)
Date Time: 1/29/2013 7:23:56 PM

1/29/2013 8:22:08 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Damaged or Missing items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1865/westjet/honolulu January 24, 2013
Comments:It would appear this is the only way to contact anyone at the TSA. I sent a message concerning the damage to my luggage and received a "do not rely " note suggesting it was most likely the airline responsible for opening my expensive shampoo and leaving the ziploc bag open to allow leaking through the entire contents of my luggage. I am writing to inform you , the reason I contacted you is because a TSA note had been left in my luggage. I have received these notices before. However, never before has my luggage been left in such a state as this time. Absolute carelessness! Imagine being an exhausted traveler, all my laundry had been washed prior to packing , fragile items carefully wrapped, liquids placed in sealed bags, and when I got home I find my bag has been rummaged through, grease on my clothes and shampoo on books and clothes and jars of jelly left unwrapped. Also during this time I was subject to both the body scan and a pat down and asked 3 times to remove a belt I was not wearing.
And now to receive an automative response saying it was likely the handling of the airline is not acceptable.

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Remote Client IP:(b)(6)
Date Time: 1/29/2013 9:55:58 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.
Comments:I have not heard from anyone @ TSA on this Unsettling Issue !!

1/29/2013 10:04:39 PM

To TSA Management

Customer Complaint: Against two Very Rude TSA Agents:

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going though the line at check point !

On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW

As I checked into thru TSA Screening area... I had come thru the Screening and awaiting my carry on luggage... I was spoken to by TSO (b)(6) asking me if " this was my Bag "? I answered Yes, and he stated that he was going to move my bag to a checking area and I kindly requested that he waited for me to gather all of my belongings before taking my bag out of my site. He said FUCK You and took my bag over to a table and began to unzip my bag just totally disregarding my verbal requests !

I asked for a supervisor and STSO (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !
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Remote Client IP:(b)(6)
Date Time: 1/29/2013 10:39:34 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA5481 - Eagle, C0 to Denver, CO on Saturday 1/26/2013
Comments:To Whom it May Concern,

1/30/2013 8:05:43 AM

On 1/26/2013, I opted out of the automated screening at the Eagle, CO airport due to the fact that I am pregnant. When the TSA agent (b)(6) approached me, she stated all the necessary information needed prior to my pat down. What I did not expect was to have her hand go up so far into my crotch area that I was given a "camel toe" because she touched my vagina not only once but four times. 2 times from the front and 2 times from the back. Honestly, I was beyond shocked because this has never happened to me before and I travel 2-4 times a month both domestically and internationally and I felt truely violated beyond words. As a result, I then asked (b)(6) to speak to her supervisor as this AGAIN has NEVER happened in all the years I have traveled around the world and opted out of the automated screening. With this being said, she went to retreive her supervisor (b)(6) After a few minutes, he approached me and asked me what was wrong. I explained my situation and he informed me that all of his agents are highly trained and taught to pat down until they feel resistance. Honestly, what is the TSA's definition of resistance??? Is it touching someone's private parts??? Beyond that though (b)(6) did not provide me any resolve to my issue. All he said was that every airport is run differently. WHAT? Isn't this a govermental organization where consistent performance should be kept to a high standard.

AGAIN, I have traveled all over the world and this has NEVER happened to me and I am curious to understand why it was happening at Eagle, CO airport? Can someone please explain this to me as I truely find this completely unacceptable and I feel violated beyond words by the TSA! I am considering seeking legal consule on this as it is inappropriate behavior. Honestly, is this how the TSA is run by allowing employees the opportunity to "cop a feel" on both US citizen and foreignors?

I look forward to hearing back from someone immediately about this issue.

Sincerely,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 10:07:41 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.
Comments:I have not heard from anyone @ TSA on this Unsettling Issue !!

1/30/2013 8:06:00 AM

To TSA Management

Customer Complaint: Against two Very Rude TSA Agents:

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going though the line at check point !

On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW

As I checked into thru TSA Screening area... I had come thru the Screening and awaiting my carry on luggage... I was spoken to by TSO (b)(6) asking me if " this was my Bag "? I answered Yes, and he stated that he was going to move my bag to a checking area and I kindly requested that he waited for me to gather all of my belongings before taking my bag out of my site. He said FUCK You and took my bag over to a table and began to unzip my bag just totally disregarding my verbal requests !

I asked for a supervisor and STSO (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !
Caller stated her friend flew from Orlando to Frankfurt Germany on Flutanza. Caller stated her friend had two hip replacement and TSA insisted that she went through the AIT. Caller stated she wants to complain about Customs and Border and broke the lock on her suitcase. Caller stated her friend wanted to know why she had to go through the AIT even if she has a doctors note.

1/30/2013 9:42:28 AM

Advised caller the following information:

Advised caller if a passenger has a doctors note about their disability that doesn t exempt the passenger from being screened. If the passenger set of any alarms of the WTMD or the AIT the passenger would be subject to a patdown to resolve the alarms.
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Remote Client IP (b)(6)
Date Time: 1 30 2013 9:07:34 AM

1/30/2013 10:04:42 AM

Name (b)(6)
Email Address (b)(6)
Comments: have written to complain about one of the security agents at MIA age H named (b)(6) I am fully aware that no disciplinary action will be taken. All I need to know is, if he is doing the pat downs (I think everyone should be patted down), since he is violent and rough to the elderly, do I have the right to request being patted down by another agent (there are usually three at that gate)? A yes or no answer will be sufficient.

Caller stated that she wanted to add that her husbands calogne was 3.3 ounces to the complaint that was sent up on 28 JAN 2013.

CCR informed her that this information will be added to the record and sent up as well

EID (b)(6)

Caller states that she flew Delta on Jan 22 leaving from Orlando - ATL - Indianapolis. Caller states that she was flying up for her sister s funeral. Caller states that they returned yesterday. Caller states that there were no different items on the return flight, and on the departing flight she had no issues, just upon return. Caller states that she is 73 years old and she uses a wheelchair and portable oxygen machine. Caller states that in Indianapolis a security lady was very difficult to deal with and was rude. Caller states that she was impressed at how nice Delta was. Caller states that her husband is also in a wheelchair and Delta wheeled her around. Caller states that TSO told her she had to go through all of their belongings and took her husbands shaving lotion that costs $85. Caller states that was told the bottle was too big and her bath body lotion had the same problem, so it was also taken. Caller states that she was told that they had to stay at the checkpoint or be put in checked luggage. Caller did not understand why or how that would be done. Caller states that she was told that the alarm went off on the oxygen machine. Caller did not understand what that meant since her oxygen machine needed an alarm for her oxygen levels, which were fine. Caller states that she was told she had to take her shoes off and get a patdown in a separate room and get explosive trace detection on her hands and shoes. Caller states that she was told she had to use the same powder on her belongings. Caller states that her items in her carry on were disarrayed because of the hand inspection and her clip diamond earrings were missing. Caller states that she feels that because she had to stand around barefoot for so long on cold floors that she is now getting sick from it. Caller states that she feels the TSO on duty doing the screening was rude and caused unnecessary difficulties. Caller states that she doesn t understand why she would have had any issues with security coming back if she had none on the initial flight.

1/30/2013 12:27:37 PM

Airport IND
Airline Delta
Flight # 796
Date Time 01 27 2013 10AM
Location Gate A7

Advised caller:

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

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

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.

From: (b)(6)
Sent: Wednesday, January 30, 2013 11:53 AM
To: TSAExternalCompliance@dhs.gov
Subject: Questionable Behavior by TSA Screening Officers at LGA

Dear Transportation Security Administration:

1/30/2013 2:04:30 PM

As a frequent traveler (I fly approximately 100 flights annually), and as a member of the Pre Check program, I understand the importance of the TSA and its mission to safeguard our skies, and I fully support the screening process when it furthers that goal. I was disappointed with the treatment that we received last Sunday, December 16, 2012 at LGA. I was traveling on the 1:30 PM US Airways flight from LGA to PIT with my wife, our 23- and 16-year old daughters and our daughter s 16-year old female friend. We proceeded through the US Airways Shuttle screening area at approximately 12:30. My 23-year old daughter and the 16-year old friend both were wearing shirts with sparkly plastic sequins, which are quite common on clothing worn by young women, and to which one officer stated that they d have to take off their tops for the full-body screen. The 23-year old had nothing underneath but a bra; the other young lady wore a tank top underneath. Thankfully, one other screening officer said that it wouldn t be necessary and that they could proceed. My 16-year old daughter was wearing a grey sweater that had fine gold threads woven throughout, which apparently showed yellow anomalies on the full body screen. She was asked to go through again after removing the sweater. There apparently continued to be some concern by the officers, at which time she was given a body pat-down which was not communicated to us before it was commenced. I stepped over and simply inquired of the agent whether that was necessary. She snapped back that it was and turned her head and continued to pat down my daughter, front and back, which included her entire body as well as her hair. From the pat-down, my daughter was escorted over to the screening area to further have her hands swabbed for explosives. The whole process took about 10 minutes and held up countless other travelers as well as us. We saw the security screen, and the yellow anoalies appeared in her hair (which was in a bun) and on her front hip, which in my estimation was the area on her jeans that included a metal button. How that justified a full body pat-down and a hand swab I ll never understand.

I approched the office near the screening area to casually talk to a supervisor. I was met by a male screening agent who was willing to listen to my concerns. I was also met by a female Asian agent who appeared to be a supervisor or at least the designated spokesperson. Unfortunately, I did not get her name. Rather than listen, she simply defended everything that was done by the screening officers. She said my daughter was asked to go through a second time so that they could clear some anomalies. When I asked about the entire body pat-down done without my knowledge in an effort to clear anomalies, I was met with simply more statements in defense. Clearly her entire body did not appear as anomalies on the screen, and I m unsure why a simple hand wand could not have given the agents the satisfaction they apparently needed. I simply and politely stated to the agents that I disagreed with all that had occurred and walked away to catch our flight. That was the end of the discussion.

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Remote Client IP: (b)(6)
Date Time: 1/30/2013 1:19:35 PM

1/30/2013 2:05:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight DL4786, SLC airport, terminal 2
Comments:I want to be clear that the TSA agents I encountered were professional and courteous. This is NOT a complaint about them.
After opting out of AIT screening, my enhanced patdown (which I knew going in that I would be receiving) alarmed after the glove check. I was extremely irritated to find that the second patdown could not take place where the public could see it. If you don't want the public to know that some patdowns require the front of the hands over sensitive areas, perhaps the TSA shouldn't be doing it.
It was my choice to opt out, and knew that all of this was a potential consequence of that choice, but the TSA often publicizes how few complaints they get, and I just wanted to go on record as saying that I am not okay with your screening methods.
Thanks.

1/30/2013 2:09:53 PM	Caller returned from FL yesterday. Caller wants to know the policy for the veils and the scarfs. When she was traveling through, there were people entering with head veils and scarves and did not have to remove them. However, caller is mad that her husband, who used to work at the Buffalo airport and is a veteran of the US had to take off his baseball cap. Caller stated she will be writing a letter of complaint and discrimination. Caller feels that she is being discriminated against. Informed caller: Apologized to caller. Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area. If a passenger is wearing a head covering for religious or ceremonial reasons, he or she may be permitted to conduct a self patdown of the head area. If the TSO cannot determine that the area is free of a detectable threat item, it may be necessary for passengers to remove their head covering during the screening process. Passengers may request to be in a private area while the head cover is removed, inspected. It is through policy how everything is screened. TSA is required to pat down places or people that set off an alarm or show an anomaly. Suggested the caller ask to stay in her wheelchair if she cannot stand and keep her hands above her head. Offered to transfer the call to MB, however caller declined.
1/30/2013 4:13:00 PM	I would like to file a formal complaint with the tsa regarding an inappropriate pat down. The supervisor's information is st50 (b)(6) The situation occurred in DEN at approximately 1250pm at A bridge 1/30/13. A TSA agent in training conducted the search while being supervised. I am glad the tsa takes great care in ensuring our safety but it must be conducted in a humane and civilized way. I've opted out of every backscatter scan and have received a total of 12 pat downs, so I am very familiar with the procedure. The agent is supposed to go up the inside of my thigh until he meets resistance. This agent met resistance and continued to push higher. I jumped due to the discomfort of having manual pressure in my anus. I calmly asked the agent to"ease up" and expressed my discomfort. The agent then proceeded to do the same technique on the other side. I do not find this to be acceptable after expressing my discomfort. The agents hand went so deep I had to readjust my underwear. I tried to discuss the matter with the supervising agent, however, he would not speak to me or interact with me, basically ignoring me until I asked for his supervisor. He then stated that he did not believe that the search was inappropriate. I know for a fact this to be untrue due to my previous experiences. As I stated, I am glad the TSA is ensuring our safety but it should never make anyone feel violated. I hope to receive a response to my complaint. Thank you. (b)(6)
1/30/2013 8:28:01 PM	Caller is worried about radiation and wants to opt out of the AIT machine and wants to know how much radiation they get from an airplane flight, told caller She can opt out of the AIT machine and recieve a pat down instead. TSA has no jurisdiction over the planes themselves.

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Remote Client IP (b)(6)
Date Time: 1/30/2013 10:21:33 PM

Subject:Suggestions
Name (b)(6)
Email (b)(6)
Comments:My comment is in regard to the inconsistent and apparent random results of the TSA "swab" tests, and the steps which the TSA takes when encountering a "false positive" test result.

First, let me state that this is now the third time I have been subjected to the "enhanced" pat down procedure following the swab machine triggering an alarm. As always, the TSA agent was very excited to inform me when the machine detected a "dangerous chemical that is found in explosives". When I inquiry as to the specific chemical, the TSA agent never seems to know what it is, nor do they know the amount which was detected, or where on my person the chemical was found.

1/31/2013 8:14:04 AM

In each and every instance, the machine did not detect any chemicals when the test was performed a second time. The machine is either rigged to trigger randomly, or it is inherently flawed and prone to reporting "false positive" results. In either case, the procedure which follows is by far the most overwhelming proof of the perversion and obsession the TSA has regarding the genitals of others.

A reasonable next step would perhaps be to swab the person's hands to confirm the existence of chemical residue, but that would be too sensible. The TSA it appears has evidence that terrorists are compulsive when it comes to touching their genitals during and after handing dangerous chemicals found in explosives. That must be the reason why the enhanced pat down is identical to the original pat down with one exception, the agent uses the front of their hands to stroke (multiple times, up and down, back and forth) against a person's crotch.

Oh you perverted little freaks. Really, are you serious? The response to detecting "dangerous chemicals" is to perform the same pat down procedure except for using the front of the hands to stroke my crotch!

I suppose the "enhanced" aspect of the pat down is truly only appreciated by the TSA agent performing the pat down.

Why is the TSA obsessed with touching my vagina!

My legal case is with the TSA at SNA forcing me to accompany them to a private area where they could perform this procedure.

I informed the agent that I was not comfortable being alone in private with one (not to mention two) of them, and that I would prefer they conduct the pat down where they conducted the original pat down: right there in the security screening area. They informed me that I had to follow them to a private room. I told them I did not require a private screening area and they could proceed with the pat down. They threatened me and attempted to intimate me. The supervisor told me that I would be breaking Caller flew from Minneapolis via Sun Country to Fort Meyers and then back a week later. She was screened by one of the machines and wants to know what it was. It was not the walk through metal detector. She wants to know if it shows a detailed image of the body. She asked if she can request a patdown rather than use the machines. She also heard that they were removing these machines. She said that she was in a wheelchair and was made to rush through and it was not a good experience.

I told the caller that the machine she most likely used is the AIT. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body.

1/31/2013 1:05:30 PM

Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor. Passengers are able to view the same outline that the TSA officer sees.
The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013. One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security. By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional and she can request a patdown at any time.

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Remote Client IP: Duplicate
Date Time: 1/31/2013 3:49:36 PM

Name: Duplicate
Email: Duplicate
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #F9 2612, American Eagle, San Diego commuter terminal to LAX departing at 1pm-connecting flights from Denver to Honolulu, HI. January 15th, 2013
Comments:We must figure out a better way to be safe. My husband and I have not flown since the body scans and pat-downs were put in place due to not wanting to be subjected to such humiliation with our two young daughters. However, wanting to visit Hawaii and hearing it wasn't as bad as we thought, we decided to try. I was so relieved in the Denver airport to see the new screens that are much less invasive and felt I was treated with respect-even when my bag was check and had to get searched-I appreciate it was in my presence. However, in San Diego, we had to leave the main terminal and go through security again in the commuter terminal. I was horrified to see they had the blue x-ray scanners and was greatly relieved when the security ran me and my 2 daughters together through the metal detector. We arrived around 10:45 and had to wait until our 1pm flight. Once in the terminal we found out there were no water fountains in the secured area to fill our now empty water bottles. We did find a drinking fountain outside of the secured area which after an hour and 1/2 of waiting decided to take a drink and go back through security. My husband went first with our two daughters and I stayed behind to watch the luggage-per your rules. After he went, I went. I went to the line again, as before, asked to opt out of the body scanner and was told that I would have to be patted down in order to proceed. I was shocked considering I had just went through the metal detector before and now was not being allowed to. I was informed that it was because my daughters were with me that I got to go through the metal detector and since now I didn't I would have to be either x-rayed by a person I couldn't see with an image I was not allowed to view or be groped all in the name of my safety. I then informed Agent Duplic that I would just call to my daughters-30 feet away to come out and get a drink and then go through as before. She told me that now that she knew what I was doing that she would not allow it and I either had to be x-rayed or groped--all for a drink of water. We had been in an airport since 7am that morning. It makes no sense that the metal detector was fine an 1 1/2 ago but not now and that I have to use my children to protect my privacy. So faced with either being molested visually by someone I couldn't see and not being allowed to see the image taken of me or being physically molested by someone I can see. I chose the later. I called out to my husband-30 feet away and told him I had to be groped because I didn't have the girls with me. Agent Dupli then threatened to call the police for shouting. She also wanted to put me in a secluded box to grope me. If I am going to be violated I will not do it in secret, so I told her that would not be necessary and we did it in front of all the passengers waiting for flights. I was again, committing no crime. I have the right to tell her of my disapproval of your "procedures." What crime would the police charge me with?-she was just being a bully. Often peoples rights and freedoms are violated by "procedures" and these need to change. My business is with the private airlines not with the government and unless I have committed a crime or you have reasonable suspicion of a crime, you have no right to physically touch me in that way or take a picture of me that I cannot view. I am an American Citizen. I have the right to travel in my country free-from unreasonable searches. I should have the right not to have a naked picture taken of me or my breasts, butt and groin being groped. I would rather you run a background check and profile then grope every American citizen in the name of "fairness" This is outragous! These are the types of things that have lead other countries down very dangerous roads-Germany, Russia, China. This needs to be changed. I do not fly very often, and I will not ever be flying into the San Diego airport again. I should not have had to go through security again and I should have free access to water if you are not allowing me to keep mine. Please change these. They are unconstitutional and traumatizing. My daughters had to watch in horror at my pat-down and had to watch me cry for the next hour as I had to pull myself together after the "screening". They have never seen me cry and it was definite damper to our vacation. There is a better way and we need to fix this before more women are traumatized. My only consolation is that it was done by a woman. My breasts and my groin have only been touched by my husband and by my doctor. It should stay that way. Unfortunately, I have now been molested twice by TSA and I am not sure I will ever fly again until you fix this or you are removed.

1/31/2013 6:05:48 PM

Caller lost her computer at a terminal at LAX Sunday evening. She received a patdown and got nervous and her stuff was piled up and she forgot her computer. She got the lost and found number. She called back 2 nights and now it has been more than 72 hours, She went thru the checkpoint at 9:29pm CA time She wants to be contacted by the CSM at LAX. She already left a message on the phone there for her 4 days ago.

1/31/2013 8:44:01 PM

Advised caller:
I apoligize for your experience. I will send you a standard form 95 claim form.
The CSM may contact you by phone or email.

I would like to file a complaint about the TSA staff at the airport in Eugene, Oregon. I have had problems there several times.

The first time was during a body pat down in the summer of 2011. I have an implant in my body which sets off metal detector. I have had many of these body pat downs, but only the one at the Eugene, Oregon airport was more like sexual abuse than a body search. Each time the female agent approached my crotch (four times: once for front of each leg, and once for back), she hit my private parts hard with her hand. I was so shook up afterwards, I went in the bathroom and cried. It was basically a sexual assault.

Another time, at the same airport, I was recovering from surgery. They took my cane, had me walk through the metal detector, and then instead of giving me my cane, they told me I should just walk over and get it. This meant I had to walk about 15' without the use of the cane that I needed for walking.

The last time was only a few days ago, and this last incident has prompted to write this letter. The date was January 28, 2013 at approximately 4:30 am. I went through the security traveling with my cat. They told me to take my cat out of her carrier and walk through the metal detector. My cat has never traveled before, so I did what they said, but naturally I was holding on tight to the cat with both arms.

1/31/2013 10:01:26 PM

I got through the metal detector and one agent said he wanted to wipe my hands with his explosive residue tissue. Okay, but I was still holding the cat! I told him this (although, he could clearly see the large animal in my arms) and he looked at his fellow agent with an expression of, "can you believe this lady? ...what we have to put up with!"

He insisted that I lift my hands, while trying to keep ahold of my 12.5 lb frightened cat so that he could wipe my hands. Then I was casually told, "put the cat back in the holder."

I had to flag someone to help me. I was alone. They couldn't have cared less. There was only one agent who would help me by holding the cat carrier while I stuffed my frightened cat back in it, and helped me zip it up. What is going to happen when a passenger's animal gets lose because of their poor attitude and procedures?

This is not the end of this story. Again, as always, I set off the metal detector because of an implant in my body. I was about to have the pat down when I was asked whether I had a laptop in my laptop bag. I said, "yes." (I had understood that if it was in it's own bag it could just go through.) No problem, they could take it out. But the Agent set my Apple Macbook Pro (which is new) on top of the bag, on top of my shoes! The laptop was lopsided, balanced above the sides of the plastic tub. I said, "be careful with that." I was told, "don't worry, nothing will happen." They put it through again, and then when it all came out, the Agent stacked the three tubs on top of each other with my belongings in them with my laptop (which had nothing on it to protect it) on the bottom.

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Remote Client IP:(b)(6)
Date Time: 1/31/2013 10:47:03 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Francisco Airport (SFO) / Terminal 1 / Security Checkpoint
Comments:January 31, 2012

2/1/2013 8:08:29 AM

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint.

At approximately 4:45 pm PST on January 31, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 313 to Seattle. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/31/2013 9:51:50 PM

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

2/1/2013 8:08:41 AM

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #298, American Airlines, Honolulu Airport, connecting flights to LAX, San Diego and then Denver. Departing at 9:50pm

Comments:After a wonderful two weeks in Oahu, I was given a respectful but violating pat-down. My 14 year old daughter was wearing one of those sound activated shirts that we had bought at the International Market in Waikiki the day before and was flagged at the screening. I was then informed that they would have to touch her breasts to make sure the shirt was safe. I would not allow it and offered to go out of the secured area and change shirts and have them run her through the scanner and run the shirt. That apparently was against procedures, so I offered to change her shirt right in front of them so they could see she had nothing under it. The agents acted horrified and told me it would create a liability nightmare and might end up on youtube. How feeling my daughters breasts vs seeing her sports bra-especially if you have just spent 2 weeks on a beach is more of a liability is not logical or reasonable. We finally compromised at her taking her shirt off in a secluded area with two agents present. They examined the shirt I was to put on her and then I stood in front of my daughter as she took off her shirt and held the new shirt open for her to put on. 5 mins. later-after she went through the scanner again, I was told because I "touched" her, I would need to be pat-down and I would not be allowed to go through the scanner like my daughter did. It was obvious the agents felt it was as distasteful and awful as I did but they had to follow "procedures." I am an American citizen. I have committed no crime. I was protecting my daughter. I have the right to travel in my own country free from unreasonable searches and I have the right to travel without having my breasts, groin and butt felt up and down because of "procedure." This is a huge violation and I was humiliated and traumatized by it. There has to be a better way. Until then, I will not be traveling anywhere I have to fly to get to. I have not flown in 10ys because of the TSA. I was told it was better and my fears unfounded. Since it is a long swim to Hawaii, I thought I would try. I was wrong. I will be telling all my friends and family not to fly if it can be helped and of my experience. Fix this. When it is, please let me know.

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Remote Client IP: (b)(6)
Date Time: 2/1/2013 6:33:40 AM

2/1/2013 8:09:06 AM

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

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):CMH. Delta. Terminal C.

Comments:I realize safety is important. I fly, at a minimum, 2 weeks each month and I appreciate the teams I see at the gates. Most are very nice. That said, I am extremely upset about having someone's fingers shoved into my hair this morning. This step in the screening process is excessive. I have very thin hair and even if I had very thick hair, it is still excessive and invasive. I will take my shoes off. I will take off my sweaters even if I'm embarassed about being a little overweight because I understand. Hair checking is excessive. Very over the top.

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Remote Client IP: (b)(6)
Date Time: 2/1/2013 1:35:42 AM

Name: (b)(6)
Email (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Francisco Airport / Terminal 1 / Security Checkpoint
Comments:January 31, 2012

Transportation Security Administration:

2/1/2013 8:09:56 AM

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who failed to properly maintain the security checkpoint.

At approximately 4:45 pm PST on January 31, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 313 to Seattle. After receiving a pat down search, I was told that the explosive testing equipment had not been calibrated yet. I had to wait almost five minutes for the TSA personnel to fix the equipment before I was able to leave the checkpoint.

While I was waiting, Screener (b)(6) explained to me that she had not had an opportunity to calibrate the equipment yet, because the checkpoint had been busy (b)(6) should have calibrated the equipment before the checkpoint was opened. The primary reason why she did not calibrate the explosive detection equipment ahead of time was to retaliate against passengers who opt out of the body scanner, intentionally delaying them at the checkpoint after the pat down search is complete.

I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of failure to perform her duties as a security screener.

I request a written response to this complaint from the airport federal security director.

Sincerely,
(b)(6)

Caller is at Ronald Reagan Washington National Airport. She went through the checkpoint on 2 01 2013 about 9 am. She has an artifical limb from the knee down. She said that she went through the AIT and then was sent to machine that took pictures. She said that she flies all the time and this is the first time this has been done. She said the lady who performed the screening did not know how to do the screening. She stated it was not done the right way. She was not offered a private screening. She said that it was very embarrassing. She asked to speak with a supervisor. She spoke with supervisor Howe. He told her that procedure was followed. She said her screeing took 35 minutes. She did not get the names of the screeners. She said the first lady was a black lady and the second one was a foreign lady. Her ID and boarding pass was checked when she got to the checkpoint. She said it should have been checked again during the screening and it was not. She wanted to make a complaint.

2/1/2013 9:38:36 AM

I gave the following information: Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, a prosthetic is subject to additional screening. A TSO will need to see the prosthetic device, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a prosthesis.
I advised the caller that her Id and boarding pass are checked when she arrives at the checkpoint.
I apologized to the caller for her unpleasant experience and told her that I would forward her record to the CSM at Ronald Reagan Washington National for review.
Caller had money stolen yesterday going through Nashville, TN airport to DFW and to SLC.
Caller walked past the A21 gate to get to security station at DFW to speak with someone for what he should do.
He thinks A19 was his departure gate.
Caller was wearing a metal cross around his neck which was covered by his sweater and he forgot he had on so he kept triggering the alarm. He was required to have a patdown to complete his screening experience. His wife was busy gathering her items and didn t get his items.
Caller is 66 years old and was wearing a sweater vest, Maroon in color, wearing glasses and dress pants which were light colored. His shirt was white with rose colored stripes.
Caller states he noticed the TSO standing and talking. The airport wasn t that busy at the time he went through. He thinks the TSO should have been watching passengers property instead of talking.

2/1/2013 11:32:24 AM

He also contacted his airline in case he dropped his money on the actual plane itself.
His wife saw a lady TSO gathering up the containers and putting them aside. Caller s wife thinks that could have been the person who took the money. This was a young caucasian female, attractive and of average build with blonde or light brown hair.
Caller states he doesn t have an email address.

Response:
Advised caller information would be provided to the CSM at BNA for their information.
Advised caller we track trends and spot areas of concern to provide additional training or take corrective action if required.
Explained there may be video of the screening location they could review.

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Remote Client IP: (b)(6)
Date Time: 2/1/2013 4:55:58 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening

2/1/2013 6:09:54 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest, SFO, Terminal 1, Gates 20-36

Comments:I would like to report my TSA screening experience that I found to be inappropriate. This incident occurred at Terminal 1 for Gates 20-36, on Thursday, 31 Jan 2013, between the hour of 4:30 and 5:30 pm (the incident occurred around 4:40 pm) as I went through the scanner and was patted down afterwards.

After I exited the scanner I was told by a female TSA agent to hold. She asked me to hold a while longer than the passengers behind me. With the wait she told me that the machines were being calibrated. I waited and she told me she would have to "pat me down in a sensitive area". She didn't tell me what part of my body, or what area was in question. She then started patting around my right breast area and asked me to lift my right arm. This event was 1) embarrassing in that this occurred in front of everyone else in line and 2) inappropriate in the sense that she should have told me what area of my body was in question. She should have explained exactly where she was going to have to touch me and how (e.g., use of hands, back of hands, etc). Moreover, what part of having to physically touch me would rule out what she questioned? Could a re-scan through the scanner or use of a wand actually rule out what the potential issue was? After leaving the security area I was discombobulated, and I felt like I was violated.

I have had previous instances where I was told I needed a pat down but I was told exactly the area in question and asked if there was anything in that area that could trigger the inquiry. I did not receive this in this case, and it was even worse because it was in a highly sensitive area of my body.
I understand TSA has a job to perform but in this case there is a serious need for improvement.
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Remote Client IP: (b)(6)
Date Time: 2/1/2013 8:50:44 PM

2/1/2013 9:17:14 PM

Subject:Courteous/Professional Treatment - Report Outstanding Service
Name (b)(6)
Email (b)(6)
Comments:I'm on TSA pre-check and Global access. I fly over 60 segments a year. Many out of FLL on United. FLL has the most poorly trained and rude TSA agents. Every time I fly through FLL I must go thruough the full body scan and get patted down EVERY TIME! I've been told to remove my belt after the scan when I show I have none on. I have never been found to have anything in my pockets or on my person other than a boarding pass in my hand. I've seen many "employees" of FLL walk though wihtout scanning with shoes and belts on. Many times I've seen the alarm go off as they pass through the metal detector and still waived through. One time while being patted down I politely asked why I am considered more of a threat than them. I'm told they are "employees" and I received a more thorough pat down! I'm a loyal American and not a threat. I'm not going to be bribed to carry somehthing in! They are more likely too. I've spoken with UA personnel in their United Club and TSA agents elsewhere and all say FLL are the worst! Please do somehting; it's insulting and dangerous. Please have TSA pre-check at UA in FLL!
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Remote Client IP (b)(6)
Date Time: 2/1/2013 9:19:46 PM

2/1/2013 10:06:48 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ua 407 at Denver airport
Comments:I requested a pat down this afternoon. I am a frequent flyer and I am concerned about my frequent exposure to the X-ray machine. Should these pat-downs include vaginal contact? I was patted down by an officer named Lark. She made contact with my vagina-this was through my leggings but there was forceful contact with my vagina. Is this the normal procedure? This seems overly intrusive to me. I want to know what is correct procedure

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Remote Client IP: (b)(6)
Date Time: 2/2/2013 12:40:32 AM

2/2/2013 9:08:37 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SFO - Delta Terminal
Comments: (b)(6) was screening officer.

As an opt-out from millimeter wave technology, I asked kindly to be exempt from the scan. TSA agents insisted that I walk through the scanner anyhow, saying they would not turn it on. After I said that I was not comfortable doing so, they said "alright, it's going to be awhile" despite a surplus of agents and zero people in line behind me. After an initial scan with possibly used gloves, the sample detected a 1.34 level of TNT, indicating a possible explosives detection (b)(6) ook me to a back room, and insisted that he would only pat my groin multiple times. Why he only needed to pat my groin is beyond me. In addition, his 'scientific method' of testing a single detector strip to verify its non-detection, followed by throwing out that strip, then using a new one, is inconsistent with normal practices. His inconsistent practice in addition to his oddly sexual secondary exam causes me to believe that I was mistreated due to my not complying in walking through the millimeter wave device. In addition, as I walked away, I heard a number of agents laugh derisively.

As a frequent flyer, this is unacceptable, and I am debating whether to press charges against (b)(6) and the TSA for sexual harassment.

2/2/2013 1:10:01 PM

I went through tsa screening at the Fort Lauderdale airport on November 28, 2012 for a flight to Latrobe, PA. I refused the xray machine and had to stand for a pat down. Sometime during this process a package of very expensive jewelry including a Rolex watch was removed from my light blue coat. Needless to say, I am extremely upset over this incident and want it fixed.

Thank you,

(b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

I offered:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

2/2/2013 1:41:26 PM

or vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Flight information:

Flight Path: Austin to ATL
Flight date time: 2 1 4:47pm
Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email: (b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

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601 South 12th Street TSA-33
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Flight information:

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Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email: (b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

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Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

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Flight date time: 2 1 4:47pm
Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email: (b)(6)

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Remote Clien(b)(6)
Date Time: 2/2/2013 6:11:21 PM

2/2/2013 7:04:17 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):FLL Terminal 4 H Gates
Comments:The FLL airport continues to abuse travelers by only offering the options to be scanned by a Rapiscan or assaulted by a pat down that involves touching areas that shouldnt be searched as Im not in prison! Both of these options violate the basic rights of passengers privacy and the Fourth Amendment rights. Seriously stop violating my rights & civil liberties. It is not a choice to opt out and only be subjected to threats of an intrusive patdown.

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Remote Client IP: (b)(6)
Date Time: 2/2/2013 10:53:12 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Salt Lake City International Airport

2/3/2013 9:07:17 AM

Thursday, January 31
Delta 2157 @ 11:01am
Comments:I am writing concerning a situation that my wife had happen to her at approximately 10:00am on January 31. We were at the Salt Lake City International Airport catching a flight to Seattle. She is pregnant and requested not to go thru the X-Ray but to have the pat down screening instead. She was taken thru to the cleared area and given a thorough search from a female TSA agent. The problem is that the area she was searched in was in direct view of all of the passengers who had just completed their screenings. While she was being searched she had a male passenger that had been cleared standing there staring at her and smiling throughout the search. This took an invasive but necessary procedure and turned it into something more. She stated that she felt as if she had been assaulted.
There is no reason that passengers who are having intimate areas of their body touched should be forced to be put on display for any pervert who happens to be around to watch. The simple inclusion of a screen or partition could help to maintain the dignity of people that request the manual screening.
Thank you for your attention to this matter.
Our info
(b)(6)

Mount Vernon, WA 98273
(b)(6)

Feedback Type : Complaint
Categories : Missing or Damaged Items in Checked Luggage Current Date Time : 2 2 2013 8:35:07 PM Airport : BNA - Nashville International Date Time of Travel : 01 24 2013 Airline Flight Number : Southwest Checkpoint Area of Airport : baggage screening TSA Employee: (If Known) :

2/3/2013 9:07:39 AM

Comment : This may sound petty- but it has happened before. When I return home, I find things damaged in my bag! Purposely done so!! I had an envelope of hot cocoa that was wripped open- and powder was all over my clothes!I also had a hard plastic green glass with a logo on it, and it had a hard plastic green straw, which I had taken out and wrapped in clothes so it wouldn t get broken. When I got home, I found it broken. Not just a little, it was purposely snapped repeatedly, and there were little green shards of plastic all through my suitcase. This could not have happened by accident, I still have most of the pieces in a little baggie, if you care to see it. One of the pieces cut my finger before I noticed what it was and was more careful. This isn t the first time things like this has happened. I put up with the pat-downs, when I have nothing metal on me, put up with the stress of having my clothes rifled through- but this is just malicious mischief! No need for it- so why does it happen? I am a frequent flier- and I understand the need for security- but needlessly breaking and trashing things is not cool. Any suggestions of what can be done?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Dear Sirs,

It is with great reluctance that I write to you with a complaint.

I am a 67 year old Bermudian, and a Muslim, who was born in Trinidad, W.I. Since 1972 I have travelled through the US over 100 times. Since the despicable events of 9/11 I have been pulled for special pat down searches on every occasion with the denial that this is because of profiling. I have been sent to your special room in Miami by one officer only to be told 2 hours later that I should not have been sent there. Through all of this I have not complained because your people have a job to do.

2/3/2013 11:00:17 AM

In July 2011 my wife and I were travelling to Trinidad via JFK. As soon as we reached the metal scanner a female Afro American officer shouted out "Two TARGETS" for pat down. She probably realized what she had said (because of her training?) and changed the demand to 'two subjects' for pat down. Even to this disrespect I have not complained.

On 29th January I was on my way back from Trinidad via Miami. I has purchased several school text books for my grandson who just started elementary school. All of these books were in my one piece of luggage. When I arrived home I found two TSA 'Notice of Baggage Inspection' slips in my bag. I also found, unfortunately, that three of the reading books I had bought were not with the other books, all of which were placed together in the baggage.

I am sure you will agree that this is unacceptable. I am also sure that most people like myself have no issues with our bags being checked for security reasons but we cannot accept our property being taken, especially by people who are expected to be trustees of our belongings whilst in their control. These books were not very expensive, just over $100.00 TT, but even so they belonged to me.

Under current conditions it may be impossible to identify which officer checked any particular bags. No amount of training can make a person honest if he tends towards dishonesty. It may be worth considering setting up a camera system in the checking areas. The honest officers will be happy to know that they have nothing to fear whilst those with sticky fingers or the urge to be dishonest will certainly think twice before taking peoples' property.
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Remote Client IP: (b)(6)
Date Time: 2/3/2013 3:13:33 PM

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

2/3/2013 5:08:06 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight DL0761, Delta, A terminal, Gate 27
Comments:I retired after 31 years with Delta and have been flying every weekend between TPA and ATL and TPA and MEM for 7 years.
On 03 Feb I was flying from TPA-ATL-MEM and had an unpleasant experience with TSA.
They blocked out the area in front of the gate counter at A27, approximately a 12x12 carpeted area. When boarding the aircraft the TSA persons were looking at IDs and Tickets. I happen to be step into that area as I approached the gate and was told to step away. I asked "what is the purpose of this?" and was told to approach the gate agent and board the aircraft using a different path. The TSA employee could not answer my question.
I was then told they were going to search my bag before I boarded. One TSA employee questioned my ticket because it had no seat assignment and another searched my bag. Because I fly using my pass privileges my tickets do not show a seat assignment until I am cleared by the agent. There were few passengers on this flight and I was the only one they chose to search.
This was not right, My bag was searched as a result of my questions and 'standing on the sterile area carpet'. The TSA employee opened it and shuffled things around. It was obvious that she was not searching for anything. I resent the bully tactics of TSA and have experienced them more than once. Most are somewhat professional but others think because they work for TSA they can intimidate passengers.
Another example, last Friday I was flying from Memphis to Atlanta. As I went through the TSA line I showed The TSA employee my GOVERNMENT issued Global Entry Card as ID, she said she could not accept it because she had not seen one before. Fortunately there was someone there who had.

On Friday February 1,2013, I went through your security post at the Pittsburgh Airport. The time was approximately 4:20 p.m. I have a full hip replacement, therefore I had to have a Pat down as I did not go through the line up that had the "X-ray facility" The attendant was going to pat me down in the public area and while she did not offer a private pat down, I asked for one. She had to get another female attendant for a witness, which she did. I asked that all my belongings be brought into the room with me. I used the white buckets which contained a red travel bag, a brown puff coat, brown running shoes, and a computer. I also had a grey wheel bag ,not in a bucket. I was not allowed to touch my items and I asked the helper to ensure she had the bucket with my computer in it. She said she did.

They took me into an untidy Janitor/utility room and did the pat down with no incident. I was then in a rush to go to my boarding gate as I had to board at 4:55 p.m. I scanned the table on which my items had been set and it was empty. After I boarded flight 627 Pittsburgh to Phoenix at 4:55 PM I realized I did not have my computer. I reported it to the flight attendant who asked for my last name and she said she would phone it in.

I now would like to determine if the computer has been turned in, as I need to have it returned to me. The computer is a black 13" laptop Asus and is registered to the name below. (b)(6)

2/3/2013 6:13:19 PM

Please advise soonest.

Thank you.

(b)(6)

All things Beautiful!
HYPERLINK(b)(6)
I'm writing with a complaint regarding the screening process at Philadelphia International Airport on Monday, January 28, 2013 at approximately 2:00 p.m. for a flight on Southwest Airlines.

I opted out of the body scanner and was separated from my belongings for 4 or 5 minutes while waiting behind a gate for the staff to find a female agent. I should have been allowed to stand near my belongings, which included a laptop computer, immediately; however, even when I asked to be allowed to do so, I had to wait several minutes more. When I then asked for a private screening, I had to wait another 4 or 5 minutes for staff to find a second female agent. I was then told to walk to a room about 100 feet or more away. I did not want to walk without shoes but was denied the opportunity to put them on. I had to walk the distance and then was asked to step into a small room with a filthy floor. It was not right to ask me to walk that distance across the airport on dirty floors. I registered my complaint with the agent who said he was in charge (a man with long dark hair in a pony tail--I did not get his badge number), but he refused to let me put my shoes on. I was understandably upset about the process and was told by the female agent that my only choice was to opt out of flying. When the whole process was completed, I also spoke to a man at the security desk name (b)(6 who gave me this contact information.

2/4/2013 9:07:22 AM

The Southwest area at the airport is not properly set up for private screenings and needs to be improved. Changes also need to be implemented to keep passengers near their belongings, to allow them to put their shoes on for the process, and to keep the area clean. Refusing to allow passengers to put on shoes that have already been through the luggage screener and that can be screened again during the horrible patdown process is unreasonable.

Sincerely,
(b)(6)

Caller flew from McAllen Texas. Caller said she saw the genitals of a person being screened by the AIT. Caller said the TSO was taking tickets and then she saw the TSO go over to the screen where the screener was looking at the image of a person being screened. Caller said the TSOs were laughing and caller said she thought TSA had stopped using those machines. Caller wanted to know what her rights are regarding a situation like this. Caller said it was clear to her that the TSOs did not care.

2/4/2013 12:02:24 PM

I told the caller that she can request a patdown instead of going through the AIT.
I told the caller she can ask for a supervisor, and there is always one at the checkpoint. I told her it is not advisable to get confrontational, but to point out to the supervisor what is being done wrong

I told the caller I will forward her complaint to the CSM.

Caller stated that she was selected for secondary screening, and wanted to know if she was truly on a list somewhere or if the screening was truly random. She also stated that her boarding pass had four S s notated inside, as she was coming back from Cancun with her children.

Advised caller:
TSA can neither confirm nor deny whether an individual is on a Federal Watch List.

2/4/2013 12:10:39 PM

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

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

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. In some instances, this includes enhanced screening of passengers and their carry-on baggage. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly...

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.
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: 2/4/2013 9:32:11 AM

2/4/2013 12:40:36 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):RSW, Terminal D
2/4/2013 9:15 AM
Comments:I was just subjected to yet another public frisking at the hands of your agents as punishment for refusing to go through the naked body scanners. I am not a criminal and I am getting very tired of being treated as one.
The Fourth Amendment to the Constitution is supposed to protect citizens from this kind of unreasonable search. I consider both the naked scanners AND the frisking to be unreasonable searches which are constitutionally prohibited.
These scanners are first and foremost illegal on their face because of civil liberties violations, but they also pose a potential radiation risk, and have been proven to be ineffective. Additionally, they are a huge waste of taxpayer money and resources. I want them removed immediately.
I am a very frequent traveler and I supported creation of the TSA to provide consistent security at airports. However, you have overstepped your constitutional authority with these scanners. I refuse to subject myself to them and I will protest every time that I am frisked as punishment for refusing.
Get rid of them.
I will be contacting my congressman, both senators and the White House urging them to withhold funding from your agency until you start showing respect for the Constitution and the traveling public.
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: 2/4/2013 12:39:34 PM

2/4/2013 2:00:02 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Feb 3, 2013 Frontier 385, FLL Terminal 1 Gate B9 -
Comments:Agent inserted himself into a resolved boarding sequence dispute - demanding to see my ticket and id after already screened at gate because I simply told a pushy individual that he cutting in line. Although the Frontier Boarding process issue was already resolved (via discussion between us two passengers and a Frontier agent), the TSA agent intervened to interject his authority and power - totally unnecessarily. "I'll decide who goes first" he said, with the full power of TSA, threat of additional secondary screening, and rubber gloves behind him.

This minor incident is the kind of thing that blackens the eye of an otherwise excellent TSA. This should not occur - TSA agents should not be involved in airline boarding sequence procedures - this guy was simply trying to intimidate and show how powerful he was.

Very disappointing.

Disability Description: Caller s mother is a paralyzed 75 year old elderly person and she herself an advocate for the disabled.

Response Details: After she said that it was discrimination due to her mothers disability, I informed her that the complaint would need to be submitted in writing and gave her the information below.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

2/4/2013 2:09:24 PM Caller is going to write in her complaint to the address above. I am sending this to the CSM and to ODPO as an FYI.

Incident Details: During screening there, the TSOs patted her mother down so hard that she might have a sore on her buttocks. During the screening a STSO thought it was a joke, laughing about the whole thing. She endured a patdown that lasted for more than 45 minutes. They kept her mother at the screening checkpoint from 12:10pm to 1:15pm today.

The caller was furious and stated that if she was in town now that she would go to the media and notify them of how TSA treats disabled elderly people. Her mother is very fragile and the caller hopes she does not have any broken bones.

During the conversation she said it was maybe a racial issue, however after questioning, she stated that it wasn t as much a racially driven as it was a disability issue.

She wants to speak to the head of security of EWR.

She said she will go to the President, if needed, to seek a resolution.

Due to the emotional trauma, she does not think her mother will recover from this for a long time.

2/4/2013 3:16:24 PM Caller stated:
She wants to know if there is a program that allows her to bypass the screening. Caller stated that she always opts out of the AIT and wants to know if there is a way she can go through a TSA background check that would allow her to bypass the patdown and go through the checkpoint. Caller stated that she will be flying out of DCA with US Air.

Advised caller:
There is no way to bypass the screening methods. Advised caller that all persons traveling through the checkpoints must be screened and there is not a program that would allow her to bypass these. Advised caller that if she opts out of the AIT then the normal procedure is that she would be screened by a patdown.
Caller is 7 months pregnant and flew from San Diego to Pittsburgh for a funeral . Caller said she flies all the time. Caller requested to opt out of the AIT, she has done this previously. Caller has a complaint about the patdown procedure. She also has a complaint about damaged and missing clothing.

Patdown Complaint at San Diego - January 28, 6:20 am, American Airlines gate 27, caller did not know the checkpoint.
Caller said she failed the patdown and was not told why. Caller said the TSO was grabbing her legs during the patdown. Caller said a red signal showed up on the swab. Caller said she asked about why she got an alarm while they were going through her luggage. Caller said another TSO asked if they can run her cell phone through the xray, caller agreed to this. Caller said the TSO who had her cell phone and Iphone had a spray bottle. Caller said they took several swabs that showed up ok. Caller said they told her she had to go in for a more thorough patdown because the one swab turned the machine red. Caller said they used their fingers to do a more thorough patdown. Caller said they made her lift her shirt to prove she was pregnant Caller said she had her dog dipped and had also had her carpet cleaned and caller wondered if that may have caused the problem. Caller said the TSO said it could be or could be a lotion or perfume causing the alarm.

2/4/2013 5:28:50 PM Return trip from Pittsburgh, February 2, 3:25 PM, caller flew on Delta
Caller said on her trip back, her baggage was rerouted. Caller her Samsonite suitcase was taped shut even though the caller said the suitcase was not locked. Caller said she had a long suede jacket had been shut up with part of the jacket hanging out and now it is damaged. Caller found a NOI in her bag, The NOI is stamped Feb 2, 3:25 pm, caller said it also has RESEASP. Caller said she is missing a new athletic bra and a dirty pair of underwear. Caller said she was given some jewelry and someone had rifled through the jewelry. Caller was given this by her grandmother. Caller said she does not know if anything is missing because she did not go through the jewelry because she had been to a funeral. Caller said the return flight originated in Pittsburgh, caller was suppose to fly on American but was rerouted and flew on Delta flight DL2367, baggage claim number (b)(6) Caller wondered if this had anything to do with the other incident.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport. TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We also encourage you to check the latest information at www.tsa.gov.

I sent the caller a claim form and told her she will receive it in 24 hours.

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Remote Client IP: (b)(6)
Date Time: 2/4/2013 4:32:57 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SFO Checkpoint F2
Approximately 1PM Pacific time.
Comments:Once again appalled at the rudeness of a TSA employee and truly aghast at the Agency's failure to follow its own protocols.

2/4/2013 6:01:15 PM

I am a frequent contributor of both compliments and complaints, as I am a frequent traveler.

I am not TSA Pre-Check on United, so went through standard screening. I oped out of the x-ray as I always do. It required four requests and more than five minutes for a TSA to respond (b)(6). He was immediately rude to me as I came through the gate.

I was agitated, and when TSA (b)(6) asked me why, I responded "My belongings have been sitting unattended for more than five minutes, and it took four requests for someone to respond."

"I usually wait for the fifth request before I answer" was his response. I insisted upon speaking to a supervisor immediately. He resisted my request. I reiterated it, and a supervisor, (b)(6) (sp?), responded.

The supervisor brought (b)(6) (who was a real professional throughout, to his credit) to conduct the pat down. As I am a frequent traveler and I have had cash stolen, I insisted -- according to TSA protocol -- to keep my cash and credit cards in my physical control. I invited the supervisor and TSA (b)(6) to clear them, but refused to surrender them or place them out of my immediate control.

I know that this is my right, but the supervisor refused to proceed with the search. He made a phone call at my insistence, and ultimately acceded to my approach (even though, he insisted it was an exception, which is nonsense).

So, in summary:

-I was treated rudely
(b)(6) treated me with a snarky joke. I note with interest that I can be ARRESTED if I make a joke at a checkpoint.
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Remote Client IP: (b)(6)
Date Time: 2/4/2013 3:30:32 PM

2/4/2013 6:02:31 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US flt 230 terminal A
Comments:Agent (b)(6) gave me an option to throw away the water I had in my water bottle, which I would say was roughy 2 oz of water or get rescreened and empty the water. I opted for the latter. Once I left the screening section and walked back towards the gate agent (b)(6) gave me my water bottle. Not knowing where I should empty the water, I decided to go to a corner which was carpeted. I empty the water in the corner (b)(6) did not like what I did and said very unprofessional "hey you why did you do that." I did not reply, but then proceeded to the security line. He then approached me and said " well then I am going to have you go through a pat down." Knowing that I simply poured water on the carpet, I knew I was not a threat to our national security. I went through both the screening and pat down successfully. I did asked him does he feel better going through the unnecessary screening just because he think he could use some type of power being a TSA. He said " yes and I get paid to do so." With that said I take ownership in pouring the water on the carpet. However, spending tax payers dollars on unnecessary screening, because he wanted to was simply wrong and unprofessional. I know this letter may not get to him or for that matter be taken serious. But, just wanted to let TSA know I don't feel no more safe, but he did prove his point. He can use his status to do whatever he wanted to do.

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Remote Client IP: (b)(6)
Date Time: 2/4/2013 3:12:00 PM

2/4/2013 6:02:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I would appreciate learning why I, a 70-year-old grandmother (who is also a federal employee with CBP -- and, as such, has received a background investigation and held a Secret security clearance until my current position as staff assistant to the Public Affairs Officer -- is subjected to full, or partial, patdowns in secondary inspection every time I fly. It really is ridiculous and humiliating.
Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

2/4/2013 6:02:47 PM

From: (b)(6)
Sent: Monday, February 04, 2013 4:40 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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Remote Client IP: (b)(6)
Date Time: 2/4/2013 4:40:04 PM

Name:

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 2/4/2013 7:13:51 PM

2/4/2013 8:12:41 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Phoenix airport. Terminal 4. flight 230 us airways
Comments:Agent (b)(6) gave me an option to throw away the water I had in my water bottle, which I would say was roughy 2 oz of water or get rescreened and empty the water. I opted for the latter. Once I left the screening section and walked back towards the gate agent (b)(6) gave me my water bottle. Not knowing where I should empty the water, I decided to go to a corner which was carpeted. I empty the water in the corner. (b)(6) did not like what I did and said very unprofessional "hey you why did you do that." I did not reply, but then proceeded to the security line. He then approached me and said " well then I am going to have you go through a pat down." Knowing that I simply poured water on the carpet, I knew I was not a threat to our national security. I went through both the screening and pat down successfully. I did asked him does he feel better going through the unnecessary screening just because he think he could use some type of power being a TSA. He said " yes and I get paid to do so." With that said I take ownership in pouring the water on the carpet. However, spending tax payers dollars on unnecessary screening, because he wanted to was simply wrong and unprofessional. I know this letter may not get to him or for that matter be taken serious. But, just wanted to let TSA know I don't feel no more safe, but he did prove his point. He can use his status to do whatever he wanted to do.

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Remote Client IP: (b)(6)
Date Time: 2/4/2013 9:03:19 PM

2/4/2013 10:05:59 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):February 4, 2013
RSW Terminal D
9:15 AM
Comments:No, this information is NOT helpful. Both your "patdown" procedures AND your naked body scanners violate the Fourth Amendment to the Constitution of the United States.

Today I contacted my congressman, both my senators and the White House requesting that your funding be withheld until you start showing some respect for the highest law of the land.

This will happen every time I am forced to undergo an illegal search in retaliation for refusing to submit to the illegal searches from your rape-i-scan machines.

You have no right to perform these searches. You have no warrant, you have no probable cause, you have no oath or affirmation, and you obviously have NO idea what you are looking for, all of which are required by the Fourth Amendment.

You are completely out of control and I will continue to petition my elected representatives to cut your funding to zero, which is only what you deserve for your treatment of American citizens.

Caller wants to know about the security screening at the airport. Caller wants to know if it is an x-ray, because she is a cancer survivor. Caller went through the AIT machine and had informed the TSO that she cannot have any x-rays, because she is a cancer survivor. The TSO stated that these are not x-rays and proceeded that the passenger walk through the AIT machine. Caller wants to know if there are signs posted in the airport saying that each passenger has a choice for screening. Caller wants to know if TSA does not recommend the AIT for cancer patients. Caller is very upset that she had no way of knowing that TSA does not recommend cancer survivors to opt-out for a pat-down. Caller had no way of knowing that having a pat-down was an option.

Caller is 78 years old, does not have a computer, and would like to make a complaint and suggestion. Caller hopes her suggestion will help people like her who did not know, and had no way of knowing that there are options for screening. Caller states that there should be a sign saying so due to the severity of the health condition. Life or death as she stated. Caller wanted to know who she can speak to about this. Caller wants to know what action will be taken and how she will know that something was done. Caller wants someone to contact her as far as the results of this complaint. Caller wants to know how long it will take to review this documentation. Caller wants to know how she knows if an action or no action was taken. Caller asked what happened to the previous machines and why they were taken out.

Complaint: Caller was not offered a pat-down once she informed the officer she was a cancer survivor. There is not a sign saying that cancer patients are not recommended to go through AIT and may opt out for a patdown instead. The TSO should offer passengers to be screened via patdown or the machines. The burden of being informed should not be placed on the passenger, but rather on the government to inform the passengers of the process.

2/5/2013 12:35:26 PM

Suggestion: There should be signs stating that every passenger has the right to choose either a pat-down or to go through the AIT. For those who do not have internet, in order to become familiar with TSA travel tips and to be informed, there should be another way of informing them via signs or have the TSO better inform the passenger of the process, their options, etc. Caller states that this is not a simple request, but rather it is very important that other cancer patiets, and all passengers are informed with this information.

Informed caller:
Apologized to caller. Thanked caller for the suggestion input.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

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

AIT machines are not x-rays. These machines are made to help find metallic and non-metallic threats under the passenger s clothings. The AIT machine does not catch the metal joints that people have inside of their body, because it is just bounced off the outside of the body.

Clarified with (b)(6) and (b)(that this machine is in fact not an x-ray. Informed caller that I am not a radiologist and do not know the complete make-up of what the machine is exactly, but can assure her that this has been tested to be safe for those Caller said she had her trashed her luggage, she has a patdown and an ETD. She said the last time it happened at FLL, but she is always selected for extra screening. She wanted to know why.

2/5/2013 5:31:14 PM

I told her I do not know why, but she could apply for Redress and it would give her an RCN that she would enter each time she flies. This will begin an investigation and once it is complete they will send her a letter. I emailed her the Redress form and the instructions which she will receive within 24 hours.

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Remote Client IP: (b)(6)
Date Time: 2/5/2013 3:01:01 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Denver International Airport, Main terminal, North end security checkpoint
Comments:Hello,

2/5/2013 6:56:55 PM

To give you some background before I state my complaint, I've been a frequent flyer for a number of years and consistently a United Premier status member for at least the last 4 years. Denver was my home airport for the last 6 years. For various personal reasons, I've never been a fan of the AIT screening but gave in to that option over the patdowns. I've never vocally complained or voiced my disagreement w/that level of screening however my experience yesterday still has me feeling upset and violated.

Anytime I've gone through the AIT screen, a TSA agent has directed me to step aside after the scan until they get the "all clear" signal to let me through. On Monday, February 4, 2013, at approximately 11:45am Mountain time, I went through the north end security checkpoint at Denver International Airport. I utilized the Premier status line and then the western most lane of the open lanes at the time. I stepped inside the scan, was told to step through and as I was waiting for the "all clear", the female officer - without saying a word - picked my arms up and then cupped both of my breasts. Still not saying a word to me, I put my arms down and said "Excuse me?!" and her response was, "I was talking to him", as she motioned to her co-worker on the other side of the conveyor and went to cup my breasts again. I then said, "But why are you touching me? I went through the scan." Her response, "Well, the scan shows something", finally turning my attention to the scan monitor that showed a blur near my right shoulder. I said, "You could've explained that before touching me." She didn't say anything else to me (perhaps the male agent who motioned me through the scanner was supposed to tell me that I triggered something, but he didn't, and I'm just guessing for some explanation here). I was so in shock that I forgot to get her name; and over 24 hours later, I'm still very upset at this complete lack of respect and lack of privacy. I was traveling w/a friend and she was also surprised by what happened and could tell I was upset. I gathered my things and went over to the TSA desk in the checkpoint and told what looked to be a supervisor (in a suit jacket and tie) what had happened. He apologized for my experience and said it would be addressed. Again, I regret I didn't get his name either but was still in shock from being violated. I'm assuming there are video cameras in the security checkpoint area and these interactions would've been recorded.

According to your website:
"What do I do during a pat-down?
All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

Unfortunately, I wasn't given any of these rights, or explanation, before I was touched. I want to know how this has been/will be addressed and resolved going forward so other people do not have the same experience I had.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 2 5 2013 8:03:30 PM Airport : LAS - McCarran International Date Time of Travel : 02 03 2013 4:30 PM Airline Flight Number :
Checkpoint Area of Airport : SCREENING

2/5/2013 9:04:16 PM

TSA Employee: (If Known) : Short man about 50 with dark hair and dark thick mustache Comment : I do not travel often. I have anxiety issues with the big x-ray screening machines. There was a normal metal detector that the TSA (a man about 50 with dark hair and a dark mustache) opened up as the line was getting long since they were funneling two lines into one machine. If the TSA man had been paying attention, he would have seen that I let 6 people go ahead of me because I was starting to have a panic attack approaching the x-ray machine. The TSA man standing in front of the metal detector opened up the metal detector side and people stated to go through. I stepped aside to go through the metal detector to avoid a full blown panic attack. I did not cut in line but he yelled out quot;I have a line jumper! quot; and I had to go to the back of the line. Like I said, if he was paying attention, he would have seen that I had stepped to the side a bit and I was NOT cutting in line. I did not know you had to line up military style to go through the machines. He would not let me pass through the metal detector even when he decided it was my turn. He told me I had to go through the x-ray machine. I asked him why I could not go through the metal detector.He started to laugh at me and told me quot;I make the decisions, not you, ha ha ha... quot; He never answered my question. Iwas trying to keep my panic attack under control, but it wasn t working. I started to get emotional as my panic attack was taking over. he told me to make a decision or I would have to be patted down. I said no, I wasn t doing that and to give me some time. He started yelling. He then sent a tall African American man to pat me down in front of the people waiting in line to go through the machines. I wasn t going to have someone touching me in front of all these people, especially a man! This sent my panic attack beyond my control. The TSA man with the mustache continued to laugh at me. I told the African American man I was having a panic attack. He walked away. The TSA man with the dark mustache then had a passenger with her daughter walk right in front of me to go through the metal detector just to rub it in my face that he was not going to let me go through there. He continued to laugh at me and called a supervisor. The supervisor, a man about 6 3 who was bald came over and I told him I was having a panic attack and I needed some time. He told me that was fine. He talked to my husband on the other side and my husband also told him I was having a panic attack and it was due to the x-ray machine. I finally made it through crying and having my panic attack, for I did not want to get thrown in jail for this. The man with the dark mustache needs some more training on how to treat people. I would NEVER treat anybody the way he treated me. I was told later by my sister traveling with me that they cannot have a man pat you down, so why did he send a man to pat me down? The TSA man with the dark heavy mustache needs more training to learn to identify a passenger who is having a panic attack and not stand there and laugh and humiliate them. I do appreciate the job that TSA people do to make our travel safe, but I do NOT appreciate being laughed at and humiliated by a TSA person due to a medical condition that I cannot control. I just hope that this incident is discussed with him and he is given more training on how to pay attention to what s going on in front of him and be able to identify someone who is having a panic attack so he doesn t humiliate them and works with them. Also he needs to be trained that men are NOT to be sent to pat down a woman. Thank you for your time in reading my complaint. I hope to receive a response. Thank you.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 2/6/2013 5:38:08 AM

2/6/2013 8:17:36 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Flight 731 from LGA to DTW at 4:45 am on 2/6/13 - Pre-Check screening area
Comments:I am a VERY frequent flier who just had a first-ever terrible experience with a TSA agent. After being cleared thru Pre-Check I was randomly chosen for screening of my palms, and something set off an alarm - I understand this could have been hand lotion or hair product on my hands. I was then taken into a private screening area for a complete pat-down etc. All this I understand, sort of - what I object to is the rude tone and harsh attitude of one of the female agents, who treated me like a prison guard treats an inmate, would not let me speak, etc. This caused me to lose my temper, which made her even more rude. If TSA agents are trained to treat the public with courtesy and respect, this female agent at Terminal D in LaGuardia skipped that part of the orientation! I hope never to have a repeat of this humiliating experience.
Caller wanted to know why he is being flagged for a pat down. He said that he has trouble printing his boading pass online. When he gets the pass at the airport it has the ssss on it. His wife does not have a problem printing her boarding pass online. He said that he does not think it is random because it has happened on his last three trips.

2/6/2013 9:56:42 AM

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

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov TRIP.

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov.
I told the caller that I do not know why he is being flagged for additional screeing.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

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Remote Client IP: (b)(6)
Date Time: 2/6/2013 11:10:15 AM

2/6/2013 12:05:15 PM

Name (b)(6)
Email (b)(6)
Complaints:Disarrayed Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.
Comments:As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both employees, but the (I believe) inappropriate handing of my medical device put me over the edge and made this a pretty traumatic experience. I travel via airline several times a year. Is there anything I can do to avoid this type of treatment in the future? Thank you very much (b)(6)
The caller wants to know the policy regarding a patdown. The caller flew from Canada to the US and states a customs officer pushed all around the sides of her breast when alarm sounded due to her bra. The caller was then offered a option of going through the machines or a physical inspection after she had been patted down

2/6/2013 2:49:56 PM

Travelers must go through different clearance procedures when crossing international borders.

We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511.

Caller flew on Jan. 26. She was taken to the security checkpoint and was told she would receive a patdown instead of AIT. Agent (b)(6) told the caller she may get a thrill out of it referring to a patdown procedure rather than going through the advanced imaging technology. Caller did receive a patdown from a female agent but the incident was very embarrassing for her.

2/6/2013 3:04:09 PM

Airport: PHX
Airline: Southwest Airlines
Flight number: 3225
Date and time: Jan. 26 9:30 am
Gate: B

Son placed a complaint that day to his boss, a Southwest employee

I apologized and informed caller I would send this to the CSM.
Disability Description: CPAP Machine.

Incident Details: Caller had an issue with a patdown she received and the treatment of her CPAP machine. Caller did email the TCC earlier, and received an email stating there was insufficient information. Caller is wanting to know what information she would need to supply.

Caller is also concerned about whether or not TSA has to abide by HIPAA. Caller is a private person and did not want to divulge to her friends that she had a Cpap machine.

Caller is informed that her items can be screened privately if she requested a private screening. She did not inform the TSOs that she preferred the Cpap to be private, nor did she separate her Cpap from the rest of her carry-on. Caller was told that since she failed to do either, the TSOs would have screened the items without putting any thought into whether or not she wanted discretion.

Caller s previous complaint is being copied verbatim for CSM review. CCR spoke with (b)(6) on the reasoning behind the initial response. (b)(6) was correct in observing that the caller did not provide flight number, terminal, and gate--caller could not provide these on the call. This record is being escalated without the additional information because of callers insistence.

2/6/2013 4:24:38 PM

Previous email-EID (b)(6) frpm 2-6-13

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 2 6 2013 11:10:15 AM

Name: (b)(6)
Email (b)(6)
Complaints:Disarrayed Items in Checked or Carry-on Baggage
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc):Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.
Comments:As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, Get back in there. Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, Yes. He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, get back over there. I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security

Caller flew from Austin on Tuesday. She was sitting there an hour and is a 79 year old greatgrandmother. They were boarding, so she got out of her seat and went to the right to get in line. A TSO tapped her on the shoulder and said come with me so she did. The TSO put her things on a table and with no dialogue at all began conducting a patdown. The TSO took her bags and slammed them down on the other end of the table. It had fragile things in it which were broken. She flew with Southwest. She was highly offended. She was knitting prior to getting up. The TSO was was a black female who was rather short and chubby and very rude.

Advised caller:
TSA regrets that you found items missing and or damaged from your carry-on luggage.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

2/6/2013 4:43:52 PM

Flight information:
Flight Path: Austin to Baltimore
Flight date time: 2 3 1:50pm
Flight #: 3098
Airline: Southwest
Airport: Austin Bergstrom
Gate Terminal: far to the right (does not know)
Email: (Not provided)

Dear TSA,

Previously when I've flown through Syracuse, NY airport, I've had terrible experiences. As I draft this email, I am standing in an incredibly long line to get through the gates 19-27. The fact that I have time to type an email shows that the wait time is outrageous.

First off, why does this airport not have a priority boarding lane? Don't reply with, "TSA doesn't manage the security wait lines. That's up to the airlines on that side of security." That's ridiculous. Have your many agents standing around simply move the little posts around with the rope stretched between them....and then hang a "First class/priority" sign. Easy as that and you can organize the air travel here. For someone like me who flies almost every day, having that first-class/priority line is a big deal.

Next, last time I flew through this airport, some older gentleman with TSA disassembled by whole briefcase and had all the contents strewn all over a table looking for change. Even as I told him where the change was, he continued. He told me I broke the rules; I asked him what rule says I can't carry money in my bag?!

Now, as I wait here, I witness some younger kid hop in line because he's late for his flight. A man in line is mad at him, tells the agent checking boarding passes and this agent still lets him through! A full argument is happening in front of my eyes and no security!

2/6/2013 6:08:37 PM

At this point in the email, I am through security. The patron in front of me had an electronic boarding pass and after waiting in the entire line, WAS SENT BACK TO TICKETING FOR A PAPER COPY!!! He was pissed! I asked if you have a sign indicating they can't accept electronic boarding passes and the agent tells me no! Then I tell him you also need a priority line and he says, "we do, right here" and motions to the lane which has a sign that says "Crew members only." I told him then that you must be missing the sign that says it is the priority line as well!!

When I came through the metal detector, because I'm wearing hospital scrubs to travel, the agent says I require a thorough patdown! So he fondles me in the public area.

This place is a circus. While I type now, I'm witnessing a younger man bowing to some deity, apparently acquiring the courage to do a terrorist attack and no one seems to care. He's on my plane now.

Not that this is your problem but this little Dash-8 is the most uncomfortable plane seat I've ever sat in (which I had to walk out on the Tarmac to board)!!!

--

Caller wanted to know more about the 4 amendment and TSAs ability to screen passenger, and if he can opt out. then to opt out of AITs, then if he can check a knive, told caller

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

2/6/2013 6:34:34 PM

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft. TSA policy is to afford passengers professional and courteous treatment.

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

Travelers can check knives.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date Time : 2 6 2013 11:27:27 PM Airport : MCO - Orlando International Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :

2/7/2013 8:12:21 AM

TSA Employee: (If Known) :
Comment : The practice of quot;natural hair pat downs quot; is racist. Pure and simple. I see no reason why my hair is deemed dangerous or suspect while the curly haired Caucasian in front of me is not subjected to the same shameful behavior. If this practice is not stopped immediately I and many others will form a class action law suit. Take notice. This is not to be taken lightly.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller said that he was calling in his capacity as city attorney. His brother-in-laws wife, child and his wife went through the checkpoint in Little Rock two weeks ago today with baby formula. It was sealed and unopened. He said they were flagged and all of their possessions were searched. He wanted to know if baby formula is a permitted item. He asked if there are signs posted at the entry to the checkpoint giving instructions for taking formula. He stated that TSA has a complex body of rules and regulations that he does not see how the average person can not comply with them. He wanted to know if TSA is under DHS. He also wanted to know if we have an advisory council or group of citizens that advises or we take recommendations from or at least listen to on these matters. He asked if the formula was not declared would that cause them to be searched. Caller said that he is going to call his congressman.

2/7/2013 3:49:36 PM

I gave the following information: When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.
I told him that the information on taking formula is on the website, however I am not aware of it being posted at the airport. I told him were are under DHS. I also told him that the formula must be declared. I advised him that I am not aware of a committee of citizen that gives input to TSA.

I travel frequently with a hard-sided case full of electronic equipment. I am dismayed by your handling of my equipment. I've had the case not latched properly and not packed properly even when I leave notes to please use the cable ties (that I supply) to ensure the case doesn't come open. On one occasion my case arrived open, with stuff falling out all over the place and the whole thing in a huge plastic bag. Luckily nothing was missing and it all still worked.

More recently, last week, my case was gone through at DFW and they didn't put the little "love note" from TSA in the case. But I knew it had been gone through as my equipment was not repacked properly. Some items were put back in the wrong cases, etc. I also have a six inch long flat bottle opener that is the perfect tool for opening some of my equipment… or should I say HAD a bottle opener. It is now gone. I can understand why someone would take it… thinking it's not a big deal, but it is not easy to find another.

I suppose I could choose not to fly or ship my equipment ahead, but you guys really need to hire people who can do the job properly. Why do you need to go through the baggage of someone who is a Gold Elite frequent flyer anyway? Just because it's equipment and there might be something to steal or mess up? I can live with the pat downs and the xrays, but please be more responsible when handling expensive equipment.

2/7/2013 4:11:39 PM (b)(6)

(b)(6)

(b)(6)

(b)(6)

2/7/2013 9:15:32 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 7 2013 8:53:19 PM
Airport : AUS - Austin-Bergstrom International Date Time of Travel : 01 31 2013 2:45 PM Airline Flight Number :
Checkpoint Area of Airport : Checkpoint 3 TSA Employee: (If Known) : (b)(6) Comment : After arriving at security checkpoint 3 I requested an quot;advanced pat-down quot; instead of the backscatter x-ray. TSA employee (b)(6) took me aside to the pat-down area and instructed me as to the pat-down procedure, as expected. The pat-down deviated from the norm when (b)(6) was behind me, checking my legs. (b)(6) very forcefully brought his hand up into my crotch, hurting my genitals. I said to him, quot;Hey, you re being a little rough. quot; He ignored me and moved to my other leg. I assumed it was an accident about which he was understandably embarrassed, so I allowed him to continue. He repeated the act with my other leg, forcefully bringing his hands up and hurting my genitals a second time. At this point I was bent over in pain, and when he stood up and came around to my front I put my hand up and said quot;Seriously, you need to calm down. quot; His response was alarming; he leaned in toward my face in an aggressive manner and responded, quot;Oh, I m calm. quot; We then engaged in what I can only describe as a confrontational stare-down for a few moments. He then asked me to complete the pat-down procedure. After the pat-down was complete I requested to see his supervisor, who simply gave me a TSA comment card to submit. The exceedingly aggressive behavior of (b)(6) was frightening. I have been through perhaps a dozen TSA pat-downs before and, although they are not pleasant, I have never before been harmed in the process. Yet (b)(6) hurt me twice in his official capacity, and not only refused to apologize but seemed to become angry when I asked him to stop. For the sake of other passengers who might encounter (b)(6) in the future, I would like to ask that he be permanently restricted from performing pat-downs. I am requesting confirmation that this restriction has been put in place.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

Name (b)(6)

Phone #: Cell (b)(6)

2/7/2013 9:15:50 PM

Mailing Address: (b)(6) Brooklyn, NY 11211

Email (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible,

including the name of the air carrier, if this occurred at an airport.

During the screening process at Logan Airport I opted out of the body scanner and requested a

pat down. During this time my valuable were out of range and barely visible. When I requested

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: 2/7/2013 11:21:56 PM

2/8/2013 8:14:54 AM

Name: (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Oakland airport on Sat. the 19th of January at 6:50 pm heding for SLC, Ut
Comments:We were traveling with a friend who had just had a total hip replacement due to an accident while on vacation in Petaluma, CA. She just was released on Thursday, surgery was on Monday. We couldn't get a flight out until Sat.
We were told not to make her stand unnecessarilyand not unaided.
the security agent made her stand by herself to do a full body patdown. She almost fell. Her husband and myself went to aid her but the agent started screaming at us not to touch her or the wheelchair otherwise she would have to start over. She yelled at my friend several times to just shut up and let her do her job. She was very rude and very unprofessional. Her husband and I were taken aback by her rudeness and just wanted her to complete the patdown otherwise we would have made her contact a supervisor at that time.
More compassion needs to be given to those that are in wheelchairs for whatever reason. Also, more training for the security agents.

Disability Description: Caller has osteoarthritis and osteoporosis, a knee replacement and hand joint replacements in both hands, lichen sclerosis in her private area . If she is bumped or rubbed in her private area, she bleeds. She had a patdown at TPA some time ago that was above what normally happens and she bled.

Information Request: Caller wants to know what to do to avoid what happened at TPA.

2/8/2013 10:26:13 AM

Response Details: I offered her the address to file a complaint regarding the previous patdown. She said she had called TSA and complained. They gave her the ODPO number to call the next time which is why she called today. I told her that in order for it to be a formal complaint it must be done in writing. She said it happened so long ago she did not want to file one. She just does not want this to happen again.

I apologized about her previous screening experience and let her know that I would send this to our disability experts. If they need to contact her they would do so via phone or email. If they do not contact her, that does not mean they did not receive this. It may mean that they contacted the CSMs at the airports.

I am sending this to ODPO due to the seriousness of the situation.

2/8/2013 12:43:36 PM

The caller stated that yesterday she went through the scanner and she was told that this is completely safe. She is concerned because she is 31 weeks pregnant. She stated that the TSO told her that that the AIT was safe for her baby. She stated that TSA will have a lawsuit if anything is wrong with her child. She stated that she asked if the system was okay. She stated that she was not told that she can opt out of the AIT. She asked if she can get some information about AIT in writing. She asked if I had went thourgh the AIT while with child or if I had used the AIT at all. She stated that the last time she flew she used the WTMD, and the AIT was not even there. She asked why we offer the option to opt out if the AIT if it is safe. She asked why anyone would want to opt out if there was no health concerns.

I advised the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam.

However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I explained that I can email the information to her and they TSOs are not required to tell her that the AIT is optional. I explained that I have used the AIT before, and I have went thorugh screening while with child before. I explained that the AIT is not available at all airports at the time. I cannot say why a passenger would opt out of the AIT, I do not have that information.

I explained that I will forward the complaint to the CSM at SMF for review.

The callers flight details are as follow:

Departing Airport:SMF
Destinatiohn: Eriry PA
Airline: United Airlines
Flight Number: 6510
Terminal: A
Gate: 15
Caller wants to know what it means when she registered. She also wants to know how she can have her items with her at all times when she goes through screening?

Informed caller:

2/8/2013 4:13:51 PM

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a 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.

Caller tried to mail a passenger feedback form. It was sent twice to the address at the bottom of the form and sent back both times. The OMB # has expired and it was 12 11 when it was first mailed. Her employer filled it out. (NOTE: From this point, all information is the caller reading from the form.). Her boss flew from DFW with American airlines on flight AA463 to Houston TX and went thru Terminal A checkpoint 21. Her boss stated that his wife received discourteous treatment, lack of privacy, nonstandard screening, and inappropriate contact from TSO (b)(6) Caller s boss stated that (b)(6) has unlimited power and acted like it. Hestated that his wife is a 69 year old cripple (arthritis victim), who has to fly over once a week. Caller s boss stated that his wife has the highest TSA clearences. He indicated that she has been told by her physician not to remover her shoes, but that she offers to sit down and take them off to run them thru the xray unit. The caller s boss stated that the TSO took longer and was more invasive than any search they have had done previously. He stated that she had received extraordinary groping, which he stated is humilating and unnecessary on elderly crippled fliers whose job leaves them no choice but to fly. Also, the boss stated that the TSO s attitude was the worst, treating them in a rude and intimidating manner. The boss stated that this is his first ever complaint. He wants the airline to be safe, but states that this was uncalled for. He requests that we please stop this woman from humiliting passengers. His name is (b)(6) . His wife is (b)(6) (Caller s email is (b)(6) The email given above is for her employer, who sent the feedback.).

2/8/2013 4:44:45 PM

The supervisor there was (b)(6) Caller s boss states that the supervisor was professional and provided very courteous treatment. He states that This supervisor was helpful, nice, and apoligetic. Caller s boss commends him highly.

Advised caller:

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.

Please accept our appreciation for you taking the time to share this information with us.

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 8 2013 5:46:58 PM
Airport : SFO - San Francisco International Date Time of Travel : 02 08 2013 Airline Flight Number :
Checkpoint Area of Airport : Terminal 2 - Checkpoint for Gate 58B TSA Employee: (If Known) : (b)(6) Comment : February 8, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No. (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) Badge No. (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

2/8/2013 6:19:18 PM

At approximately 5:40 am on February 8, 2013, I entered the security checkpoint for Terminal 2 – Gate 58B at San Francisco Airport (SFO) on the way to my flight, American 2002 to Miami. I opted out of the body scanner and was then subjected to an invasive pat down search by Miguel, who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 2/9/2013 1:32:51 AM
Airport : SNA - Orange County John Wayne Date/Time of Travel : 02/01/2013 8:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I get a pat down on my chest, "EVERY SINGLE TIME" I pass through the millimeter wave detection scanner. I get pat down regardless if my bra have metal hook or not.

2/9/2013 9:08:50 AM (b)(6)

This has happened to me at SNA, LAX, AUS, YVR, SEA.

And there was never anything in my chest besides my bra, and my flesh and bones.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller's wife went to FL yesterday. Caller states that at the airport, she was forced to go thru the scanner, even though she is pregnant. Caller states that the TSO never told her that she could opt out and receive a patdown. Caller states that she is worried about radiation and no alternative was offered. He says that her doctor is also concerned. Caller states that when she requested a patdown, she was told not to worry, the device is just like a sonogram.

2/9/2013 9:18:24 AM Advised caller:
Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I apoligize for your experience.
(NOTE: Caller stated that he would call back when he had gathered all of his information, after I stated that I could take his information and send his complaint to a CSM.).

Date: February 9, 2013
Time of Incident: 8:45 am, February 8, 2013
Airport: Lambert International, St. Louis. Southwest Airlines Terminal
Flight Information: SW 3923, 9:55 am Departure Time
Checkpoint/Area of Airport: Security Screening, Southwest Terminal
TSA Employee Name: (b)(6)

Complaint:
I am a frequent flyer and understand the security screening system. I also understand that TSA security procedures do change from time to time.

2/9/2013 11:00:19 AM I followed the procedures to enter the screening devise. The TSA Security Employee (b)(6) instructed me to put my hands above my head, touching hands. (This was a slightly different procedure from what I was used to, so it took me a few moments to understand that my hands had to touch as opposed to just be above my head.) I exited the screener as I normally would. The TSA employee seemed to be "ticked off" with me, rudely saying I did not follow instructions. His manner appeared to be disgusted with me. I asked if he was speaking with me because he was looking elsewhere when we had been speaking, not making eye contact with me and speaking low enough that I couldn't hear his instructions. (It is harder to hear when you are in the screener and trying to read and follow the guidelines/instructions inside the screener) He rudely stated that he was talking to me (again, acting disgusted). I returned to the screener for a second time, and he waved me away. Apparently, I did not hold my stance long enough for a clear picture to be scanned so I was subjected to a physical pat down.
I get the need for these security measures. I expect TSA employees to communicate effectively and appropriately so customers are able to follow the security procedures efficiently and appropriately. I don't appreciate the "power play" that this particular TSA seemed to use with me. It does nothing to make me feel more secure - quite the reverse. I expect TSA personnel to execute their jobs with appropriate attention to detail and respect so I can do likewise. I was disappointed that this was not the case in this instance.

Thank you for your attention.

Sincerely,

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Screening
2/9/2013 6:05:14 PM Current Date/Time : 2/9/2013 5:02:28 PM
Airport : PBI - West Palm Beach International Date/Time of Travel : 02/07/2013 6:30 PM Airline & Flight Number : us air Checkpoint/Area of Airport : concourse b TSA Employee: (If Known) :
Comment : a male tsa agent patted down my daughter who is 16 even though there was a female there. he told the female "he would take care of it" I did not go through with her but was told about it later. I am not happy. i will be contacting an attorney. i don't think it is appropriate for some perv to be there patting down minors when there is a female there and there is no reason to pat down someone that is a minor Would you like a response? : True Passenger's Name (b)(6)
Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

-----Original Message-----
From (b)(6)
Sent: Saturday, February 09, 2013 6:23 AM
To: TSAExternalCompliance@dhs.gov
Subject: Violation of civil rights complaint

On Tuesday, February 5th, 2013 at approximately 1250PM I was going through security at Syracuse Hancock Airport in Syracuse, NY carrying my 8 month old son in my arms, by myself. I previously called TSA before my trip to make sure I could have baby items like food that were oversized and factory sealed. The man said it would not be a problem, just declare them at the checkpoint.

At the Syracuse location, I had 4 pouches of baby food that were unopened and clearly sealed, as well as labeled by the company. I was singled out for "secondary screening", which was fine. I figured they had to just take a closer look at the unopened pouches of baby food. I was never told I needed to be pat down by the TSA officer, who is a WHITE FEMALE WITH BLONDE MEDIUM LENGTH HAIR THAT WAS WORN IN A PONY TAIL AND ALSO HAD ON DARK LIPSTICK, even though I had on leggings and a tight tank top, and I never set off the metal detector or that she would tear my bag apart even though it checked out during the regular screening.

2/9/2013 7:27:28 PM

She proceeded to take everything out of my bag, and was borderline shouting at me when I changed my mind once about having her open all of my sons sealed pouches of baby food to "test them". She then told me I had to get the pat down and I kept asking her why when everyone but the baby food was fine and her only response was "I told you that you needed secondary screening. I'm just doing my job".

My 8 month old son started to move because I was standing and sitting for so long, I needed to adjust him because he would have fallen out of my arms if I hadn't, and she was loudly telling me to stop moving and that I wasn't being compliant because of this and yelled multiple times for a supervisor, who arrived 5 minutes later. He asked me what the problem was, I told him, and she tried to argue with me and tell him in so many words that i aas lying, and that I was having an issue with her testing the baby food and changing my mind, which was not the case. He said he would stand there and then he never did, he walked away.

After I was packing up my things she tore out of my bag and shoved them back in with total disregard, I told my son, "I hope I got paid" and she then spun around angrily and walked towards me in a threatening manner. I was actually scared for the safety of my son and myself. I thought she was going to physically harm me. Instead, she started yelling at me and it was so bad, another officer had to step in front of her and stop her. The other officer, A AFRICAN AMERICAN FEMALE WITH SHOULDER LENGTH HAIR, asked what I said. I told her nothing and I was packing my stuff and I was leaving, repeatedly. But she would not let it go and they kept questioning me and lecturing me about how "we don't tell you how to so your job" until I walked away.

I have never been so disgusted and felt so violated and embarrassed in my life. Standing there with my infant son, being pat down for BABY FOOD. What does a pat down have to do with FACTORY SEALED POUCHES OF BABY FOOD? I will absolutely be pursuing legal action. The way I was treated was abominable. It was absolutely unnecessary for me to be PAT DOWN and have my bag ransacked after everything else checked out.

Dear tsa

This is a complaint for bad service by two of your officers (supervisors (b)(6) and (b)(6)). I believe these two officers should receive further training or discipline.

My wife and 1 year old baby and I went through the A gates checkpoint in PHX a few minutes ago, and we were stopped to have our bags checked because we had some baby food pouches in our diaper bag. That's fine, and I have no complaint that we were chosen for extra screening to check the baby food. Fair enough. The inspector checked our food bag and diaper bag and cleared our bags except for some of the sealed baby food. At that point the officer (a nice guy, didn't catch his name) checked what to do with his supervisor, officer (b)(because we had four baby food pouches, which may have seemed excessive (not sure what the issue actually was). That's fine, we had good reason to need them on hand: we are traveling to the blizzard in New York and we wanted to be sure we did not get stuck without baby food in our diaper bag. Supervisor (b)(instructed our inspector to give us the choice of either opening one of the baby food pouches for analysis or getting a full pat down and bag inspection. We explained that if they opened the pouch we couldn't keep it because it would quickly go bad, but that we would rather lose the pouch of food than to go through a search of everything we own because we were worried about missing our flight. Officer (b)(6) then told us that if we were going to throw it out, then we couldn't opt to have it analyzed, and we must instead now be fully patted down and all our possessions searched and bags analyzed. I asked why would it matter that we were throwing it out afterwards if they had chosen the pouch to open, but Officer (b)(6) took the tack of ignoring me completely from that point forward, literally pretending that I didn't exist. She instructed the original inspector to begin the analysis of our bags. I asked again why we couldn't have our food inspected as offered originally. Officer (b)(6) then began patting down my wife (who just wanted this over with). Officer (b)(6) took a very long time with the pat down. (I'm not sure why, I think it was because she is not physically able to bend over with out holding on to a support, which made the pat down of my wife's lower legs extremely difficult for officer (b)(Don't get me wrong here, I'm also obese and would have the same trouble that she did. My point is that she may not be suited for the job she has been assigned, either physically or in temperament.) Sure enough, one of the machines incorrectly identified one of our bags as containing explosives, which held up the entire process. Officer (b)(6) seemed to give up on the pat down at one point and walked away without giving my wife instructions to return to our now crying baby (or even to put her shoes back on). We asked the nice inspector as well as a third inspector who came to help analyze/search our bags what was going on with my wife and whether she could put her shoes on and return to our baby (this third guy was also a nice guy: don't know his name but when he checked our boarding passes at the entrance to the A gates he wrote 356 on our passes, so maybe that's his ID number?). They had no idea why office (b)(had left my wife in that state and the original inspector told me he didn't even know why they couldn't just have opened a pouch for testing and let us go. They saw she was at the supervisor's table so I went to complain that we were not being handled well and that everybody in our family had been upset by officer (b)(6) abrasive attitude. Supervisor (b)(6) then said she'd handle the situation and came over to the inspection area. Everything had been completed and we were ready to go and officer (b)(6) asked if I had any further questions. I asked why we hadn't been allowed to open the pouch in lieu of a full search. She said that it was because my wife had volunteered to be searched before we opted to open the pouch (not true). I explained that it was incorrect, and officer (b)(6) then went off to confer with officer (b)(and the returned at which point officer (b)(6) asked officer (b)(in an obviously ingenuous tone of voice, "did you inspect her shoes?" (Meaning my wife's). Officer (b)(answered no, so officer (b)(6) said she must now complete the inspection of my wife before we can go. Then she told officer 356 to reinspect the bag he had just inspected. She was trying to teach us the lesson that if we complained, they would intentionally make our lives harder. So the two inspectors completed their new tasks and officer (b)(6) announced that we were cleared. I was typing some notes on my phone in order to later write this letter and office (b)(6) informed me a we second time that we had been cleared and could go. I mentioned I was just getting her name. She really huffed at that point and told me good, and do I need help spelling her name. I told her that the sarcasm was not welcome and she walked back to her station and we began to leave the checkpoint. At that point officer (b)(6) returned and demanded to see our boarding passes, which she took back to her station to make xerox copies. She then returned them and we left.

2/10/2013 9:12:14 AM

The TSA has made some welcome strides in the last year with respect to improving the experience of passengers at checkpoints, especially those of us with families. That has been most appreciated by me and my family, who travel a lot and have seen a lot of improvement. But episodes like this, of petty power plays by some of your employees, are not uncommon. I would be grateful if you would take the opportunity to train or discipline officers (b)(6) and (b)(6) about how to properly handle passengers in this instance. I seriously doubt that I am the first or the last passenger that either of them have harassed.

Sincerely,

Caller says that he checked in a brief case and a duffle bag. Caller says that the brief case was inside the duffle bag. Caller says that when he opened his brief case, the inside contents were disarrayed. He says that some of the files were no longer in the brief case, but were instead placed in the duffle bag. Caller says that his wife s credit card was in his brief case. He says that this credit card and his computer cable were missing. Caller says that he has called the credit card company and had the card stopped. He says that this will be an inconvenience to him because he will now have to change the credit card numbers on several websites. Caller says that the usb ends on the keyboard and mouse were damaged as well and they had to spend $60 for a new keyboard and mouse. There was an NOI, but nothing stamped on it.

Airport: PHX
Airline: United
Flight Number: 1520
Baggage Number: (b)(6)
Terminal: United terminal
Gate: 8
Date and Time: 02 08 12 at 7:30 a.m.

2/10/2013 10:47:04 AM

Caller s wife says that when she traveled from Houston to Phoenix she was rushed and did not put her license back where she generally keeps it. She says that when she went to fly out of Phoenix, she discovered she didn t have her driver s license. She explained to the man at the checkpoint what had happened. He then called two women over. Caller says that the woman who was approximately 5 foot 9 inches, blonde medium length hair, middle aged, with glasses. Caller says that this woman told her not to worry that she would get her through this. Caller says that the woman made sure her carry on items were separated from other passengers. Caller says that the lady was very kind. She had to do the Certification of Identity form. She says that after she finished with the questions, she had to go through the AIT, and then have a patdown. Caller says that even through the patdown the woman was very kind. Caller says that the lady told her everything that was going to happen and kept asking her if she was okay. Caller wants to compliment this person and give her many kudos.

Advised caller:

I would send claim forms via e-mail and they will be received within 24 hours. Instructions on how to submit these will be on the cover sheet. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

I will also forward a copy of this information to the CSM to make them aware of this situation.

Caller states: His wife is missing a very expensive necklace from her carry on. She thinks that it was planned by the TSO s to get the item from the bag. She went through screening at ORD on 2-9-13 at around 8:30AM to 8:45AM at terminal 3 traveling on American Airline to Palm Springs. The bag was screened and then they pulled is wife to the side. The 2 black TSO s went through the bag and one was blocking his wife s view and was distracting his wife while the other took the expensive pair of pearls.

2/10/2013 10:59:58 AM

Advised caller:
TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.
I have e-mailed you a claim form to your wife s daughter e-mail address. Allow 24 hours for this to arrive at the e-mail address.
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.
Lost and found at O Hare International Airport is 773-377-1210.
If they do not contact you, the number to call is 866-289-9673, hit option 5 and key in ORD to get the CSM at ORD.

2/10/2013 12:01:21 PM

The caller flew from SAT to SAN with her grandson. She has metal Implants, so she could not go through the WTMD. She had her two year old grandson. She stated that he was crying not to be taken away from her. She stated that she was subject a patdown while he was clinging to her. She stated that he is so terrified to return to the airport because he is afraid that he will be taken again. She stated that she knew a TSO that was working at the airport and he tried to help. She stated that the TSOs tried to seperate her from the two year old child.

I advised the caller that Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child s concern.

I can forward the this information to the CSM at SAT for review.

The callers flight details are as follow:

Departing airport: SAT
Destination: SAN
Airline: Southwest
Flight Number: GL8G47
Terminal: 1
Gate: Not Provided
Date and Time: November 29th @ 2:00 pm

2/10/2013 6:02:26 PM

I didn't want a form letter from a computer. All that info is on your website. I want a simple answer to a simple question. Can someone take 30 seconds to answer me , or do I have to call you?????
From: HYPERLINK (b)(6)
To: HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov
Sent: Sunday, February 10, 2013 8:20 AM
Subject: TSA Pre_Check program

My girlfriend has had a hip replacement and has to endure a pat-down at airports. Will the TSA pre check program avoid the pat-down at participating airports?
Best Regards,
(b)(6)

Again, thank you for your response (copied at the bottom) to my email below, although it is basically the same information that I read on your website. And according to this information and the response email, I can bring juice onto the airplane. The amount was also appropriate to our 22 hour traveling day.

So, if the answer is YES you can bring juice on the airplane, WHY was it that the only choice at the security in Honolulu was to "abandon" the juice? Why did the TSA agent tell me the only thing I could bring more than 3 ounces was formula and also that I did NOT read that juice was acceptable on the TSA website? Furthermore, why has there not been any sort of apology for the inconvenience that this may have caused us? Not to mention that we that we had to "abandon" something that we paid for and were supposed to be allowed to bring in?

As I stated earlier, the Detroit TSA was very nice and considerate and we had NO issues with juice. They tested it and let us proceed without incident. Honolulu was a different story. Again, I am not sure how "juice is allowed" can be interpreted differently at different airport TSA checkpoints. This interpretation problem is definitely something that needs to be addressed.

(b)(6)

My second email to TSA:

2/10/2013 7:08:54 PM

Thank you for the the response that I copied below. I understand the procedures for traveling and have no problem following the guidelines that TSA has outlined. What I am trying to understand is how, by following the guidelines you have stated on your website, I was not able to bring juice past the security checkpoint. It wasn't a quantity issue where "reasonable" could be up for interpretation, I was not able to bring ANY juice. So, I guess my question is:

Are you able to bring juice for a toddler through security?

Below is what is stated on the TSA website:

"Medically necessary liquids and gels, including medications, baby formula and food, breast milk, and juice are exempt from the 3-1-1 rules, and are allowed in reasonable quantities exceeding 3.4 ounces (100ml). They are not required to be in a zip-top bag. Officers may ask travelers to open these items to conduct additional screening and passengers should declare them for inspection at the checkpoint.
Please be advised that passengers going on long trips should only carry on the medically necessary liquids and gels needed for their infant/toddler's immediate comfort during the flight. Please pack larger amounts of liquids for the remainder of the trip in a checked bag."

First, the TSA agent in Honolulu said that only infant formula was exempt. The website clearly says that more than just infant formula can pass through inspection. As I stated earlier, she told me that I did read that juice was acceptable on your website, which according to your website, she is not clear on what is or is not allowed over 3 ounces regarding children. Furthermore, I also packed the amount that would make my toddler comfortable on the Honolulu flight, as well as the other 2 connecting flights we were taking.

I do not mind having the agents search our bags and test the items in question. They have done this many times and it has never been an issue. It is hard enough trying to get all of our items through the x-ray machine and trying to stay with them, our child and the bag they are searching. To be honest, getting through security is the hardest part of our trip, but I do understand that it is necessary.

This is the fourth email that I have sent and I am still not getting the answers to the direct questions that I have asked. These responses are vague and in some cases, it seems like it was cut and pasted from your website. I find it interesting that at the end of the emails the TSA sends it states, "check our website", which is exactly what I did to begin with.

I would like the contact information to the TSA manager in Honolulu so I can contact them directly.

Thank you.

TSA Response:
Thank you for your email message. We appreciate that you took the time to share your concerns with us.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

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

2/11/2013 8:18:00 AM

We also encourage you to check the latest information at HYPERLINK "http://www.tsa.gov/" \nwww.tsa.gov.

My response:
Again, thank you for your response (copied at the bottom) to my email below, although it is basically the same information that I read on your website. And according to this information and the response email, I can bring juice onto the airplane. The amount was also appropriate to our 22 hour traveling day.

So, if the answer is YES you can bring juice on the airplane, WHY was it that the only choice at the security in Honolulu was to "abandon" the juice? Why did the TSA agent tell me the only thing I could bring more than 3 ounces was formula and also that I did NOT read that juice was acceptable on the TSA website? Furthermore, why has there not been any sort of apology for the inconvenience that this may have caused us? Not to mention that we that we had to "abandon" something that we paid for and were supposed to be allowed to bring in?

As I stated earlier, the Detroit TSA was very nice and considerate and we had NO issues with juice. They tested it and let us proceed without incident. Honolulu was a different story. Again, I am not sure how "juice is allowed" can be interpreted differently at different airport TSA checkpoints. This interpretation problem is definitely something that needs to be addressed.

(b)(6)

My second email to TSA:

[CC: TSA Customer Comment Center, (b)(6)

Dear Covenant Security Manager,
I am writing to share with you my experience moving through the SFO Terminal 3 checkpoint on 2/9/13 around noon. By way of background, I am a frequent traveler and very familiar with the standard TSA procedures. My experience on the 9th was completely outside what I have come to expect and, I feel, demonstrated a series of failures of communication and breakdowns in procedure.

The issues began at the ID check station, where I witnessed two employees joking with each other how hard it is to read certain passports and state IDs. True or not, this certainly does not present a professional appearance. While waiting in line for the ATD I witnessed TSO (b)(6) screening passengers in line for the X-ray devices using a paper trace detection strip. He was actively making fun of the procedure and using highly sarcastic language (i.e.:
"I have to run this across your hand 6 times or it might not work").
Clearly, this too is not the professional face of airport security the traveling public should expect.

I elected to opt out of the ATD and was guided back to a screening station by LTSO (b)(6). LTSO (b)(6) asked me "have you done this before", to which I replied that it is irrelevant whether I have been screened before. LTSO (b)(6) then stated "I ask that because if you have we can do this the short way, otherwise we have to do it the long way." I certainly hope that there is only one way in which Covenant screens opt out passengers. LTSO (b)(6) proceeded to provide an incomplete, sarcastic, and frankly rude "briefing" about the pat-down procedure. He then conducted the pat down. While he was finishing TSO (b)(6) walked back and said "this is stupid - when I walk all the way up there [gesturing to the x-ray line] and then come back here, if they alarm, they will be through the checkpoint before we know." I have to admit, he did seem to have a point. LTSO (b)(6) replied that "this is how its set up". Here again, it seems unprofessional in the extreme, and frankly somewhat alarming, to allow employees to actively question security measures in front of passengers.

2/11/2013 10:10:38 AM

I asked LTSO (b)(6) for his name, and for that of TSO (b)(6). He provided his and then asked "do you just want everyones names?"
Having never been offered this I decided to take him up on it, and said "yes." LTSO (b)(6) went to speak to STSO (b)(6). STSO (b)(6) came over to me to ask if I needed help. I replied that I would like to take LTSO (b)(6) up on his offer. STSO (b)(6) offered his name, I accepted and asked for the others. He informed me that he would have to ask his manager, which seemed reasonable. Over then next ~30 minutes STSO (b)(6) worked very professionally to figure out is he could in fact give me the names of the screeners at the checkpoint. He offered first names only, which I told him I understood to not be TSA policy. It is my understanding that passengers can, at any time, and for any reason, ask for a TSA or TSA contractors full name. This is based on previous communications with TSA headquarters and several FSDs across the country.

While waiting for STSO (b)(6) and his manager (whose name I did not
capture) to determine if they could provide names, I observed employees at the checkpoint doing the following:
1. Providing conflicting information about how hands should be held in the ATD - resulting in considerable confusion on the part of several non-english-speaking passengers.
2. Providing inconsistent briefings during secondary screenings.
3. TSO (b)(6) complaining, to several of his fellow employees, about the trace-detection screenings he was assigned to.
4. TSOs generally mocking passenger behavior.

STSO (b)(6) eventually provided me what, I imagine, is a complete list of employees at the checkpoint. I am impressed that, after some prompting, he did follow through on LTSO (b)(6) offer. Certainly I didn't expect him to. The offer, in and of itself, was ridiculous, and indicative of the kind of behavior that irritates passengers, contributes to poor press attention, and generally creates friction between the necessary security screenings and the desire of passengers to complete their trips.
Caller claims that his brother, on 2-10-13, was let through the checkpoint at SJT to DFW to JFK, without being screened at all by TSA, whom he says was not present at the checkpoint. He did not go through an xray scan or a patdown or anything. He says that since the checked bag wasn t able to be screened by TSA, it wasn t allowed to go onboard the plane. The caller s brother is on military orders and en route to Turkey and needs that bag.

2/11/2013 11:29:01 AM

Gave CSM information for O Hare.

(b)(6)

Referred caller to Airline, American Eagle and trasnsferred the call to Security Specialist.

Dear TSA,
I enrolled in the Global Entry program last August, 2012, here is my card number (b)(6) I travel at least 15-20 times a year both domestically and internationally. Below is the reason why I am sending this correspondence.

While leaving Las Vegas on 1/27/13 around 11 am I began my journey through security. Emptied all of my pockets, took off my medical devise and places everything through the scanners. I inadvertently left my global entry ID card in my back pocket and proceed through the full body scan machine. TSA agent (b)(6) badge (b)(6) began her obnoxious yelling and screaming at me, that she had been saying to empty your pockets for the past 10 minutes. I explained to her it was my Global entry id and my boarding pass in which I forgot to place into my carry on. She said I would need a pat down. I asked as to why as I had a TSA issued ID and again she began screaming and saying she had told us all to empty our pockets. I once again explained that it was my global entry ID card that was in my back pocket. She again proceeded in an unpleasant obnoxious manner that I needed a pat down. She then said that I needed to be checked. She then had her co-worker (b)(6) Badge # (b)(swab my hands and apparently the machine alerted them that I needed to be fully searched and patted down. I said ok and asked for a supervisor. The supervisor (b)(6) Badge (b)(6) said that the hand swab they had done indicated a foreign substance. I asked the supervisor as to why I needed to be fully searched and patted down if I had a TSA issued ID. He said that it was the policy and that the machine probably picked up hand lotion.
I asked what the point was of being cleared as a Pre-Approved traveler if they needed to go through my suitcases and treat me like I was trying to smuggle something through security. After they swabbed all of my contents which showed nothing. They then proceeded to walk me into a private screening room where the supervisor explained he was going to pat me down. I was cleared and released to catch my flight home.

2/11/2013 2:27:49 PM

1. Please explain to me why the Pre-Approved traveler program is not recognized at LAS security.
2. What is the point of paying $100, going through a background check, having a face to face interview to get Global Entry. If TSA employees do not recognize this.
3. I would like a follow up as to how you are going to deal with TSA agent (b)(6) atrocious customer service skills. My partner works for an Airline and even he could not believe the way she was speaking to people and they way she treated me.

I look forward to your response

Best Regards,

(b)(6)

2/11/2013 2:40:01 PM

Caller stated that he is trying to be a TSA employee and he was denied because he is missing his left hand. Caller was wanting to know if there is anything that he can do for them to look at hiring him again. Caller said that he was told that they are afraid that he would not be able to feel something if he had to give a patdown. Caller said that he has never been rejected employement due to this. Caller sad that he got a letter that said due to the loss of your hand we cannot hire you. Caller said that he is wanting a oppturnity to show that he can do this. He stated that he does think that he was discriminated due to the loss of his hand,. However he does not look to use that word because it is so harsh. Caller said that he was applying for employment at Pierre Regional Airport.

Resolution:

Advised caller that based on the information that he provided me and since he think that he was basically discriminated due to his hand, that I was going to transfer his call to our Civil Rights department.

2/11/2013 4:17:01 PM

On my last two international flights, one from Saint Martin to Hartford, CT via San Juan on December 3, 2012 and again on a flight from Panama City, Panama, to Miami on Jan 19, 2013 my boarding pass was labeled "SSSS" and I was subjected to additional pat down and carry on baggage search at the gate as we were boarding on each leg of the trip. The first flight was on Jet Blue and the second was on American. Both carriers told me that this had nothing to do with them and it was instituted by TSA. I am a 69 year old housewife traveling with my husband who is a physician. I travel overseas to typical tourist destinations once or twice a year. I am an US citizen residing in Connecticut. I do not believe I pose any special security threat. Can you help me to understand why this is suddenly happening and what I can do to correct it. It is quite anxiety provoking for me to be subjected to these extra screenings when boarding. Thank you for your help, (b)(6)
South Glastonbury, CT 06073

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 2 11 2013 2:21:21 PM Airport : MIA - Miami International Date Time of Travel : 02 10 2013 7:20 PM Airline Flight Number : American 1783 Checkpoint Area of Airport : Terminal D - Checkpoint 4 TSA Employee: (If Known) : Taylor Comment : February 11, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Lead Screener (b)(6 for the excessive wait time for a pat down search.

At approximately 7:20 pm on February 10, 2013, I entered Security Checkpoint 4 in Terminal D at Miami International Airport (MIA) on the way to my flight, American 1783 to San Francisco. After opting out of the body scanner, I had to stand in front of the checkpoint for 10 minutes waiting for a screener to bring me through.

When I complained to (b)(6) about the long wait, he claimed that the staff "were in the middle of a shift change", so there was not yet a person available to perform a pat down. I had to wait for several more minutes before I was led into the pat down screening area.

2/11/2013 4:17:40 PM

Requiring a passenger to stand and wait, in stocking feet on a cold tile floor, for 10 minutes for a pat down search is borderline punitive.

I want this letter added to Screene (b)(6) personnel file, so that it may serve as a record of poor judgment. The supervisor should not send screeners home until there are enough replacement screeners on hand to perform all of the screening functions.

I request a written response to this complaint from the Federal Security Director at Miami International Airport, explaining what will be done to prevent such a long wait for a pat down from happening in the future.

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

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 2/11/2013 2:16:26 PM Airport : MIA - Miami International Date/Time of Travel : 02/10/2013 7:20 PM Airline & Flight Number : American 1783 Checkpoint/Area of Airport : Terminal D - Checkpoint 4 TSA Employee: (If Known) : (b)(6) Badge No. (b)(6) Comment : February 11, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Screener (b)(6) Badge No. (b)(6) who treated me disrespectfully during the screening process.

At approximately 7:20 pm on February 10, 2013, I entered Security Checkpoint 4 in Terminal D at Miami International Airport (MIA) on the way to my flight, American 1783 to San Francisco. After opting out of the body scanner, I was led by Screener (b)(6) to the x-ray belt that contained my property. For the remainder of the screening process, (b)(6) was combative, rude, and disrespectful.

1. Disrespectful of my personal property After I pointed out my items (a suitcase, briefcase, computer, and shoes (b)(6) put my heavy briefcase on top of the bin containing my shoes, and then attempted to put that bin on top of my laptop. I politely asked (b)(6) not to stack the bins, because I did not want the weight of my briefcase to damage my computer. (b)(6) resisted and again tried to stack the bins, claiming that nothing would get damaged. I had to ask him again not to stack the bins.

2/11/2013 4:17:41 PM

2. Did not offer a private screening
(b)(6) did not ask me if I wanted a private screening before he began the pat down. After asking me about sensitive areas (b)(6) told me to assume the search position. I had to ask for a private screening right as he was about to start the search.

3. Rude and discourteous behavior
When I asked (b)(6) for a private screening, he became irritated and asked "Are you going to surprise me with anything else?" He then asked me why I was requesting a private screening. After I explained my reasons (b)(6) became angry and starting attacking me for my response. He made statements such as: "When you enter the airport, you waive some of your constitutional rights." and "Do not make that statement again!" His comments were not only rude, but untrue.

4. Performed the pat down search with dirty gloves (b)(6) did not change his gloves before he started the pat down. I watched him handle several bags with the same gloves before searching me. A finger in his left glove was ripped and (b)(6) fingertip was exposed throughout the entire search.

(b)(6) conduct was both rude and disrespectful. Furthermore, he did not follow proper screening procedures. I want this letter added to Screener (b)(6) personnel file, so that it may serve as a record of serious misconduct.

I request a written response to this complaint from the Federal Security Director at Miami International Airport, explaining what will be done to remedy each of the four concerns above.

2/11/2013 5:32:13 PM

The caller said that she dropped her son and his friend off at PHL today and she is appalled that her son and his friend had to undergo a patdown after going through the AIT. They had removed their shoes, and jacket. They still had their dog tags on and a device that holds their shirts under their pants.

I told her that this is standard procedure; anytime there is an anomolie detected by the AIT, a patdown is required to clear that anomolie.

She continued to vent her frustrations and said that this is not standard procedure because she talked to other mothers who has dropped their sons off who did not have to have a patdown. She said that TSA should be more considerate of military personnel

I told her that she could voice her concerns to the CSM by dialing the TCC line again, selecting option 5 and entering the corresponding number for PHL.

She said that she had already tried this and it gave her the wrong airport.

I provided her with the CSM s name and telephone number.
Name: (b)(6)
Phone (b)(6)

2/11/2013 6:09:54 PM

Hello,

This is a TSA Customer Comment:

Date: Dec 28, 2012
Time: Approx 12:00 Noon
Airport: DCA
Date/Time of Travel: 12/28/12
Airline: USAir
Checkpoint: TSA Security
Complaint: I opted out of the scanner, and so did my spouse. We waited an extraordinary length of time for an assist (it was pretty ridiculous; total delay exceeded 30 minutes.) Meanwhile, another passenger took my spouse's carry-on by mistake, because we weren't allowed to remain with our belongings while waiting. We did get the bag back, but it was a huge hassle and further delay.

PLEASE allow opt-out passengers to retain belongings until it's time for the pat-down. The response we keep getting is "oh, if anybody takes your belongings we've got them on video." That is an insufficient excuse, in my opinion. By the time you watch the video, and track down the individual that took our belongings, IF you can identify them, they may already be on a plane and gone. Meanwhile, we'll miss OUR flight because of the delay. None of this makes sense, when you can easily avoid the situation by simply allowing passengers to stay with their belongings until an agent is available to do the pat-down.

Thank you,

(b)(6)

Alexandria, VA 22314

2/11/2013 8:10:08 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/11/2013 6:34:06 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/10/2013 10:00 AM Airline & Flight Number : Alaska 305 Checkpoint/Area of Airport : A
TSA Employee: (If Known) :
Comment : While going through the security checkpoint at SFO Security Gate A, I asked for a pat down instead of going through the body scanner. The female TSA officer told me, "If you want a body scan, you have to go over 'there' and talk to the DO."

I want to know: why couldn't she do it? Who is the DO? Where is "there"? What about my suitcase? Why is it so hard to receive a pat down from the female officer in front of me? Is the TSA ill-equipped to allow me to invoke the law?

I also don't think that she made the pat down option available to me, even though BY LAW it should be. I did the body scan and told her, "That's not a very easy way to ask for a pat down." I said this while she was looking at me, she didn't respond, turned away, and moved on to the next passenger.

(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 wants to make a complaint about the screening process at LAX. He stated that he has an insulin pump and after he went through the AIT machine he was pulled aside for a patdown, which he was used to, however, the officer was very rude to him. When the patdown was finished he tried to put his shoes back on and the officer told him he had to move somewhere else to put his shoes on. He is retired and has diabetes. It is not easy for him to put his shoes on. He also complained that while he was being patted down his belongings were left out in the open where anyone could run off with them, including his wallet containing $4,000. He feels that the officers at LAX need to be better trained to be more respectful and there should be better procedures to ensure the safety of passenger s belongings during a patdown.

Apologized to caller and advised:

2/12/2013 8:15:47 AM

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.

Good Morning,

This year I again plan to travel overseas with my 81-year-old aunt in April. I have hopes of trying to resolve a continuing problem as we go through the TSA screening.

Never once has she been given the courtesy of allowing her to keep her shoes or light jacket on. As she goes through the screening, she is always directed to another area and must go through a "pat down." She is never carrying any metal...it is inside her. She has metal in her knees due to a surgery about three years ago.

Is there any way to avoid this inevitable embarrassment for her? Can she carry a doctor's note or some other kind of notification for TSA personnel that she will always set off the alarms? We explain verbally, but it never fails that she must go through the pat-down procedure.

Any suggestions?

Thank you,

2/12/2013 10:16:07 AM

(b)(6)
Customer Service Representative
Customer Care Branch
US Coast Guard Pay & Personnel Center
444 SE Quincy
Topeka, Kansas 66683

(b)(6)

If you have any further questions please contact Customer Care at 785-339-2200 or 1-866-772-8724. You can e-mail us at PSC-Customercare@uscg.mil or complete an on-line trouble ticket at: http://www.uscg.mil/ppc/ccb/

Caller said that her and her husband are flying from BWI to TPA on Thursday and she has to use a wheelchair. Caller said that her husband has a pacemaker defibulator. Caller said that she has been through this before and sometimes she can see her personal belongings. She stated that she doesnt like it and was wanting to know if she can be able to see her items during screening.

Resolution:

2/12/2013 11:15:03 AM

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

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

Caller said that she does not like not being able to see her items.

I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport

1. January 22, flight AA 2014; approximately 10:00am

2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

2/12/2013 2:18:46 PM

I find this explanation not to be plausible. I have traveled on through other airports immediately following the PHX departure without such an instance. I can only reason that the equipment used at this checkpoint is outdated and malfunctioning. I find the expanded procedure to be embarrassing and time consuming and do not appreciate the condescending treatment of the TSA agents during this process.

I understand that your response will be limited until new screening equipment is installed. Is this planned? At a minimum, I request that you investigate the potential malfunction of the detection devices and review the procedures followed by your personnel for frequent travelers such as myself. I fear that until changes are made. I will be subjected to the same inappropriate process.

Thank you for your response

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 12 2013 12:53:21 PM Airport : DEN - Denver International Date Time of Travel : 02 11 2013 1:30 AM Airline Flight Number : Frontier 350 Checkpoint Area of Airport : Bridge security TSA Employee: (If Known) : ?
Comment : I travel frequently and always follow your rules to the best of my ability. I choose to opt out of the xray and submit to a pat down. Yesterday I was told to stand aside and wait. I asked that my belongings be where I could see them and was told that it was too bad since I chose the alternative. I understand that there are rules, but to be treated with disrespect is not acceptable. We are always told to watch our belongings at all times. The pat down also was rougher than ever - hard touch to the crotch. I resent being treated in this manner. I have done this many times and have never been treated this way . I hope that this never happens again.

2/12/2013 2:19:04 PM

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

Yes well this isn't a matter of travel security. This is a matter of civil rights and theft. Fuck the tsa. the news and my lawyer are going to tell the public regardless whether you want me to or not. I could have really screwed you by mentioning the time your tsa agent grabbed me by the arm and led me through a body scanner against my will while I was yelling I wanted a pat down., I have it on video from a friend who travelled with me. I demand a response. I demand an answer. Why did your agents steal from me and why will you not man up and apologize, my husband works for the DoD, I know the games, I know the rules.

On Feb 12, 2013 6:45 AM, "TCC-Security" <HYPERLINK "mailto:TCC-Security@tsa.dhs.gov"TCC-Security@tsa.dhs.gov> wrote:

2/12/2013 4:03:23 PM

Thank you for contacting the TSA Contact Center (TCC) security line on February 12, 2013 at 6:17 AM with your security concern/s. Your receipt number is TCC ID (b)(6) Please reference this number in all future communications with the TCC. Your security report will be forwarded to the appropriate organization within the TSA for investigation and follow up. TSA does not discuss or release the status or outcome of security investigations as doing so may be considered detrimental to the investigation and/or transportation security. Thank you again for bringing the matter to our attention.

TSA TCC Security

2/12/2013 4:31:26 PM

The caller said she flys JetBlue frequently. The caller said she went through the checkpoint at 12:10pm on 2/12/2012. The caller said she went through terminal A and she forgot to take off her scarf. The caller said she thought the TSO was finished with creening and the caller preceded through the checkpoint. The caller said the female TSO told the caller to stand to the side for additional screening. The caller said she had to under-go a pat-down because the female TSO told the caller she had something in her back pocket. The caller said she did not have anything in her back pocket. The callersaid her hands were swabbed by a male TSO. The caller said she informed the mail TSO that the female officer was being a bully but the caller stated the male TSO laughed at her.

I told the caller we monitor the number and nature of complaints to track trends. I apologized to the caller because of her treatment. I also advised the caller she can contact the CSM for SFO by calling the TCC and press 5 then type in SFO and she can then obtain the phone number for the CSM for SFO. I did not send the information to the CSM because the caller did not get the TSO's name.The caller did not provide an airlineflight number and a gate number.
Caller stated that she came through TPA last Thursday going back to ATL, and it has taken a while for her to get back to us. She believes that she was violated through the checkpoint. She was one of the people that was pulled to the side for a physical patdown, and while doing so, the process took longer than she believes it should have. She thinks that she had some money removed from her purse. It was a black, flip over, Coach shoulder purse. The money was in the zipper part on the inside of the purse, and she has $100 missing. She would like for someone to review the cameras and see if it may have been removed during that time.

2/12/2013 5:57:14 PM

Flight details below:
Airport: TPA
Airline: Delta
Flight #: 1922
Went through security: Between 3-4 p.m.
Departure Date: 2-7-13
Departure Time: 6:30 p.m.
Gate: 62

Apologized to caller and sent claims form.

The caller stated that he had an issue with an agent at AUS when he opted out of the AIT for a patdown. The caller stated when they checked his legs, it was with two upward thrusts that were very aggressive. When they checked his belt, they lifted his pants probably 4 inches. He contacted the CSM and stated that he had to wait quite some time to get a response. He stated the CSM finally contacted him to address the situation. The caller stated that on a second conversation he asked the CSM for the badge numbers of the TSOs that were performing the patdown and was told that he will be contacted with this information. On the third conversation, he was told that they were not going to give the TSOs badge numbers or names. The caller stated that when speaking to the CSM, he was told that the TSO in question told the CSM that the passenger was very rude and made the following comment: Don t touch my nuts during screening.

He stated that this comment was never made and the TSO is lying about what actually happened. He was told that the CSM and their panel looked over the video and said it looked fine, but had no audio.
The caller wants to know if its policy to not give out badge numbers when travelers want to file complaints.

2/13/2013 9:35:35 AM

He has spoken with a police officer he knows about the issue and was advised that badge numbers are considered public records. He stated that he does not want their names, nor does he want them to know his name. He stated that he will be filing a complaint with the Austin Police as well. He stated that during the patdown he told the TSO that he was being very aggressive. Caller is upset that the TSO was making up lies about what actually happened. He stated that he has spoken with DHS as well. The Chief of Staff sent a complaint form for him to fill out. He stated that it spoke of discrimination and he did not feel that this form is what he needed to fill out. The name he provided from DHS was: (b)(6) He also brought up some information about his last call to the TCC. I viewed the linked record and he had complained about how long you have to wait for a TSO of the same gender to become available.

Advised Caller:

I have spoken with my supervisor about your issue. There are limited things that we can do here at the TCC. With you contact information we will forward this record to the appronate office to resolve your issue. They may be able to answer why the badge numbers were not provided. Hopefully when we forward this record you will be able to find a resolution.

Caller states she has had a couple of bad experiences at Denver International. After the most recent one, she faxed a complaint to the TSA Civil Rights on January 7th and she mailed her complaint a couple of days later. She has talked to her Congressman and he has told her that she should have received something by now and to conact the TSA.

Caller states she has had hip replacements and she has a hard time getting around. She never has an issue at Orange County or other airports, it is always Denver.

The first incident happened on December 28, 2011, she had just had surgery within 6 weeks of the flight, they watched as she struggled to get her shoes off, then when she went through screening, she was pulled to the side for additional screening.

2/13/2013 11:02:41 AM

She was told to go stand over there which would have been away from her purse and luggage and she was not able to see them, which upset her.

Caller states that she has flown over a million miles and United gave her TSA PreCheck because of her medical issues to make it easier on her.

The second incident was in December of 2012 at Denver International. She states she went through screening and as usual she was told she would need to be patted down. The TSO told her that she would need additional screening and they proceeded to her luggage and they went through it. After that was completed, the TSO told her that she would need to be patted down again. The caller states she was told to go to the private area for the patdown. The TSO ask her to spread her legs wider. Caller states she told the TSO that she could not because of her hip issues, the TSO then chopped into her groin area. The caller feels this was because the TSO thought she was lying to her. The TSO then took her identification and boarding pass and said she was going to make copied of it because the caller was not being cooperative. Caller is afraid that she is going to lose her TSA PreCheck because of this officer.

Caller is asking about passengers that are allowed through the screening process - she is 80 years old - and she had a bad experience in the past in the security checkpoint. She flies on US Airways but is not a frequent flier. She had an issue at IAD when she felt she was treated in a manner that was upsetting to her.

Told the caller TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

2/13/2013 11:06:38 AM

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

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

Apologized to the caller for her unpleasant experience at IAD and suggested she inform the TSO at the beginning of the checkpoint regarding her age and to ask for the implemented screening process for passengers over 75.

Thank you for the timely response. While I appreciate your tutorial on the TSA policies, you failed to answer the two questions I raised.

1. When can we expect updated screening equipment at this site?

2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

From: (b)(6)
Sent: Tuesday, February 12, 2013 11:25 AM
To: TSA-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Screening Procedures

2/13/2013 12:04:49 PM

I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport.

1. January 22, flight AA 2014; approximately 10:00am

2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

Caller went through the DEN checkpoint. He is an airline crewmember who was not in uniform. He placed his property through the scanner. He went to the metal detector. He went through. He was afterward approached by a TSO who advised that he had to go through the body scanner if he was uniformed. He refused. He was told that he had to have a patdown. She argued with him, then advised that he had the pat-down.

The TSO kept interrupting him. When he tried to speak, she talked over him. He asked to speak with a supervisor. A supervisor came over and told him that he could go through the scanner. He was advised that he would be stopped if he did not allow them to screen him. He argued with the supervisor about the competency of the screeners. He finally submitted to the screening so he could go on. He could not get the screener s name.

The supervisor was (b)(6).

2/13/2013 2:30:49 PM

1. Airport: DEN
2. Airline: United
3. Flight number: 6199
4. Departure date and time: This date at 1239 - delayed to 1315
5. Location (gate number): B-83

Conferred with (b)(6) re routing.

I advised that I would send the information to the CSM for follow-up.

Caller will be unavailable for a couple days, but he does want contact with the CSM for his complaint.

Dear Sirs:

Basically, TSA airport searches are a danger to the health of Americans. The dangers still remain undocumented, un-surveyed and un-realized.

1. Rubber gloves protect TSA personnel but do not protect the spreading of germs to subsequently searched persons. To put on a fresh set of gloves (as doctors and dentists do with patients), would (a) be expensive (b) terribly time consuming. But this would be the safe and sane approach if the practice of pat-downs continues which it shouldn't.

2. Even though the individual risk is small with airport X-ray scanners, multiply that by 700 million going through airport security each year and the actual numbers of susceptible people become quite sizeable even if the percentages are very small. About 5% are especially sensitive and are less able to repair X-ray damage to their DNA. BRCA-1 and BRCA-2 are two examples of mutations associated with breast and ovarian cancer. The dangerous process of X-ray scans must end.

2/13/2013 4:03:21 PM

3. Continuous contamination to floors with foot bacteria and fungus happens because people must remove their shoes. Providing plastic slippers for all those who remove their shoes (as they do at some Russian airports) might be a solution, albeit, an expensive time consuming solution. It also causes people to bunch up and fall all over themselves and one another while handling their shoes and trying to put on the slippers. And plastic slippers completely litter the whole area. Removal of shoes must be discontinued.

4. Putting your clothing, shoes and other belongings into tubs being used over and over again is an unhealthy practice. Sterilizing those filthy, contaminated tubs after each use would be expensive and time consuming. To provide disposable plastic tubs would be very expensive, time consuming and messy.

Disposable plastic bags should be substituted for tubs.

The bottom line and simplest solution to TSA airport searches is to call them what they are: an acute danger to the health of Americans. Our political leaders must demand these unsafe practices cease immediately. The end result will be the freedom

Caller wants to know the rule that states they cant speak durning a pat down. He states he did ask for a pat down for his screening.

2/13/2013 4:44:06 PM

Told caller
I did not have the guidelines for whether he could or could not speak durning a pat down.
The patdown procedures to resolve different types of anomalies.
We have very general information here at the Contact Center, he may want to check with the CSM at the airport. They maybe able to give him more clear answer as to why he wasnt allowed to speak durning a pat down.
Caller had a knee replacement and kidney implant. Caller asked if TSA has an expedited screening program for persons who have had medical implants. Caller knows how the Precheck program works. Caller stated it is embarressing for her to have to be patted down every time. Caller asked if there is a way to avoid the patdown.

I told the caller there is no expedited screening for passengers with disabilities but there is a disability lane. I told the caller that with the expedited screening she would no longer remove her shoes, jacket, belt or remove her laptop but she would still have to be screened. I told her everyone has to be screened.
If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

2/13/2013 5:05:46 PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians.
I told the caller she can request a private screening and she has the right to have someone in the room with her when she is being screened by patdown.

I referred the caller to www.tsa.gov for information about the AIT screening because caller was concerned about privacy issues.
http: www.tsa.gov ait-frequently-asked-questions

2/13/2013 10:26:56 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 2/13/2013 9:15:55 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 02/13/2013 12:40 PM Airline & Flight Number : US Airways/flt 490 Checkpoint/Area of Airport : gate 10 TSA Employee: (If Known) : unknown Comment : I want to complain about a personal patdown! I'm 58 yr old woman who was wearing a blue scarf with a black sweater,jeans and boots I arrived two hrs before my flt. TSA emp female pulled out of the line for a personal patdown right before my flt left!..I have lived in Dana Point for over 6 yrs. My son is in the Navy overseas..there is no reason to embarass me in front of all the other passengers! Once out of the patdown US Air decided my bad was too big! Had to pay $25.00 to check it! I will never fly US with TSA right there next to gate 10.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/14/2013 12:06:43 PM

Dear TSA,

As someone who flies frequently, I appreciate the additional security measures that airports and airlines take to keep me and my fellow travelers safe and I am thankful for all of the hard work and effort that your agents demonstrate daily. This being said, I had a recent experience at the Charlotte-Douglas International Airport that left me frustrated and concerned.

I am currently 4 ½ months pregnant. Because of this, I do not feel comfortable going through the new scanning devices. There have been several studies on these devices that question the safety of this technology on my unborn child. I fly frequently, and when I am at airports that have these devices, I request a full pat-down. I have no problem doing this and understand the importance of the pat-down for the safety of me and other passengers.

On February 12, 2013, at around noon, I entered the security line next to the American Airlines Counter at the Charlotte-Douglas International Airport. Before approaching the scanning machine, I requested a pat-down. The TSA agent told me that the machines at this airport were different and did not use any type of radiation. I again requested a pat-down and he again reiterated that the machines were safe. For a third time, I requested the pat-down and he told me that I needed to go through the machine. I did not want to cause a scene, so I went ahead and proceeded to go through the machine.

This process and the way that I was treated by the TSA agent made me very uncomfortable. At every other airport I have been to, I have been allowed to request a pat-down and have not been pressured to go through the machines. I do not understand why the requirements are different at the Charlotte-Douglas International Airport.

While I know that there is nothing that can be done for me now, I would like to ask two things: (1) Is it acceptable to request a pat-down at an airport rather than going through the scanning machine (i.e. if I request the pat-down, is the TSA agent required to allow me this right), and (2) If the answer to my first question is "yes", then would it be possible to make sure that the agents at the Charlotte-Douglas International Airport understand this policy so that this does not happen to anyone else?

Thank you again for all that you do to serve the public and keep us safe. I appreciate your time and your help.

2/14/2013 12:12:43 PM

Caller stated that when going through DFW checkpoint, his wife who is in a wheelchair and uses a cane, went through screening and had forgot a few things in her pocket. The white male TSO took the personal items that were in her pocket and placed them all in a smaller bowl and went to go screen these along with a purple pillow that was used on her wheel chair for her back. His wife went through a very intensive pat down (giving by a black female), which he feels shouldn't have been that rough since she is a 75 year old that can barley stand.
After everything was completed, they went to their gate and realized that the personal items and pillow was not returned to them. He walked all the way back to the checkpoint and they told him that everything was already thrown away and they had no record of a pillow even going through the checkpoint or being turned in so someone else must have taken it. The pillow had a sentimental value which was giving to her by her son.
He stated that the officers at this checkpoint were not very caring and has no personable skills when it comes to screening and how they treat passengers and their items. He did not raise his voice or cause a scene about the items that can not be found, but felt like the officer did not care. He filed a report at the checkpoint and went back a few times while they waited on their flight to see if the pillow had been found, but still nothing.

Date:: 12 Feb 2013 @ 8:45am
Checkpoint E33

CCR informed him that this would be forwarded to the CSM at that airport.

Feedback Type : Complaint

2/14/2013 2:03:39 PM

Categories : Poor Customer Service; Screening Current Date/Time : 2/14/2013 1:30:49 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 02/13/2013 5:00 AM Airline & Flight Number : Alaska Air Flight 639T Checkpoint/Area of Airport : Gate 11 TSA Employee: (If Known) : n/a Comment : I would like to preface this complaint with my support of the government in their endeavor to protect myself and my fellow citizens through safety precautions and terrorist threat detection devices and interview. Prior to my trip yesterday, I had decided to opt out of the body scan because I have a chronic thyroid condition and do not want any more radiation unless absolutely necessary. I had to wait several minutes and watched my property go down the conveyor belt to be x-rayed. The five containers with purse, cell phone, tablet, shoes, and coat were unattended and in plain sight of travelers for several minutes. I asked the TSA officer about my concern for my property and he told me not to worry - that no one will take it. My property was lined up in the way of other traveler's property and most of the time I did not have plain sight of it. Finally, a woman officer came and asked me if I minded having the pat down on the other side of the body scan and metal detector; that she could not take me to a private room for the pat down because there was only one woman officer available. I was asked to face towards oncoming travelers during the pat down which placed me again out of vision of my property. Finally, after most of the pat down was conducted, she then allowed me to see my property and I faced my property while I waited for her to conduct some kind of test after wiping my palms. I would like to conclude with the following complaint - the pat down was embarrasing enough without subjecting me to face the oncoming travelers. My personal property was subject to theft and/or compromise throughout the whole process. I would expect that TSA would treat travelers with more consideration and respect during the personal pat down procedure.

Would you like a response? : True

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

I arrived in the TSA inspection line at around 7:10 am on January 21, 2013 at the Gainesville, Florida regional airport. When I arrived in line, I observed a lady standing barefoot in the area just before going through the baggage x-ray machine. Her baggage, shoes, etc. had already gone through the x-ray screening. She had apparently been standing there for a few minutes because she was there before I arrived.

As I was approaching the ID check point I observed Lt. So(b)(6) arrived (LTSO is the 'spelling' I was given). She relieved a man who was assisting people proceed through the body scan. The relieved person took a seat on the cleared side of the TSA line and sat observing the line. After about 3 or 4 minutes the Agent(b)(6) turned to the lady whom had now been waiting I assume for at least six minutes (probably more –which is a long time to stand by the x-ray line). Agent(b)(6) then proceeded to frisk the woman taking much longer and being much more through than I normally see done. I have seen similar extended pat downs – just not often (I do travel a lot).

2/14/2013 4:05:48 PM

I asked the lady why she was singled out for such treatment. She had elected not to use the x-ray body scan. TSA had to wait for a female (whom appeared to be late to work, but could have been conducting business elsewhere).

The concern is that when the female agent arrived the agent appeared to obviously and blatantly ignore and penalize the lady for not using the body scan by continuing to make her wait until the agent could no longer reasonably ignore her. The lady had been in line. She should have been the first person whom the agent allowed through instead of continuing to make her wait while others were allowed to proceed before her.

Question: Is it an official or unofficial TSA policy to discourage people from electing not to use the electronic body scan?

It was obviously uncomfortable for the lady and for others who proceeded around her. For those of us who observed this it appeared to be either a case that TSA is purposely targeting people who elect not to have the body scan, or this agent had an attitude and purposely was taking it out on the individual. Either way it's a problem.

Caller was just at PHX Terminal 4 for a US Airways flight. He has a complaint concerning a TSA staff member and a supervisor. Caller says that as he approached the screening machine, he was told to take off his belt. Caller states that he travels over 65,000 miles per year and has never before been asked to take off his belt for the scanner. Caller states that he said that he did not want to take of his belt and then the TSO insisted on doing a patdown because he refused. Caller states that he told her that he hadn t refused, just indicated a preference not to remove it. Caller states that he was told that it was too late and he would get a patdown. Caller feels that he was given a patdown as retribution. Caller says that he spoke with a supervisor after the extensive patdown procedure. Caller states that he went to complain to the supervisor, who said to do the the complaint online. Caller says that the supervisor gave him a business card with the TCC number on it. Caller says that he asked the TSO for the name of his screener, but the supervisor refused to give the TSO s name. The supervisor s name was(b)(6)

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

2/14/2013 5:38:46 PM

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:
Flight Path: Phoenix to Tucson
Flight date time: 2 14 3:30pm
Flight #: 2824
Airline: US Airways
Airport: PHX
Gate Terminal: B5
Email (b)(6)

Caller said the inconsistencies when he flies is ridiculous. He has had one of the worst experiences of his life happened day before yesterday when he was departing from Norfolk, VA. He told the TSO that he had a defibrillator. The TSO wouldn t let him go through the WTMD. He asked if it is mandatory that he get a full body patdown. The TSO rubbed his private parts and never even touched his chest where the device is located. Caller states he is always the person to be checked for bomb residue and he is singled out each time. He wants to know what he s doing wrong. This happens practically each time he flies.
In December, at Ft. Walton Beach, FL (DSI) a TSA agent said he wasn t allowed to take his toothpaste because it wasn t 3.4 ozs. or less. The TSA agent was performing a hand inspection of his bag when he found the toothpaste. Caller says it doesn t matter where he flies, he is asked to have his bag ETD test. His bag is always part of the random bag checks as well.
He doesn t know what he needs to do to stop being profiled. He thinks he is being profiled because they are asking him to inspect his bag after it clears the x-ray machine each time. There is no metal in the bag and the TSOs are constantly checking his bag and hands for explosives. Most recently he flew with US Airways from Norfolk, VA. Caller states he is a white male and doesn t wear a turban so he doesn t understand why he is being racially profiled.

2/14/2013 6:19:29 PM Response:
Advised caller the agent was following procedures with the 3-1-1 containers.
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.
One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.
A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.
Explained to caller TSA doesn t profile individuals.

Referred to MB and advised caller someone would contact him regarding his issue and complaint.

From: (b)(6)
Sent: Thursday, February 14, 2013 8:46 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint about TSA Security Procedures at Lihue, Kauai, HI on 02/10/2013

Name: R (b)(6)

2/14/2013 9:01:11 PM Phone (cell): (b)(6)

Mailing Address: (b)(6) Chicago, IL 60660

Incident Location: Lihue, Kauai, HI airport

Flight information: Go! Airlines Flight YV1012, Lihue Kauai, HI to HNL, 10:00 AM 02/10/2013.

Description of events:

From: (b)(6)
Sent: Thursday, February 14, 2013 8:49 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint about TSA Security Procedures at HNL on 02/10/2013

(Email 4 of 4). Filing 4 separate complaints.

2/15/2013 8:09:52 AM

Name: (b)(6)

Phone (cell): (b)(6)

Mailing Address: (b)(6) Chicago, IL 60660

Incident Location: HNL

Flight information: United Airlines Flight 200, HNL to ORD, 8:00 PM 02/10/2013.
Caller flys back and forth alot between Rhode Island and Florida and she feels that a skycap person in Providence Rhode Island was very militant with her. She feels he flagged her because he had a attitude. She stated the skycap person was with Southwest Airlines.
Caller left Providence Rhode Island with frozen seafood (stonecrabs, bag of shrimp and a key lime pie) with gel packs and she stated she had taken the same items back and forth many times and had no problem and the skycap ask her what she had and why she was bringing stonecrabs, then they patted her down and when she got her seafood back it had been opened.
She is wanting to know how to what she could do to avoid aggravating someone so that this doesn t happen because he was very rude with her. Caller also stated that she always tips the skycap person because they are usually very nice and helpful to her except this person.
Caller said she probably needed to contact Southwest Airlines because that was who he was with.

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

2/15/2013 9:04:51 AM

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

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

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

I did apologize to the caller that this happened to her.

2/15/2013 12:09:35 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 15 2013 11:06:01 AM Airport : SMF - Sacramento International Date Time of Travel : 02 14 2013 1:30 AM Airline Flight Number : Delta 2284 Checkpoint Area of Airport : A Gates TSA Employee: (If Known) : Not known
Comment : I travel for business so every Thursday I have to go through the same check point. I never complain about the process as it s something that has to be done. Though the last three weeks is quite troubling for me. Each week I have had to be patted down. First, it was because I had an underwire bra, lots of women wear these types of bras so i took my patting down saying, quot;I don t really understand this but sure go ahead quot;. I have traveled for business for five years and only this airport says quot;oh we better do a pat down quot;. Then the last two weeks they have wanted to pat my belly. I wear normal dress pants when traveling so I am comfortable and I m starting to think that they are getting some kind of enjoyment on touching me every week. If the xray machine is picking up something on my belly that isn t there when I am wearing light clothings then it needs to be taken out. I am quite used to the process so I try to wear clothes that will get me through the process. So, what s the deal with this? I don t have any issues going through St. Louis airport at all when leaving to go to California so it s this airport. I m really getting tired of being felt up weekly and thinking this is some kind of discrimination thing. oh, and because I had on underwire bra which I wear EVERY week guy grabbed my hands checking my hands for gun residue. It s quite comical in the beginnning but it s not fun anymore. I do not want to give my name because then they will give more problems when going through their machines but I am going to give email address. Thank you for listening to me. As I said I understand the process has to happen but it s very weird to me that all of a sudden i m under pat down weekly.
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

NO, this response is NOT to the issue.
A customer was miss-treated by a TSA employee by purposefully making them wait unnecessarily as many other passengers passed her by, while her belongings were sitting out of her reach and control. Please explain?

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, February 14, 2013 7:54 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your recent travel experience.

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

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

2/15/2013 12:09:44 PM

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

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

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Caller said TSA is doing a good job. Caller wanted to compliment RDU and how TSA had retrained RDU because at one point they had rejected his concealed carry permit but then the next time he went through it was accepted. Caller said his license is in a plastic holder and he cannot get the license out. Caller has a Florida Concealed carry permit and caller is complaining that TSA does not accept that as a valid ID at every airport. Caller did compliment (b)(6) for a patdown he received on 2 6 13. Caller said (b)(6) s at RDU. Caller complained that one TSO said you can carry a gun through here when he showed his concealed carry permit.

Caller said on 1 29 at 1330 he was going through security at FLL. Caller said his concealed carry ID was rejected by the TSO, Caller said a supervisor was standing there and looked at his Florida Concealed carry permit and said, not at this airport, but she was nice about it. Caller states he cannot get his drivers license out of his wallet because it is in a plastic holder.. Caller went on and on about how TSA needs to retrain the TSOs about what is acceptable ID.

2/15/2013 1:08:29 PM

I told the caller the TSOs always have the right to ask for additional ID if they question the ID that is presented. I told the caller I will send this to the CSM. Caller interrupted everytime I tried to give him information. I asked for a email address but he did not provided it and was very reluctant to give a phone number.
Adult passengers (18 years of age and older) are required to show a U.S. Federal or State-issued photo identification (ID) in order to be allowed through the security checkpoint and onto their flight. We are unable to determine why the Transportation Security Officer (TSO) did not accept the ID that was presented at the screening checkpoint.
Acceptable IDs include:
• Drivers Licenses or Other State Photo Identity Cards Issued by Department of Motor Vehicles (or equivalent)
• 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)

Caller had a hip replacement. She told the TSOs that she had it and that that was why the wand was going off. She has a card in her wallet, but it went through the xray. The TSO would not let her access it. She received a humiliating patdown in front of her friends and strangers. She wants to know how to avoid this in the future. This happened November 2012 in NJ.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

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

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

2/15/2013 4:37:55 PM

• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomally or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomally and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the suprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

2/15/2013 6:31:19 PM

Feedback Type : Complaint
Categories : Other; Disability Complaint Current Date/Time : 2/15/2013 4:16:16 PM Airport : TRI - Tri-City Regional Date/Time of Travel : 02/08/2013 Airline & Flight Number : Allegiant Air Checkpoint/Area of Airport : TSA TSA Employee: (If Known) : (b)(6) Comment : Petite female TSO screamed at me when I questioned removing my shoes for patdown that I HAD to remove my shoes. Explained politely I was 90-years-old and disabled Didn't matter. Called Knoxville police I was unruly when I questioned her and, again, politely explained I had never been required to do this. When she kept screaming at me to take my shoes off, I asked to speak with a supervisor. (b)(6) appeared. I explained I was a 90-year-old disabled WW II vet and it was very difficult for me to bend over and remove my shoes. Furthermore, I'd never been required to do this, ever. The latest TSA regs updated Feb. 06, 2013, unequivocably states anyone 75-years or older does not have to remove their shoes. Finally, I explained if I HAD to remove my shoes at 90-years, he would have to do it. He did it. Two Knoxville police officers were standing by to arrest me as an "unruly passenger" as I exited. IS THIS NAZI GERMANY? Is this the kind of appreciation I receive for putting my life on the line in WW II? Why aren't TSO employees disciplined for treating passengers so rudely when they are clearly in the wrong? Why aren't TSO officers required to have higher education skills and be taught courtesy and tactfulness?
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

2/16/2013 9:13:46 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 2/16/2013 3:25:55 AM Airport : JAN - Jackson International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I was told that I could not film someone, my older son, getting a pat down. As far as I knew, I thought your policy ALLOWED people to record people getting a pat down. I had this policy with me, and I was told that I made it up. He tried to make conversation to ease the situation, and he was told he didn't have 1st amendment rights, so he needed to close his mouth. I feel like this was not handled correctly, please respond back to me ASAP.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller had an unpleasant incident at DCA. Caller says that he has traveled 40 years in the US and abroad and has never seen this before. Caller states that he is a TSA approved (Precheck) member. Caller states that the first TSO said go to the other (shorter) line, so he did. Caller states that at the AIT, the TSO there said that he wanted to do a patdown. The caller says that he is a surgeon, so he asked the TSO to change his gloves. Caller states that this made the TSO angry, and the TSO put him in an enclosure and did additional screening. Caller says that the TSO was named (b)(6) and the supervisor's name was (b)(6) Caller states that when he spoke with the supervisor about this (b)(6) said that he didn't see anything. Caller states that he understands that TSA must be strong and he appreciates that. Caller feels that it was unprofessional for the TSO to become angry for being asked to change his gloves.

2/16/2013 9:15:52 AM

Advised caller:
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced.

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

Flight information:
Flight Path: Washington DC to Houston
Flight date time: 2 2 11:00am (boarded 10:45am)
Flight #: 258
Airline: United
Airport: DCA
Gate Terminal: 12
Email: (b)(6)

-----Original Message-----
From: (b)(6)
Sent: Saturday, February 16, 2013 11:21 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

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

2/16/2013 1:10:01 PM

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

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

Which U.S. airport were you traveling through?
Gulfport-Biloxi International Airport

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/16/2013 1:31:45 PM Airport : SDF - Louisville International Date/Time of Travel : 02/16/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2/16/2013 3:09:19 PM

Comment : I opted out of the scanner because I am an extremely frequent flyer. The woman who did my pat down - (b)(6) was extremely aggressive and used much more pressure than is usual. When I complained, she pressed even harder. She was very rude and seemed to purposely want to inflict pain and embarrassment for having troubled her with a pat down. I am a TSA per screened frequent flyer and I have never received such inexcusably poor or aggressive treatment at any airport in the US. She should be reprimanded and reassigned.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 2/16/2013 4:39:57 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/15/2013 Airline & Flight Number :
Checkpoint/Area of Airport : Center Pier TSA Employee: (If Known) :
Comment : I have a recommendation for enhancing the integrity of the trace matter testing done during pat-down screenings. This recommendation is based on serious weaknesses I observed with the current process. I am a frequent flier and routinely opt for the pat-down screening. During the screening process on 2/15, the testing for trace matter from a swabbing of the TSO's gloves resulted in an "alarm". Although I was subsequently cleared, the resulting increased scrutiny made we aware of several weaknesses in the testing integrity.

First, I observed that after the "alarm" event, a TSO ran a cleaning process with the testing machine. However, the TSOs routinely self-test their gloves by holding a wand with the testing medium for gathering trace materials. The TSO grabs the wand with a gloved hand that was used in the pat-down. The TSO then swabs the free hand. The wand is then transferred to the swabbed hand and the hand that was just holding the wand is swabbed. I observed that that the wand was not cleaned after the alarm. This means that matter on the wand could be transferred to the gloves of the next TSO to self-test. Additionally, it could have been carryover matter on the wand that triggered my alarm result.

Prior to the first pat-down, the TSO was already wearing gloves. She not only handled the wand immediately after the pat-down but had carried the bins with my personal items to the screening area. Thus material that resulted in the alarm could have been transferred to her gloves from the bins or the wand or at sometime prior to encountering me.

2/16/2013 5:15:00 PM

Because of the alarm, I was subjected to second, private screening by a "lead" TSO. I observed this TSO donning gloves as she approached me. I do not where the gloves were prior to that. I did observe a number of TSOs at the checkpoint with "clean" gloves tucked into their waistbands. Like the first TSO, this TSO picked up the bins containing my personal items. She then lead me and two other TSOs to the private screening area. She opened the door to the private screening area with her gloved hand. After the pat-down she exited the private screening area by opening the door again with her gloved hand. I could not see what else she touched after exiting the private screening area. I presume she self-tested by holding a wand with the gloved hand as previously described.

Thus in addition to touching my clothing, the TSOs touched the bins, door handles, wands for the testing medium, and, possibly, their own uniforms. Matter could have transferred to the gloves from any of these sources.

If the intent of the trace matter testing is identify possible explosives from residue on the clothing or personal items of the travelers, the integrity of the testing process needs to be enhanced. I recommend:

1.The TSO should don clean gloves obtained from the supply box immediately prior to conducting the pat-down.
2.The TSO should then perform the pat-down.
3.A second TSO should swab the gloves used in the pat-down and perform the trace matter testing. The second TSO should also be responsible for open doors or another activity need to complete the test so the pat-down officer does not pick up matter from other sources.

I hope that you give my recommendation appropriate consideration. The false alarm was aggravating, time-consuming, and embarrassing. This process should reduce the number of false alarms generated from cross-contamination by the TSOs and better isolate the source of the matter triggering the alarm. Although this false alarm occurred at DCA, I have observed this same cross-contamination occurring in other airports. This is a general recommendation for improved testing practices.

Disability Description: The caller spouse (b)(6) has knee braces. They had a bad experience in DEN several years ago and she is trying to forego the issues again. The caller said s he has requested a wheelchair and wheelchair attendant from Southwest for navigation assistance through the airport.

Information Request: The caller is trying to avoid the experience from happening again. The caller said the TSO took his cane and required her spouse to remove his knee braces; he was then made to try and walk thru the AIT. The caller said her spouse has balance difficulties and is not able to stand for with his arms above his head for the AIT screening. She is concerned her spouse will have problems going thru the checkpoint .The caller wanted to know if she can take her daily dose container of meds in her carry on bag. The called wanted to know if she can take her Chex mix to eat during the flight.

2-19-2013 MCI Southwest 8am flight #424
2-19-2013 Hobby Southwest 1:25pm flight # 413

Response Details: I apologized to the caller for the previous experience and advised I would be happy to assist her in helping to improve this trip.

I advised the caller her spouse could remain in the wheelchair for the screening. I advised the caller to make the TSO agents aware of his limitations and his abilities prior to the screening

2/16/2013 7:31:00 PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

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

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time
During a private screening, the passenger may be accompanied by a companion of his or her choosing.
The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller to declare seperated her medications and food items prior to the screening .

I advised the claler she may check with the airline when she checked in regarding a disability access .

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 2/17/2013 11:36:23 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/17/2013 12:00 AM Airline & Flight Number : West Jet 1055 Checkpoint/Area of Airport : Terminal 3 E TSA Employee: (If Known) (b)(6) Comment (b)(6) must be recognized for her human instinct. During the security check point, an agent would not let me through the regular metal detector. I asked not to go through the X-ray screening. I understand we ARE not obliged and having been diagnosed with cancer and have a marker in my breast he said I was my tough luck. I tried to have him understand I am uneasy and apprehensive, he seemed not to care. He made me wait 10 minutes while my family was on the other side. I became more agitated as others were allowed to pass through the regular screening and when I asked him why, it was his choice. (b)(6) was called over. She saw how visibly shaken I was and took the time to calm me down, and did her pat down. Congratulations to her for her professionalism and should be commended. I travel frequently worldwide and this was the first time I had felt bullied by an agent who misinterpreted by refusal to be scanned by X-ray.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/17/2013 1:23:39 PM

Caller flew from PHX last November. Caller says that he left his wallet in his pants when he went thru, so the Hispanic TSO performed a patdown. Caller says that the TSO stroked his penis and says that if it happens again, he will make a big scene.

Advised caller:
All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

Please call back with further information so we can send your complaint to the CSM.
(NOTE: When caller calls back with more information, please send this to the CSM.).

2/17/2013 2:19:27 PM

Flight information:
Flight Path: Phoenix to Des Moines
Flight date time:
Flight #:
Airline: US Airways
Airport: PHX
Gate Terminal:
Email: Not provided

Caller wanted to know if she is on some type of watch list. She stated that every time her bag is inspected. She traveled recently from PIT to RDU with a connection in ATL through Delta on 2-17-13. She stated that her bag was inspected today and she had to have a patdown. The TSO did give her the option to have private pat down but she did not have the time. Her strap was broken on the top of her bag, it was an older bag. She stated that she did not want to file claim.
Caller also mentioned she is a 6ft black woman; however she feels as though she is being singled out because of her muslin name. No one has ever been rude, but she has called before (about three years ago) to report a similar incident. Once she had purchased adult toys, and placed those in a shoe because she felt that her bag would be checked and it was. Someone turned it on; so when she picked her bag up the toy was on.

Pertinent Information:
Airport: PIT
Airline: Delta
Flight: DL2065
Date: 2-17-13 Departure time 7:30AM
Baggage tag: (b)(6)
NOI: Yes
Stamped on NOI: 17 Feb 709 RESWEST or RE5WE5T

2/17/2013 4:04:32 PM

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:
• watch list issues
• screening problems at ports of entry
• situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

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

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov TRIP.

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov.

Call was transferred to (b)(6) who completed the record:
Advised caller to submit a formal complaint in writing and would email her some information. Also advised caller that she should receive the email within 24 hours.

Dear TSA complaint administrator,

I had an unfortunate experience at the TSA checkpoint at LAX airport in Terminal 7(United) at around 8pm on Feb7th,2013. As a result I would like to make some helpful suggestions to prevent or minimize such occurrences for people with medical conditions:

About me: I am 73 years old and have travelled more than a million miles on United alone over the last many years and without incident . I recently(December3rd,2012) underwent knee surgery and as a result have metal implants in the knee. I live in Boston. I am a Professor and former Dean of Physical Sciences and Engineering at Harvard. This was my second flight since the surgery. At Boston(which has mm wave body scanners)I had no problems.

2/17/2013 5:05:33 PM

The incident: At LAX I went through a metal detector which of course detected the metal in my knee. I told the TSA agent of my knee surgery and he just did not believe me . Not only was I patted down thrice by 3 different agents and every piece of my luggage was dissected over a period of an hour . Luckily I had come early enough and just made my flight! My 73 year old wife was also with me.

The TSA agents would not allow me to show my knee scar after surgery or even recognize my US Government issued Global Entry photo ID which showed I was a trusted traveler. Somehow the training does not seem to reflect the risk based security policy TSA espouses!

Suggestions:

1 There should be clear signs at all TSA checkpoints or a special line for travelers with medical conditions.(Your website does mention the notification card which I now have printed)and perhaps they could even be shepherded through the preferred TSA line as is the case with most airlines).

2.The agents should have a metal detector wand which if he flashed on my knee he would have confirmed what I was saying.

Hello,

I had an incident occur at Hartsfield Airport security line on February 17, 2013, at approximately 1600 at the security area that serves the American Airlines concourse T. I was at the security scanner area when I informed the staff there that I was an "opt-out" for the scanner process. The TSA agent (b)(6) (name obtained from the Supervisor) rolled her eyes and pursed her lips in a way that made it clear she found my request to be annoying. She directed me to stand at another area near the other conveyor belt. I inquired as to whether I was standing where they wanted me, as at every gate the agents want you to wait in a different place, and I was not sure if I was where they wanted me. Both (b)(6) and the male agent, (b)(6) (b)(6) (name obtained from the Supervisor), ignored my question, which I then repeated and was ignored again. (b)(6) said something under his breath, which I did not catch. After several minutes (b)(6) asked me something along the lines of, "Are you going to wait at the gate, or stand there?" I didn't understand what she was referring to and asked what she meant. She responded very snippily that I could stand there or come through the gate. I responded to that with, "Tell me where I should be, and I will be glad to go there." Both of these agents acted as if I were a child needing to be scolded for some unknown misbehavior.

I am an executive platinum status with American Airlines. I go through a pat-down each time as I opt-out of the scanning process. I have rarely been treated so rudely by staff. These people were obnoxious and do not deserve to be in a customer relations environment. The situation was reported at the time to the Supervisor (b)(6)

2/18/2013 9:35:19 AM

Thank you, (b)(6)

(b)(6)

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

I have knitted dress on and the skirt, she want me to raise my dress up to see belt on my skirt, I was put in the position to choose to lift my dress or take off my skirt so she can see my belt. I took of my skirt and for my surprise she was not interested in the belt anymore. She told me I do not cooperate and supervisor was called

I had to ask for another female assistant and we finished it quickly. As a result of incompetent of 2nd assistant I was pat-down 3 times during 7 minutes,

It is not happy experience. This particular assistant should be trained better

2/18/2013 9:35:53 AM

Please watch video

And call me back (b)(6)

Thanks

(b)(6)

(b)(6)

Feedback Type : Security Issue
Categories : Pat-down; Miscellaneous Other Current Date Time : 2 17 2013 8:33:14 PM Airport : ORD - Chicago-O Hare International Date Time of Travel : 02 02 2013 12:42 PM Airline Flight Number : UA 570 Checkpoint Area of Airport : Gate F9
TSA Employee: (If Known (b)(6) Comment : Agent would not reveal his name, covering it with his hand. Only the Badge number was visible.

I am requesting information about this specific incident to follow up with my own accord, as the TSA officials quot;radioed quot; police for 15 minutes until airport staff alerted me that TSA could not radio police, it had to be telephoned in.
I was threatened with a pat down, along with several other flyers, if they did not like their flight.
Quote from (b)(6)
2/18/2013 9:36:18 AM quot;If you don t like it then I can give you a pat down. quot; when referring to our airport delays, which was a inquiry made on his part to us.

Further attempts at identifying the individual were met with the following:
quot;I m sorry, that is personal information quot; quot;You can fill out a complaint card quot; quot;You cannot approach him, but view his name from here quot; (at over 15 feet away)

He knowingly threatened me and other passengers with a method that is to be used for national security, not as a mode of invasion of privacy. He knew people did not want that and used it to threated us. I would like simply the name of the individual as this is public information if he had not hidden it from me.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number : (b)(6) Email : (b)(6) o leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

2/18/2013 9:36:49 AM After being subjected to the radiation and being humiliated once by going through a machine that shows my naked outline to a complete stranger, why then would it be necessary to put me through a pat-down experience, too? How does this make any sense? Evidently the machine everyone has to walk through doesn't do the job? Then why is it being used? I really would like some answers. Thank you.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 17 2013 6:39:02 PM Airport : BUF - Greater Buffalo Date Time of Travel : 02 17 2013 7:45 PM Airline Flight Number :
Checkpoint Area of Airport : Southwest Security Screening Point TSA Employee: (If Known) :
2/18/2013 9:37:00 AM Comment : While serving as an enhanced pat-down witness, I observed the TSA agent giggle during the pat down while her hands were fully engaged with the traveler s inner thigh. I asked the traveler about this following the pat-down and she indicated that she was being complimented on her jeans. I am concerned that this pat-down and subsequent fraternization that I observed may have been sexual in nature, and wish to report this to you so that such incidents can be avoided in the future. The incident took place at approximately 1745 at KBUF, 17 Feb 2013. Remember - it s a security screening, not a dating service.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Disability Description: The caller is a 90 year old World War II veteran with a severe hip injury.

Response Details: I apologized for this incident and told him that I will forward this record to the ODPO because he was not accomodated at the TSA checkpoint. I will also forward this record to the CSM at TYS.

Incident Details:
2/18/2013 12:29:21 PM (b)(6) went through the TSA checkpoint on 2-8-2013 at approximately 12:00PM at TYS. He is unable to remove his shoes due to a severe hip injury. The first TSO he encountered shouted at him to remove his shoes. When he told her that he could not remove them, she screamed at him. He requested a supervisor. She got a supervisor for him, but also called the police. The supervisor told him that he had to remove his shoes because he did not request a patdown procedure. He told the supervisor that he could not remove his shoes without someone to help him. Therefore, the supervisor assisted him in removing the shoes. He said that the supervisor was very nice and respectful, but proper procedure was not followed and he wants to file a complaint because of this and the rude TSA agent. He did not know the TSA agents name, but said that she was a short lady. He did not know the flight number. He boarded an Allegiant Airlines flight at 2:20PM. The supervisor s name is (b)(6)
(b)(6) did not want to file a formal complaint in writing.

Caller regularly flies out of SAN with Southwest and is concerned that the Terminal 1 checkpoint doesn t have AIT installed, which causes her metal joint implant to consistently set off an alarm, resulting in a patdown each time. She wants to know if having a notification card would eliminate the need for a patdown. I told her that while the card may aid in the screening, it would not eliminate the patdown altogether.
2/18/2013 2:19:48 PM Caller wanted to know if she could use PreCheck to avoid the patdown. I told her that she would first fly with a participating airline, which Southwest is not, but that apparently means utilizing a different checkpoint anyhow where there is AIT installed. Caller realizes that her easiest option would simply be switching airlines.

Disability Description: The callers wife flew from CLT to DAB and she is returning. He stated that in CLT she was able to use the body scanner. He stated that he is an airline employee, and he asked if she needs to expect this everytime, based on the internal spinal stimulator.

Response Details: I advised the caller that this is not standard procedure. I explained that I will forward this information to a disabilty specialist for review, and I will forward this to the CSM at Daytona so that they can be aware of the situation. I apologized to the caller for the incident. I explained that his contact information, including email address, will be provided in the event they need to contact them regarding the matter.

I offered the written complaint and he did not think it was based on the medical condition.

Incident Details: He stated that he does not feel that the disability played a part in the incident. He stated that she presented the card regarding the spinal stimulator. She flew from Daytona and they did not have the AIT. She was subjected to a patdown, because of the spinal stimulator the is implanted in her back. He stated that she was pulled in a private room after the patdown, and asked to remove her pants, and her shirt. She then was asked to shake out her bra. He stated that she TSO was a female. She was not required to remove her underwear or her bra. He asked if this is a standard process.

2/18/2013 5:24:38 PM

The callers flight details are as follow (also included in the Itnerary Tab):

Departing Airport: DAB
Destination: CLT
Airline: US Airways
Flight Number: 2732
Terminal: Not Provided
Gate: 4 or 5
TSO involved: The TSO was one of the only females at the checkpoint during this time, however she did not remember her name.
Date and Time: February 18th, 2013 @ 5:10 pm

From (b)(6)
Sent: Monday, February 18, 2013 4:13 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/18/2013 4:13:20 PM

2/18/2013 7:04:06 PM

Name:

Todd

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA Security at HPN airport

Comments:

I am writing to express my displeasure of the screening process in White Plains, NY on January 22, 2013 around 5:10 AM. This is in regards to the private screening offered there. It is bad enough that as a uniformed crew member for an Air Carrier

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 19 2013 7:17:57 AM Airport : EWR - Newark International Date Time of Travel : 02 18 2013 5:45 PM Airline Flight Number : Virgin Atlantic VS2 to London Checkpoint Area of Airport : Terminal B international gates including 53
TSA Employee: (If Known) :

2/19/2013 8:34:43 AM

Comment : Only 1 X-ray scanner in use (no option to use conventional metal detector). On exiting scanner, TV screen showed up something unusual around my shirt pocket area prompting TSA official to pat around my upper chest. Nothing was found and I was able to exit. The scanner is too sensitively calibrated and a pat down anywhere else could come close to constituting indecent assault. The pat down was not in my view justified - the scanner should not have shown anything, and the conventional metal detector should have been in use as an option as was the case when I went through security at SFO International Terminal A gates on Feb 11 2013 at 10.00am without incident.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Caller is missing items from LAX, caller was in a wheelchair and they took her bags ahead to be screened. She stated that she had a bracelet on and they took her over to the side to do a patdown. Caller stated that it came over the intercom for her to come to TSA and the guy went to a filing cabinet when she got there and came back with a ziploc bag with her car charger and two of her medications in it.
She stated that when she got to Houston she noticed that she was missing her insulin which was in a small bottle and it had her name and prescription information on it, she said that all that was there was the empty box.
Caller also is missing some nice sets of silver jewelry which was in a Brighton pouch which was in a ziploc drawstring bag. She had 2 ziploc bags and she got one back which had a ring and a gray watch in it.
She also is missing Betsy Johnson shower gel and body lotion and a bottle of 2.5 ounce perfume and she also ahd alot of tax paperwork from where she retired from the military. She was using a Brighton tote bag as a purse and it had a video camcorder bag in that and her sony battery charger for the video camcorder is also missing.
Caller stated that she accidentally put a can of hairspray in carry-on and they took it, but she said that was her mistake.
She did stated that she don t think TSA was in her bag that it went missing when they ran it through security screening.
Caller also stated that everything missing is from her carry-on bag she did contact lost and found and left a message and no one has called her back yet.
She stated that she called someong last night, either TSA or Southwest and they are already sending her claim forms to her daughters address, but I could send her another claim form as well.

2/19/2013 12:36:15 PM

Advised Caller:
I apologized to the caller about her missing items.
I ask her if she called the lost and found and told her that I would send her a claim form to her daughters address since she didn t have a computer to send it to her email address right now.

http: www.tsa.gov airport-lost-found-contacts#41
Los Angeles
Los Angeles International Airport
310-242-9073

I told the caller that I would send this up to the CSM for further review as well.

Recent Flight
Date: 2 18 13
Time: 6:25 AM
Airport left from: LAX
Airlines: Southwest Airlines
Flight: 438
Baggage claim: Don t have baggage claim number bag is missing
Gate: 4A

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approched the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff we reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

Resolution:

2/19/2013 1:28:29 PM

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA regrets you did not have a satisfactory screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.
We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

The caller wants to know who to speak with about a tramatic experience with a supervisor at a checkpoint. The caller stated she was going to the screening process was asked to turn to the side and not told why. The female officer told her in front of the general public that there was an abnormality in her groin area. The caller stated that she was advised to speak with the supervisor. They told her they were going to call a female specialist to come and search her. She will still out in public view and she stated that people were beginning to wonder what was happening. The caller stated that her fiance ask the TSOs what if she refuses the pat down. Officer (b)(6) badge number (b)(6) stated that they would call the police to deal with her. She then completed the patdown because she felt this was a treat. The lady that done the pat down and then wiped down her gloves and did not explain why. The caller then ask to use the restroom. The TSO laughed in her face. She and another female officer mumbled something under their breath and the other TSO said nevermind. She was allowed to use the restroom. After the patdown she was cleared through screening. She then went to American Airlines and had to double book her flights in case she missed her flight in Dallas. She ask for a complaint form and was given a form a 5X7 card that says help us improve our customer service. They wrote the date, time, and airport on the form they gave her. She was able to make the flight by 5 minutes. The caller also shared that before the screening began there was a K-9 Unit in the hall. She actually went up and petted the animal before arriving at the checkpoint and actually talked to the officer about their jobs being similiar. The K-9 leaned against her and never detected anything during this encounter.

Advised Caller:

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.

2/19/2013 1:50:08 PM

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.
Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site.

Flight Information:

Airport: El Paso International Airport to Dallas Forth Worth
Airline: America Airlines
Flight Number: 1447
Date: 2-18-13
Checkpoint Time: 9:58am

The caller wanted to know who to contact if she has not heard anything back from the CSM. She also wanted my to email her the information about pat down complaints

Advised Caller:

You will need to call the TCC back at 866-289-9673, press option 5, and enter the airport code (ELP). This will give you contact information for the CSM at ELP. We would not be able to view a status of a complaint here at the TCC. Once we forward the information it is then out of our hands. I am unsure at the amount of time this may take, The CSM is who would be conducting any investigations not the TCC.

/contact-transportation-security-administration#.USPIxr0Z5Hk.mailto

2/19/2013 4:07:31 PM

Att: TSA
On Wednesday Feb. 13 JetBlue flight 1758 I flew from Puerto Rico to Fort Lauderdale. Do to health reasons I have been told not to go through the radiation machines. So therefore I ordered the pat down. I was kept like a prisoner, I wasn't allowed to follow my luggage or identify it. Thank GOD my husband was there to grab it and I had to scream to him to get it. The TSA agent told me not to move. I waited 10:00 minutes for some one to show up to administer the pat down. I was in my bare feet on the filthy germ infested floor. I feel since my shoes had been through the the X-ray machine I should have been allowed to put them back on so I didn't have to remain barefoot. I was told by another TSA agent administrator that your luggage must always remain in your sight and they are suppose to call for a pat down through their speaker system and not scream it so I become a focal point. You need to teach your Puerto Rico agents the proper etiquette. I am not a criminal, but a well respected, wife, mother and grandmother.
Thank you for your time,
Respectfully yours,
(b)(6)

Disability Description: She indicated that she takes medication.

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

Do you want information about filing a written complaint?

I advised taht she could submit her complain in writing via regular mail or email. She opted for the email address and i provided it:
TSA-CRL@tsa.dhs.gov

The caller did indicate that she would take the email address, however she did not intend to write in as she felt nothing would be done.

2/19/2013 8:08:30 PM

When traveling with medications, passengers are subject to additional screening. At the same time, regardless of whether a passenger is traveing with medication, they can be chosen at random for additional screening of themselves and carry on baggage.

Individuals who request that their medications are screened visually may receive additional screening.

I emailed the caller the RFI.

Incident Details: She flew out of GEG on 2 10. She indicated that she requested that her medication be screened by hand. The medication was physically inspected.The caller is upset because from there, her carry on baggage was physically inspected and she received a pat down. She asked why this occurred and why someone with medication or a sick person is considered a security risk. She indicated that the action is discriminatory.

She indicated that this has not happened before.

The TSO advised that she was being screened additionally because of the medication.

Caller states that her 25 year old daughter traveled to Vegas for 9 days. While she was there, her drivers license had expired she was using other forms of ID to travel. She is at ORD checkpoint terminal 2 going to SAV. The TSO that is currently there is speaking down to her and treating her with no respect. He is asking her to give personal information and he conducted a patdown. She has been at the airport for 8 hrs as her flight keeps getting delayed.

2/19/2013 10:02:45 PM

Advised caller: If a passenger is unable to present a valid photo ID or TSA questions the identification presented. TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.
A patdown should be done by a TSO of the same gender.
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.

The caller was very disturbed and upset by a patdown that she received from a female TSO at MSP. She said that she felt like she was sexually abused by the TSO because she was wearing a skirt and the TSO used the inside of her hand when patting down her genital area. She asked the TSO to stop and a supervisor was called over. She was told that she would not be able to board her flight unless the patdown was completed. She repeatedly said that she would be contacting her lawyer about this incident because criminal charges should be filed against this TSO. She did not have the TSOs name.

2/20/2013 8:41:33 AM

Departing Airport: MSP
Destination: DEN
Date: 2-19-2013
Time of Screening: Approximately 5:15AM to 6:15AM
Airline: Frontier
Flight Number: 791
Gate-Terminal: E5

I apologized several times to the caller for her experience. I explained that a TSO should use the back of their hand when patting down this area of the body. I told her that I will be forwarding this record to the CSM at MSP for them to review and investigate her screening. I told her that it will be the decision of TSA at MSP of what happens after they review her screening.
Caller sent an email yesterday about a problem she encountered at SJU on February 13. She is wanting to know why we requested additional information and asked that she call the TCC. CCR reviewed the record and found that the caller forgot to include the airport in her previous contact; caller s inquiry is now sufficient for an escalation to the CSM at SJU.

2/20/2013 9:47:44 AM

The caller mostly reiterates what is said in the email. She does, however, go into greater detail about why she feels the TSOs were rude.

Caller says that never experienced such nasty treatment from a TSO. Multiple things that frustrated the caller were: the TSO calling for the patdown by screaming, instead of using walky-talkys; her feet having to be bare during the entire duration of patdown and wait time; and her items not being within her eyesight during screening.

Caller goes into a non sequitur about the AIT machines. Caller believes they are dangerously, and she thinks that some people are aware of their dangerous nature. Caller says she hears on the news about the machines, and sees with her very eyes how pregnant women, pilots, and flight attendants do not have to go through the AIT.

Caller is told that her SJU incident will be referred to the CSM at SJU for further review.
I just had the worst airport experience of my life at the Albany airport. After being "randomly selected" for a 30 minute screening I almost missed my flight, missed breakfast and got to feel violated after only 5 hours of sleep. Could you please let me know what authorizes these enhanced pat downs requiring everything to be emptied from my bags? I have never seen anything like this and I travel almost every single week for work.

2/20/2013 10:06:19 AM

(b)(6)

Sent from my iPhone

I would appreciate if this was forwarded to the appropriate management of TSA screeners of St. Louis airport. WTF! Here is a link to the news story and broadcast of TSA agents searching a 4 year old handicap girl in a wheelchair. http://fox2now.com/2013/02/19/tsa-apologizes-to-family-of-4-year-old-disabled-girl/ Somebody needs to pull their head out of their ass and make a mature decision about who needs to be violated like this, putting a baby girl through the trauma and in tears. THAT'S BULLSHIT! Below is the cut and paste story for you to read in case you are scared of the link. Thank you for your time, your friendly taxpayer (where your paycheck comes from) (b)(6)

Parents: Disabled Child Was "Terrorized" By TSA Agents
Posted on: 10:27 pm, February 19, 2013, by Anthony Kiekow, updated on: 05:19am, February 20, 2013

ST. LOUIS, MO. (KTVI) – A 4-year-old girl in a wheelchair was almost subjected to a pat down search by TSA agents at Lambert Airport.

The incident happened on Feb. 9. Lucy Forcks and her parents were on their way to Disney World.

"The agents said she needs to get a pat down because she is in a wheelchair," Nathan Forcks said. "It was discrimination."

Lucy's mother started to record the interaction after Lucy started crying.

2/20/2013 10:06:21 AM

"She was clearly freaking out a very scared," Forcks said.

Forcks said the TSA agents told Lucy's mother to stop recording the incident.

"They said it was illegal, but we knew it wasn't," he said.

Eventually, the TSA agents let Lucy go without performing a pat down search.

"It was just a big waste of time, and it wasn't required," Forcks said. "It was tough on her."

The TSA released the following statement about the incident:

TSA regrets inaccurate guidance was provided to this family during screening and offers its apology. We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect.

Forcks said he had not decided if he was going to file an official complaint.

He added that the rest of the vacation was "great."

From (b)(6)
Sent: Wednesday, February 20, 2013 5:00 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 2/20/2013 5:00:09 AM

2/20/2013 10:06:29 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Pat down incident Newark Airport 18 Feb 2013

Comments:

Location: Terminal B international gates, time 5.45pm. Travelling home to London on Virgin Atlantic flight VS2.

2/20/2013 12:04:47 PM

The caller said she flew from Tunica on 2 19 2013 and she went through the checkpoint and she had to receive a pat-down. The caller said the officer performing the pat-down was very professional. The caller said she has incidents each time she travels. The caller said she received a pat-down because she has a knee replacement and she is blind. The caller wanted to know if she can fly without having a pat-down. The caller said the officer refused to look at her card. The caller said she was also tested for explosives. The caller said she is willing to use her mouth to go to jail. The caller said she feels like she needs to stop flying. The caller said everytime she travels her knee sets off the alarm. The caller believes TSA is picking on the elderly and children. The caller said she is not a bible thumper but she believes it is the end of days. The caller said she feels violated. The caller said she has written a letter to TSA about a year ago and she never received a response. The caller said she flew on Harrah s Rebpublic Airlines and she did not know the flight number. The caller said she does not have trouble in Nashville. The caller said she always gets secondary screening in Ft. Lauderdal and PHX. The caller wanted to know if there are any changes in the future with security screening.

I told the caller we monitor the number and nature of complaints to track trends. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. I told the caller even if she tells the officers she has the implants and an alarm sounds or an anomoly apperas she would have to under-go a pat-down. I told the caller we have not gotten any updates as to when the screening procedures will change.

Hello,

I wasn't there and don't have first-hand knowledge of the accuracy of this news report, but based on my own experiences at Lambert Airport, I would certainly believe it. Your agents at Lambert are ridiculously STUPID and know nothing about real security and how detect threats. They are the threats and mostly just looking for attention. I would suggest increasing your supervision over there. It's really out of hand.

http://www.theblaze.com/stories/2013/02/19/tsa-reportedly-detains-wheelchair-bound-3-year-old-girl-orders-parents-not-to-videotape-pat-down/

2/20/2013 12:10:47 PM (b)(6)

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 2/20/2013 10:56:36 AM Airport : OLF (b)(6) Wolf Point Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : You guys are outta control!

Use your reasoning to justify your actions!

2/20/2013 12:11:32 PM You are a tyranny! Nothing more, nothing less.

Leave the American people alone. Especially our children.

Patting down a 3 year little girl in a wheel chair!!!
You have gone too far.
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 : Permitted Items; Screening
Current Date/Time : 2/20/2013 10:47:35 AM Airport : TPA - Tampa International Date/Time of Travel : 02/18/2013 4:00 PM Airline & Flight Number : Airtran 557 Checkpoint/Area of Airport : Security screening to get into C gates TSA Employee: (If Known) : (b)(6) Acting Transportation Security Manager badge numbe (b)(6) Comment : I was returning from TPA to BWI with my husband and 10.5 month old daughter, and I had pre-packaged, unopened baby food in 4 oz containers in my carry-on luggage. Prior to traveling, I checked both the TSA website and called the information line to confirm that my prepackaged, and unopened baby food would be permitted through security. (From the TSA website: Declare larger liquids, Medications, baby formula and food, and breast milk are allowed in reasonable quantities exceeding 3.4 ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint. Officers may need to open these items to conduct additional screening. http://www.tsa.gov/traveler-information/3-1-1-carry-ons).

2/20/2013 12:11:35 PM

At the checkpoint, I declared my baby food, and the security screener asked me to remove it from my carry-on to put it through the x-ray machine, which I did. Then the individual at the x-ray machine put the baby food through the machine again. I assumed that was the additional screening mentioned on the website. Then (b)(6) Acting Transportation Security Manager (badge number (b)(6)), made me go through a pat down because my baby food was in containers larger than 3.4 oz. When I tried to explain to him that neither the website nor the phone service stated there is a size limit for baby food, he said that often the rules and regulations do not reflect what actually goes on "in the field". The woman who gave me the pat down was professional, but it doesn't change the fact that the pat down itself is incredibly embarrassing and violating.

While I was being pat down, (b)(6) tried to have a casual conversation with my husband as though everything was proceeding normally. My husband did not appreciate that in the least.

The pat down was violating and graphic enough that two people I had never met before came up to me after I had left the screening process and told me that it looked like I was being "molested". Their word, not mine. I have to tell you, that's exactly how I felt. What is unbelievable is that I was forced to go through that process because I was bringing baby food in my carry-on to feed my daughter, who was with me. I sincerely hope this was a case of an overzealous Acting Transportation Security Manager, and not standard practice. What a horrible thing to force a mother to go through for just trying to bring food onto the plane for her child.

I am traveling with my daughter again in April, and would like clarification on what I can expect going through the screening process.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Information about the person who experienced the civil rights/civil liberties violation
Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address (b)(6) TITUSVILLE FLORIDA 32796

Email: HYPERLINK (b)(6)

2/20/2013 12:11:42 PM

What happened?
On February 19, 2013, I arrived at Terminal A at Newark, NJ (EWR) at approximately 12:45 pm. I proceeded to get into the TSA line. I asked for an "OPT OUT". I was told to wait and sit in the chair and a man named "TITUS" yelled "FEMALE OPT OUT". I waited and complimented TITUS about the fact he had a chair for me to sit in while I waited because I was recovering from surgery on my hip.

A TSA employee named (b)(6) (badge number was, I THINK (b)(6) but not certain) came over and called me out of the chair (b)(6) said to stand still until she told me to move. I was unable to see my belongings as they had drifted down the conveyor belt, and my vision was blocked by a person. I asked (b)(6) about this and I told her, "I cannot see my belongings are they still there?"
CONTINUED ON PAGE 7 & 8.

(b)(6) violently and with a tone of ANGER in her voice, snapped at me for no reason, because I asked if my belongings were still there. She couldn't say, I am not sure, come identify them? I was told to stand over in the "PAT DOWN" area. So I walked over there and put my feet in the yellow feet. I realized I had my license and ticket in my back pocket, so I proceeded to put them on the table in front on me. Right after I did, (b)(6) brought my things over and placed them behind the ticket and license.

I was NOT with (b)(6) as she removed my belongings from the conveyor belt. As she set them down, I reached for my license and ticket to place them together as they had separated when they hit the table. (b)(6) again VIOLENTLY and with UNCONTROLLABLE ANGER, YELLED AT ME AT THE TOP OF HER VOICE TO: "DO NOT TOUCH THEM, TO LEAVE THEM ALONE. I AM CALLING THE SUPERVISOR".

(b)(6) had no ability to calmly state TSA procedure about coming into the pat down area. Instead she screamed and yelled at the top of her voice. Belittled me and continued to act in an unprofessional, disrespectful and ANGRY VIOLANT matter. This behavior is unbecoming of a TSA employee.

Screaming she is calling the supervisor. What is the reason she cannot calmly state TSA procedure? She has to call the supervisor because I touched my license?

Caller boarded a flight to Denver this morning from Chicago O Hare. When going through the checkpoint, she was pulled aside for a patdown and an ETD test. She had to remove her coat and belt. Her property was pushed forward while she was being screened. She took her computer and put it in her bag. When she opened up her bags, she discovered that she had someone else s computer. This is her work computer. She is now at home in Billings, MT.

I advised caller that I would send her a claim form and advise the CSM of the issue for appropriate action. She should file a claim as that causes an investigation to occur.

2/20/2013 3:41:33 PM

1. Airport: ORD to DEN.
2. Airline: United
3. Flight number: 153
4. Departure date and time: this date, 0803 hrs.
5. Location (gate number): caller cannot now remember; she went through Checkpoint 2.
6. Baggage claim numbers: NA
7. Notations on the NOI: NA
8. Contact information: caller does not have a computer.

I advised caller that I would send her information to the CSM and send her a claim form.

The computer is a PC laptop, larger in size, bluish gray case without any special markings. Her computer has no security pass and is not password protected.

Under these circumstances, I also advised caller on how to contact the CSM via Option 5.

2/20/2013 3:55:37 PM

Caller s husband is 71 years old and is in Germany. He opted out and has trouble holding his pants up. When the TSO was doing the patdown around her husband s groin area he asked the TSO, Do you ever find bombs down there? She said after thatshe could not get on the airplane. Security came and they had to talk to the managers. They lost their flight. Caller said she read the whole website and could not find anything that says what a person can and cannot say. She is in big trouble with her main office and they do not know whether to let her fly again.

I told her that saying bomb in an airport is a serious thing. There will not be a list anywhere of everything a person can and cannot say. There is a section on the Blog that is What not to say at an airport. I instructed her how to go to the website to find the blog.

2/20/2013 4:50:48 PM

Caller flew from HNL to OGG on Hawaiian airlines flight number 130 on 02-19-2013 at 6:30 pm going through the checkpoint. Caller had lotions in her carry on luggage and was asked to throw her lotions away by the TSO at the checkpoint due to its size, caller then went to the airline counter to place the lotions in checked luggage and said when she came back to the checkpoint she said that the TSOs where making fun of her. She said that she went through AIT screening 3 times and then was given a patdown procedure. She felt very disrespected by the attitudes of the TSOs that was working at the checkpoint on that day. Caller did not remember the TSOs name and said she barely made her flight. Told caller that I will forward her complaint to the CSM at the HNL airport to review the case that occurred. Sent caller a claims form since she did not get her lotions that the airlines was suppose to send to her.

(b)(6)

2/20/2013 6:53:25 PM

This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down"... I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was is really that necessary to want to give a three year old disabled child a "pat-down." then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine

(cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother, only 24

As I said in the complaint description, it did not happen to me. But hearing the story fired me up enough to file a complaint.

All I ask is that you consider this and actually do something about it. I'm sure you get complaints regularly about random things, but this is a story that really hit home for me. You don't mess with a mother bear and her cubs, or you get eaten alive. Unfortunately, as humans, we can't do that. But one thing remains and is for sure, you don't mess with our children. I have such a hard time watching that video without tears stinging my eyes at seeing the trouble that child was put through and how hurt her little feelings were. Like I said before, I know you have to go to some extent to ensure the safety of passengers and citizens... I just think this was highly over-played and inappropriate.

From (b)(6)
Sent: Wednesday, February 20, 2013 4:36 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Complaint Submission

To Whom it May Concern:

Name: (b)(6)
First and Middle Last
Phone #: Cell: (b)(6) Home: _____ Work: _____
Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6) TITUSVILLE
PO Box or Street addrf\$\$ City
Email: (b)(6)
FLORIDA
State
32796
@ What happened? Describe your complaint. Give as much detail about your experience as pOSSible, including the name of the air carrier, if this occurred at an airport.

2/20/2013 6:53:36 PM

On February 19, 2013, I arrived at Terminal A at Newark, NJ (EWR) at approximately 12:45 pm. I proceeded to get into the TSA line. I asked for an "OPT OUT". I was told to wait and sit in the chair and a man named (b)(6) yelled "FEMALE OPT OUT'. I waited and complimented (b)(6) about the fact he had a chair for me to sit in while I waited because I was recovering from surgery on my hip.
A TSA employee named (b)(6), (badge number was, I THINK (b)(7) but not certain) came over and called me out of the chair. "(b)(6)" said to stand still until she told me to move. I was unable to see my belongings as they had drifted down the conveyor belt, and my vision was blocked by a person. I asked (b)(6) about this and I told her, "I cannot see my belongings are they still there?"
CONTINUED ON PAGE 7 & 8.
Continue on an additional page, if needed.
2
Feb 19 13 10:50p (b)(6)
When did this happen?
ABOVE
12:55 PM
A-1
Lane 1
FEB 19,2013

(b)(6)

2/20/2013 8:01:20 PM

This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down"... I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was is really that necessary to want to give a three year old disabled child a "pat-down," then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine

(cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother, only 24.

As I said in the complaint description, it did not happen to me. But hearing the story fired me up enough to file a complaint.

All I ask is that you consider this and actually do something about it. I'm sure you get complaints regularly about random things, but this is a story that really hit home for me. You don't mess with a mother bear and her cubs, or you get eaten alive. Unfortunately, as humans, we can't do that. But one thing remains and is for sure, you don't mess with our children. I have such a hard time watching that video without tears stinging my eyes at seeing the trouble that child was put through and how hurt her little feelings were. Like I said before, I know you have to go to some extent to ensure the safety of passengers and citizens... I just think this was highly over-played and inappropriate.

From: Benge, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Wednesday, February 20, 2013 5:04 PM
To: TCC-Referrals
Subject: MB: FW: TSA Complaint Submission Form

Caller states that he saw a Fox News report about a 3 year old handicapped girl going to Disney World being screened at Saint Louis airport and having her stuffed animal taken away from her. He also says that terrorists get thru without a problem (and he says that he knows they are terrorists because they are wearing bandannas), but he says that his grandmother got a patdown and that he had a horrible patdown. Caller states that he will defend his country from all threats, foreign and domestic, and stated that right now it is a domestic problem . He stated that the government needed to change. (NOTE: I referred this caller to security because he made statements that bordered on threatening.).

CSS Notes: (b)(6) advised that the caller made a non-specific threat to resist what TSA is doing.

2/20/2013 10:02:05 PM

Caller wanted me to know this isn t personal. He has 3 brothers in law who fight for this country who risk their lives for the country. Caller thinks the screening of the 3 year shows poor judgement on the part of TSA. Caller states that TSA is inefficient. He thinks that allowing Arabs on the plane without a pat-down and the screening of the grandmother and the 3 year old.

Caller never did make any threats beyond the people of this country will not stand for it and will rise up.

Caller advised that we are obliged to protect the country from foreign and domestic enemies and we are not protecting the public from domestic enemies.

CID (b)(6)

Caller states that her daughter s luggage was opened for inspection and some of her medications were missing. Caller states that an NOI was found and a red striped tage was inside also with the number 48. Caller states that half of her daughter s Ambien and Colotopen was missing, all of the Colotodine was missing. Caller states that since it is a controlled substance she can t get the prescriptions refilled. Caller was going to be traveling to France on American Airlines but the flight was cancelled because of problems with the plane. Caller would like to file a claim. Caller would also like to know why her daughter wasn t present during the bag s inspection. Passenger was moved around through a lot of different airlines because they were trying to find a flight for her with another airline since she missed her first flight so several different airlines handled the bag (Delta and United). Caller states that her daughter had the worst experience ever. Her daughter is using a knee brace and had to have a patdown and explosive trace detection after a self-patdown and didn t understand how the process was going to work at security. Caller is very upset about the situation. Caller states that the lock was also damaged and can no longer be used and her daughter would like to know why.

Airport CMH
Airline American Airlines
Flight # 4105
Date Time 02 20 2013 15:55
Baggage tag (b)(6)
Location B35

2/20/2013 10:21:55 PM

Advised caller:
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.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Depending on the available screening equipment of an airport, checked baggage may need to be opened for hand inspection to clear an alarm.

At some airports, checked bags are screened outside of public view. At these airports, airlines take the passengers' bags at check-in and place them on a conveyor belt behind the counter where passengers will no longer have access to them.

At other airports, airlines instruct passengers at check-in to carry their bags to a nearby screening area.

TSA encourages passengers to keep their checked bags unlocked or use TSA locks to facilitate the process and reduce the need for breaking locks to carry out lawful inspections; however, passengers are not required to do so. Please be advised that TSA is not liable for any damage to locks or luggage from opening a bag for security purposes.

2/21/2013 8:20:16 AM

dale w venice fla fb 21 2013 Well well if the isnt the Lesbian black Crack Whore TSA at it once again. agents singling out a 3 year old girl in the wheeelchair making her cry. The TSA has had a History of hiring Crack whores and criminals and jail bait for a long time jailbait that steal Money from Tourist and Credit cards and making people Cry all due to the fact that this Goverment is Stuck in Bondage and since we are a Finincal Bankrupt nation the fed Goverment is a moral bankrupt nation as well and hiring Moral bankrupt Crackheads to Pat down 3 year Olds.I cant wait to see what else This gay loving Goverment will do next Patting down people who are in wheelchairs .And Keep hiring Those Black Crack Whores To feel up on People .Meanwhile Obama is in plam beach with his Lover playing 9 holes Plus One Thanks (b)(6)

2/21/2013 8:22:37 AM

Dear TSA,

I have a lamby doll that I want groped, can you help me out? Thanks. Oh, also my 3 year old may be a terrorist, what do you suggest?

Thanks for keeping Amerika safe from 3-year olds! Heil TSA-Hitler!

Love,
(b)(6)

You fucking assholes are the worst kind of assholes.

Would you pat down a three-year-old girl who is with Muslim parents with all the garb? No, you wouldn't want to offend them. No, you're going to harass a tiny white girl.

2/21/2013 8:22:58 AM

Your entire agency is a bunch of pathetic assholes with no fucking brains.

http://radio.foxnews.com/toddstarnes/top-stories/tsa-apologizes-for-detaining-3-year-old-in-wheelchair.html

If you touched my child, you'd get get your ass jackslapped across the room.

Name: (b)(6)

Phone #: Cell (b)(6)

Mailing Address: (b)(6) Mineral Wells, TX 76067

Email: HYPERLINK (b)(6)

Are you filing in this complaint form on behalf of another individual?

Name (b)(6)

What happened?

2/21/2013 8:23:12 AM

This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down". I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was is really that necessary to want to give a three year old disabled child a "pat-down," then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine (cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother, only 24(cont.) years old. Yet, I still find this sickening. I have a two year old daughter who is not disabled, but if she were ever treated this way, I would be the same way this mother was, if not a little less calm. She handled herself very well and the TSA should be thankful for that.

The TSA should be ashamed of themselves for ruining a critical part of her trip to Disney Land. I remember flying as a child and it was always a fun experience for me. I looked forward to flying and going through the airport. TSA was always friendly and I've never had an issue with them.

I mentioned earlier that I flew from Dallas in December with my two year old daughter, and disabled or not, this incident makes me slightly nervous to take her back again. And I can't say I will go back for a while unless something is addressed. Whether it is calling a meeting in each airport and discussing the boundaries for children, or firing the individuals who are responsible for this, something needs to be done. I don't want anyone to lose their job, and I would never wish that on anyone in this economy. But I believe they took advantage of their job, when there are people out there with college degrees who can't find work right now. And in my eyes, people who take complete advantage of the power that they have, don't need it in their

Caller said he watched the news clip this morning about TSA in St Louis doing a patdown on a child in a wheelchair. Caller said he is an officer in the militiary and the caller states it is an embarrassment to the US and TSA. Caller said even in a combat zone they do not treat people the way TSA treated that child. Caller said he believes the TSO should be fired. Caller said he has never seen anything more disgusting. Caller said the child was headed to Disneyworld and caller said he feels there are rogue agents and they are out of control. Caller said he thinks the TSA agent needs to go to the house. Caller said Israel does their screening in another manner and it works for Israel. Caller said that TSA would never treat a person from the middle east this way. Caller said TSA is so afraid to treat everyone the same and they would never ask someone wearing a turban to remove their turban. Caller said he is a parent and he would never allow anyone to touch his childs private parts. Caller asked if a person can video at a checkpoint. Caller stated he is going to post this on Facebook.

2/21/2013 8:24:31 AM

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint. In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity.

I told the caller that TSA does track complaints that are received. I told the caller that TSA does take corrective action if it is needed.

Tsa Contact Center,

2/21/2013 10:09:01 AM

My travel started at Detroit Metro Airport at about 6 am. Going thru security at about 6:30-7:15 for a flight with Air tran. My carry on was fully unpacked and placed into several bins because they said they could not see through it and I was also fully pat down twice. My heart rate monitor was not returned to my bag. I looked at it and went to pick it up (it was in a bin near me) and she said I couldn't touch anything. Then thay carried my bag and items over to another area on the side and repacked it. My heart rate monitor was not returned to the bag. I would like to be contacted on this matter asap at (b)(6) My Name is (b)(6)

(b)(6)

The caller has an eleven month old and must travel with 8oz containers of liquid formula that cannot be opened. When traveling from RSW, she indicated that always receives a pat down and would like to know if this is TSA s offical procedure and what is to be done if a container cannot be opened. She asked if the decision as to what to do was up to the independant airport. She indicated that this only happens at RSW and it is alway made into a big to do .

She indicated that she is traveling tomorrow from RSW by herself with her two and seventeen month old children by herself. She asked how she would undergo the pat down in such a situation.

I first explained that TSA s policies and procedures are the same at all airports in the US.

2/21/2013 11:54:09 AM

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

She should not be asked to do anything that would separate her from her children. I advised that she can ask to speak with a TSO Supervisor before the screening process begins and explain her situation.

I advised that she can contact the CSM at RSW to make them aware. The CSM may be able to faciliate the screening process for special items or situations. The caller declined to be advised on how to reach the CSM.

Caller had surgery and she has 2 nephrostomys, Caller said she has surgerical implanted tube and bag that will catch the urine Caller said the tube comes out of her back and drains into the bag. Caller was concerned about not having more than 3.4 ounces of liquid in the bag. Caller said she cannot control this. Caller is being treated for cancer. Caller said at O hare there was an incident where she was wearing a hat and she had to remove her hat. Caller said she tried to explain to the TSO she did not have any hair. Caller said the TSO started screaming at her and asking her if she was refusing to be screened. Caller said she was traveling alone and she was embarressed and scared because she lost all of her hair due to chemotherapy. Caller said she did not file a complaint at that time but she should have. Caller wants information about the screening process she can expect with the ostomy. Caller was concerned about the radiation from the AIT.

I told the caller she has the right to opt out of the AIT because of her concern about the radiation.
it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at
http: www.tsa.gov sites default files publications disability_notification_cards.pdf.
Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

2/21/2013 12:07:15 PM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:
• The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger may ask for a chair if he or she needs to sit down.
• The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
In addition to the patdown, TSA may use technology to test for traces of explosive material.
Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately.
I told the caller there is a supervisor available at the checkpoint if she has any problems
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

Caller said that he has a TSA customer comment card in front of him, however he is going to send his complaint in an email and report it verbally.
He went through the checkpoint at MCO on 2 21 2013. He was flying from MCO to JFK on Delta Flight DL 2058. He went through the gate at 6:30 am. He asked Officer (b)(6) if he could opt out of the wave scanner and was told no. He did not get her badge number. He said that she was about 5 feet tall. He was encouraged to go through the scanner which he did. He said that he did not set off the alarm, however he still got a patdown. He said that Officer (b)(6) finally told him that he did not have to go through the wave scanner. She asked why he did not want to go through the wave scanner. He told her that was his right to be able to choose not to. He said that he was told that if he did not go through the AIT he would get a patdown. He said that was fine.

2/21/2013 12:22:30 PM

He wanted to know why he got a patdown after he went through the AIT. He said that here was no alarm. He wants to make a complaint on Officer (b)(6) because she told him that he could not opt out when he first asked He said that he spoke with two managers at the airport and asked them if he has all the information that he needs to file a complaint against officer (b)(6) He said that they told him the does have all the information needed. He stated that it was implied that he would not have a very pleasant day if the did not go through the AIT and instead chose to opt out. He also wanted to make a complaint because of several miscommunications at the checkpoint. He said the person on left told him to do something and the person on the right told him the exact opposite. He stated that he wants to be treated like a human being and when he is treated like a criminal he makes a complaint. He wanted to know if the CSM will contact him. He said that he wants any and all correspondance sent to his email at (b)(6)

I apologized to the caller for his unpleasant experience and told him that I would forward his record to the CSM at MCO for review.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date Time : 2 21 2013 12:44:13 PM Airport : MCO - Orlando International Date Time of Travel : 02 21 2013 7:00 AM Airline Flight Number : DL2058 Checkpoint Area of Airport : Security Gate from Delta to Gate #76 TSA Employee: (If Known) : Officer (b)(6) Comment : To Whom It May Concern:

This email is in regards to my experience with TSA before my flight this morning on Thursday, February 21st, 2013 from Orlando International Airport to JFK in NY. My flight was on Delta Flight DL2058 at 7:10 am EST at Gate 76. I passed through the security gate at 6:00 am EST.

As I was going through the security checkpoint I asked Officer (b)(6) (female, approximate height 5 ft.) if I could opt out of the wave scanner machine. When I asked I was told I was not allowed to do this and I would indeed need to go through the wave scanner. When I then asked quot;so you re telling me I m not allowed to opt out? quot; then she informed me that I would indeed be able to but I would need to proceed with a pat down. I said that was fine and I was then asked why I would make that decision, I replied that quot;It s my decision, I just decided. quot;

Furthermore, I was encouraged not to do this several times. Finally, I gave in, not wanting to cause a disturbance, and decided to proceed ahead into the millimeter wave device after I asked the security officer if I would need to wait longer. I was told no, I could go right ahead by a male officer. I then made sure to ask the original officer her name as well as if this name would be the proper way to identify her later if I felt the need to do so. I then proceeded into the machine but then heard quot;wait a minute quot; as I stepped in.

2/21/2013 2:03:36 PM

I was now being instructed to raise my arms by an older, female TSA officer. I continued through the machine and stepped out. Officer (b)(6) had notified another supervising officer that I had requested the pat down and I was told I needed to stand still.

At this time my belongings had gone through the x-ray machine and because I was unable to move forward, items were continuing through the machine. I could see my belongings, including my personal laptop, and asked if I could retrieve them as I was worried I would be separated from them.

I was told by the officer in front of me that I would not be able to proceed until the supervisor came over.

Officer (b)(6) a tall, african american male escorted me over to my belongings. At this time an empty bin fell onto the ground as the items that have passed through the x-ray machine continued to push forward. Fearing for my laptop being damaged, I pointed out that it looked like it would be the next bin to be forced off of the long table-like, roller surface, I stated that my laptop was $2,000 and at this point I was told by officer spence to go ahead and grab my laptop. As I reached for my macbook pro, I was then told by the older female officer to my right that quot;you re not allowed to touch that. quot;

Continuing to be told conflicting information, I turned to Officer (b)(6) who said quot;THe only person you need to listen to is me. quot; He instructed me to go ahead and grab my laptop and to put it into my backpack.

At this time I was directed towards an area where I was patted down by Office (b)(6) in a polite manner. I indicated to him that I did not understand why I did indeed ask to opt out but because I was encouraged not to, I didn t, and was confused as to why I was patted down anyway. Furthermore, I expressed my lack of satisfaction with the confusion as to what direction I should go in, what I should do in reaching for my own property, and mainly my initial request for a pat down and why that was

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/21/2013 12:44:13 PM Airport : MCO - Orlando International Date/Time of Travel : 02/21/2013 7:00 AM Airline & Flight Number : DL2058 Checkpoint/Area of Airport : Security Gate from Delta to Gate #76 TSA Employee: (If Known) : Officer (b)(6) Comment : To Whom It May Concern:

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2/21/2013 2:04:33 PM

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2/21/2013 2:34:20 PM

The caller said he was calling to complain about the handicap girl that was patted down in Kansas City MS. The caller said TSA should show more discretion. The caller said he is a citizen of the country and we work under his tax dollars. The caller said I was going to listen to him complain because I represent TSA. The caller said his grandmother had to receive at pat-down at the airport in Jacksonville. The caller said TSA should reach out to the little girl and her family and apologize.

I told the caller we monitor the monitor the number and nature of complaints to track trends.

2/21/2013 2:53:46 PM

Caller flew on 03-04-2011 at 3:00 pm from the PBI airport with US Airways. She took flight 978. During her inspection process she had to undergo the patdown procedure. She said the female TSO touched her private area and made her feel uncomfortable. She was going through Terminal B.

Caller wants this information forwarded to the CSM at the PBI airport. Told caller that I will forward her complaint to the CSM at the PBI airport. Caller does not remember what the TSO name was.
Response Details: Advised caller that we do not have exact procedures for what has to be done once a visual inspection has been requested.

In order to file a complaint he would have to send his submission in by writing.

Advised caller that I would email him the information in order to complete that and any questions or concerns woudl need to be directed to our disability experts.

2/21/2013 3:26:08 PM

Incident Details: Caller said that his son is diabetic and they package all of the medical items together and seperate his insulin so it can be hand checked. Caller said that one thing that is happening regularly is that they are requiring them to undergo intrusive patdowns and checking of their luggage.Caller said that all of their items and the family has been screened. However once they request the visual inspection the intrusive screening starts at that point. Caller said that it is very discriminating. Caller said that due to them having medication and requesting a visual inspection he thinks that they are discriminating his son.

Caller was wanting to know if this is a policy and he thinks that the agents are making up their own policies.

I was detained at security because I would not go through the scanner. Meanwhile, my purse and carry on had gone through the x-ray and were sitting out in the open at the end of the counter. The agent would not let me retrieve my belongings nor would she ask for assistance to retrieve them for me. So they sat unguarded until I was escorted for the pat down. Someone could have walked off with all my personal belongings.

2/21/2013 4:06:06 PM What are my rights in a situation such as this? Should I be able to retrieve my belongings or should an agent assist? This occurred at the Orlando airport.

Thank you.

(b)(6)
Chicago, IL

Feedback Type : Complaint
Categories : Other; Disability Complaint Current Date/Time : 2/21/2013 4:21:54 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :
Airline & Flight Number :
2/21/2013 6:05:46 PM Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Is this Nazi Germany folks? You pat down disabled elderly diapered women, you pat down crying little wheel chair bound children. Are fighting terrorism, or , are you the real terrorists. If terrorism is all about instilling fear and helplessness, how do you think you made (b)(6) feel. How can you look at yourselves, following orders, you know violate illegal search and seizure laws, and in addition, are cruel to the point of making helpless innocent old ladies and children cry needlessly. You need help, and people need to get fired. 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

Hello there TSA,

2/21/2013 8:02:12 PM This is just a friendly reminder that you are a horrible "administration" and you do absolutely nothing to make flying safer. Congratulations on constantly delaying people and making the entire travel process hours longer than it needs to be and on accomplishing nothing but throwing tax money down the shitter. 95% of your employees are impatient, unintelligent, and are on a severe power trip. And how many lives have the body scanners and handjob pat downs saved? My guess is close to zero. Anyway, I just wanted to remind you of how much every citizen in this country hates you and of how inadequate you are, in case you forgot. I'm sorry you're so terrible at life, have a wonderful day.

Sincerely,
-You're hated more than meter maids.
Thanks this is gereat info but didn't answer my question!

Is it TSA protocol to make parents remove a babies diaper and a TSA agent inspect the babies private parts?

I was holding my daughter when I walked through the detector, the alarm didn't sound and I wasn't padded down or checked with the wand but as soon as I walked through u was told they had to check the baby.
The make screener asked that I wait for a female screener to check my daughter and when she arrived she informed us we had to take the babies diaper off, once the diaper was removed the agent spread her legs and lifted her butt to check under her.

This I think at the time was OUTRAGEOUS and just want to find out if this was proper protocol

Sent by Siri from my iPhone 5 so please pardon the spelling.

Begin forwarded message:

2/21/2013 8:02:18 PM

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: February 21, 2013, 5:54:09 PM EST
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail concerning traveling with children.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child s concern.

The Screening Process - X-ray
- All carry-on baggage, including children s bags and items, must go through the x-ray machine. Examples include: diaper bags, blankets, and toys.

From: (b)(6)
Sent: Thursday, February 21, 2013 7:49 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/21/2013 7:49:11 PM

2/21/2013 9:01:35 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Pat downs

Comments:

I don't understand your rules for patdowns!! 80+ yearold women, children in wheelchairs?

Feedback Type : Compliment
Categories : Pat-down
Current Date/Time : 2/21/2013 9:54:07 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2/21/2013 10:01:46 PM

Comment : Hey you nimrods no one likes the TSA im pretty sure if you took a pool most people'd rather go through no security than jump through your hopes. I hate the TSA for what they did to this 3 year old wheel chair girl (b)(6)

nice you ruined her vacation in a typical TSA fashion asshole move.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is at the PHL airport and she has a ostomy bag and she does not want to go to a private screening room to have additional screening conducted. Caller was really upset over this matter she stated that if they would have just let her go throught the metal detector they would have never known she had it on. She also wanted to know if she requested the metal detector would the tsa officer have to honnor that request?

2/21/2013 10:10:26 PM

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

Let the caller know even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

You should really read the story I found on news.msn.com: 'TSA apologizes after 3-year-old cries in airport pat-down (http://news.msn.com/us/tsa-apologizes-after-3-year-old-cries-in-airport-pat-down#tscptme)'.

2/22/2013 8:35:20 AM

YOU SHOULD BE SHAME OF THE KIND OF JERKS YOU HAVE AS ASSHOLES WORKING FOR YOU.

HYPERLINK "http://www.nbcnews.com/travel/tsa-apologizes-after-family-told-wheelchair-bound-daughter-would-get-1C8481122"TSA apologizes after family told wheelchair-bound daughter would get pat-down

Shameful.

2/22/2013 10:16:40 AM

Just a bunch of bullies and thugs.

Shameful.

Reduce the deficit by defunding the TSA, home of bullies and thugs.

I keep hearing TSA agents saying it is illegal to video at the checkpoint. I do not see on the website where it indicates this and nor do I find a law prohibiting it. Based on this article, bit maybe it is not. If it is not illegal then you need to educate your agents.

TSA has apologized for what it calls "inaccurate guidance" given during the screening at Lambert-St. Louis International Airport.

2/22/2013 10:16:55 AM

A HYPERLINK "https://www.youtube.com/watch?feature=player_embedded&v=3oPloe08a3Q" \nYouTube video recorded by the mother of a wheelchair-bound 3-year-old shows the girl bursting into tears after a TSA screening at Lambert-St. Louis International Airport.
The Forck family was on the way to Disney World on Feb. 9 when TSA agents took away Lucy Forck's stuffed animal and pulled her aside for an additional security check, the HYPERLINK "http://www.nydailynews.com/news/national/tsa-detains-wheelchair-bound-toddler-article-1.1269327?localLinksEnabled=false" \nNew York Daily News reported.
The video shows a TSA agent telling Lucy's mother, Annie Forck, that it was illegal to film the patdown. Lucy, who suffers from spina bifida, was in a wheelchair.
TSA agents later apologized for the incident, saying in a statement to The News that "it's okay to film TSA security checks as long as it doesn't interfere with the screening process."
"TSA regrets inaccurate guidance was provided to this family during screening and offers its apology," the statement said. "We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect. While no pat-down was performed, we will address specific concerns with our workforce."
According to the video, Lucy was set aside for a "pat-down" and "wheelchair swab." When Lucy's mother started recording the incident, a TSA agent told her that recording is illegal.
"My daughter was already distraught after the TSA agent wouldn't allow her to hold her stuffed toy 'Lamby,'" Forck says in the video.
Forck's video shows her daughter crying as the TSA agent takes away her toy.
"It's illegal to do that," the TSA agent is heard saying in the video, referring to the videotaping.
"You can't touch my daughter unless I can record it," Forck shoots back.
Lucy's father Nathan, who is an attorney, steps in at that moment, asking the TSA agent to cite the law.
"The problem is I don't allow anyone to touch my daughter without being able to record it," Forck says.
At some point, Lucy starts saying that she doesn't want to go to Disney World.
"See, you are special," Forck tells her daughter as the screening continues. "We get to do special stuff."
Forck's conversation with the TSA agent in the video indicates that it's the first time Lucy was traveling in a wheelchair. The TSA agent then informs her that the chair needs to be inspected using a thorough pat-down.
This policy is also outlined on the HYPERLINK "http://www.tsa.gov/traveler-information/wheelchairs-and-scooters" \nTSA website.
"Shh! TSA wants to touch your kids but you are not allowed to document it," Forck writes in the description of her video. "I feel violated but it's obvious my daughter brought it on herself. I mean, look at her all dressing like a potential terrorist/drug trafficker. People who roll in on hot pink wheelchairs, wearing a gingerbread coat and clutching a stuffed baby lamb, are just begging to be harassed."
Lucy's father told HYPERLINK "http://blogs.riverfronttimes.com/dailyrft/2013/02/lambert_airport_tsa_nathan_forck_wheelchair.php?page=2" \nThe Riverfront Times that he does not plan to take any legal action against the TSA, but wants to make a "public statement on what's right and what's wrong."
He added that "Lucy ... had an awesome trip in Disney World."

2/22/2013 10:17:05 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date Time : 2 22 2013 9:25:09 AM Airport : STL - Lambert St. Louis International Date Time of Travel : 02 08 2013 8:30 AM Airline Flight Number : dl52 Checkpoint Area of Airport :

TSA Employee: (If Known) : TSA apologies for screening that upset 3-year-old Comment : TSA apologies for screening that upset 3-year-old

SHAME ON YOU TSA. IF YOU REALLY CARE, YOU SHOULD FIRE THE PEDOPHILE CLOWNS THAT NEEDS TO PAT DOWN A 3 YEAR OLD!!! What a bunch of idiots you are!
Would you like a response? : False
Passenger's Name : 3 Year Old Little Girl Phone Number : 555-555-5555 Email : (b)(6) To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

2/22/2013 10:17:12 AM

To whom it may concern,

I travel frequently enough to know that your organization does not have any consistency between airports. From Phoenix, to Oakland, to Seattle, Albuquerque, to Love Field, to San Francisco and San Diego. My wife will not pass through your back scatter machines and thus is patted down at each location. The process, the pat down and the explanation is NEVER the same.

I for one am embarrassed that a government body with Union employees who always boast about training, cannot seem to follow their own rules.

There are way too many TSA employees standing around at check points which does not breed a safe environment nor does it garner much public support. Often the employees standing around are speaking to their co-workers who are supposed to be screening people. It is a distraction and should not be allowed. TSA is a mess and should be privatized.

Regards,

(b)(6)

2/22/2013 10:17:19 AM

I travel multiple times a week and am a "trusted traveler" a Nexes & Global Entry holder. Approximately 5 months ago I started to wear an insulin pump. Before I started using the device I asked TSA agents at Newark Airport what was required in addition to reading the postings on the TSA website. I must say that the inconsistency of procedure is astonishing. In fact I actually remove the device before going through many checkpoints. While the problem is widespread I have run into several agents who not only know what they are doing but respect the passenger at the highest level possible. The problem is that these associates are few and far between. In Denver, I actually had an argument with one agent as he insisted I could wear the device through the scatterback machine, which is against the warning provided by the manufacturer of my pump. That subjected me to a closed room complete search lasting over 45 minutes. Only when his supervisor came to complete the search, was I satisfied with his help, understanding and promise to educate his staff. In Greensboro last week, I removed the device again (as previous encounters told me it wasn't worth the discussion) and even after I pointed out the inset device on my stomach (which shows up on the scan) he nearly pulled it out of my body as he ran his hands through the pat down. These are just two examples but fairly typical. Bottom line is I respect what you do and why and frankly travel tens of thousands of miles each year without worrying about my safety because of the men and woman that protect me. I would just appreciate if a bit more training was done to actually make it a little easier sometime. Thanks for listening.

(b)(6)

2/22/2013 10:17:39 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date Time : 2 22 2013 9:25:09 AM Airport : STL - Lambert St. Louis International Date Time of Travel : 02 08 2013 8:30 AM Airline Flight Number : dl52 Checkpoint Area of Airport :

TSA Employee: (If Known) : TSA apologies for screening that upset 3-year-old Comment : TSA apologies for screening that upset 3-year-old

SHAME ON YOU TSA. IF YOU REALLY CARE, YOU SHOULD FIRE THE PEDOPHILE CLOWNS THAT NEEDS TO PAT DOWN A 3 YEAR OLD!!! What a bunch of idiots you are!
Would you like a response? : False
Passenger's Name : 3 Year Old Little Girl Phone Number : 555-555-5555 Email : (b)(6) To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Disability Description: Callers son is in a wheelchair. He is allergic to many items such as soy, dye, gluten and dairy. He has a seizure disorder, is under the Autism spectrum, he is Globally Developmentally Delayed, he is non verbal and low cognition. He is 7 years old. He has liquid food and medication.

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

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

She said that she does believe it to be discrimination.

Incident Details: She said that she does believe it to be discrimination.

Incident Details: She saw on the news about the little girl who was patted down and crying and the same thing happened to her son.

2/22/2013 10:40:41 AM

First, the TSO s went through the bags where his food was and there was not really a problem but they made it a huge ordeal. She asked if she could help but they would not let her help.

After inspecting the food they walked her son through in the wheelchair. This is when her son became very agitated and began to cry. This is also when it became very chaotic. They called a manager over and he tried to be nice and helpful but he kept making phone calls regarding how to screen her son. She said she does not know if they were training someone or what. It was very chaotic.

She stayed with her other son while her husband stayed with her son in the wheelchair.

Her son was crying and agitated so she kept trying to move toward him and the manager kept blocking her and telling her she can not touch him because it would mess up the tests.

The TSO that was patting her son down only had one arm. He acted like he was mad because her son could not understand what they were asking of him. She would try to answer for her son and the TSO would tell her that she can not answer for him. Her son was screaming and when she would try to move toward him they kept trying to block her from her son. She felt like she was being pushed away to keep her family separated. Her husband was with her son but they were so busy testing him as well that he really could not help her son.

They kept testing different part of her son such as his shoes, hands and wheelchair.

She said that there were three agents involved. Two were black and one was white with a missing arm. One of the black agents was a manager who was trying to be nice. He is the one who kept making all the phone calls and telling her that she could not go near him. The white agent was doing the patdown and the third agent who was a black male went somewhere else. She is not sure. She does not have name and descriptions other than what is provided.

Caller wants to express frustration at the screening incident of the 3 year old having to have a patdown at Lamberl going to Disney World. Doesn t understand why people have to be touched, etc.
Caller states he called previously and another agent hung up on him.

2/22/2013 11:01:25 AM

Response:
Advised caller every passenger, even babies, are required to be screened before being allowed in the secured area of the airport.
If an alarm triggers while going through the screening process, a pat down is required to resolve the source of the alarm.
Advised TSOs follow standard operating procedures when screening individuals.

Caller will be 86 in June. He has traveled on Jan.15th to Dallas. He stated durning his screening he was treated like a criminal. He wants to know why dont they clean up their act? He stated he had stepped in the frying pan (AIT) for screening and he was searched. He was asked to remove his hat. Caller states he has saw something in the news about a little girl traveling in a wheelchair. He doesnt understand why all the harrassment.

Told caller
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
He could always ask for a supervisor if the offier made him go through the AIT.

I handed the call over to a supervisor.

2/22/2013 11:05:16 AM (b)(6)

Caller said he flew from BOS to Dallas on 01.15.13 departing on JetBlue Airways flight #255 at 1:00pm. He s not sure which airport he arrived at in Dallas but he returned home from Dallas on JetBlue Airways flight #254 on 01.29.13 and experienced the same thing. He said in Boston he was subject to the AIT twice and afterward he was given a pat down. He recently saw a news story of a young child at STL on her way to Disneyland and feels he was harrassed. He s heard TSA is hiring is people from prisons harrassing passengers when they travel. He feels his rights have been violated.

I apologized and advised him:

TSA tracks trends and spot areas of concern that may require special attention. I don t have any information to provide to him at this time regarding the child traveling to Disneyland, however I can forward the details of his complaint to a CSM at BOS for review. I explained to him that the AIT is optional and in the future he does have the right to opt out for a pat down. If after going through the AIT an alarm sounds passengers will be subject to secondary screening, which often inovlves a pat down, to resolve the alarm. I asked him if he felt the harrassment was due to his age and he said no it was just harrassment in general.

Passenger did not have an e-mail address but due to the extent of his anger I m forwarding to a CSM anyway. He said the government is violating passenger s constitutional rights and are the reason behind the 9 11 terrorist attacks.
The caller had a patdown procedure at LGB and is concerned because she ended up with scratches on her calf and ankle area. She said that she notified the TSO that she had an artificial hip and alarmed, therefore requiring a patdown procedure. She also had an ankle bracelet on. During the patdown of her leg, she pulled her leg back and the TSO asked her if that hurt. When she got on board the plane, she discovered that there were scratches on her leg and the flight attendant gave her some antibiotic cream.

2/22/2013 12:11:10 PM

Date: 2-21-2013
Time of Screening: Approximately 11:00AM
Time of Departure: 12:20PM
Departing Airport: LGB
Connecting Airport: AUS
Destination: MCO
Gate: 6
Airline: Jetblue
Flight NumberL 1416
Description of TSO: Female, very short and dark skin.

I apologized for her experience and told her that I will forward this record to the CSM at LGB for them to review. I collected her email address and explained that the CSM may contact her via email if they need to.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/22/2013 1:06:32 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/22/2013 8:45 AM Airline & Flight Number : United 5652 Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) (b)(6) and J(b)(6) Comment : February 22, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 8:45 am PST on February 22, 2013, I entered the security checkpoint for Terminal 3 at San Francisco Airport (SFO) on the way to my flight, United 5652 to Palm Springs. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

2/22/2013 2:17:01 PM

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 2/22/2013 12:15:49 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 12/04/2012 6:00 PM Airline & Flight Number : Spirit Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :
Comment : I was travelling with my 3 year old and my wife. The security personnel behaved very rudely with us and asking my wife for pat down because my 3 year old touched her (my baby has gold bangle and buzzed).
we have no problem with pat down but the way the security person (lady) behaved is very upsetting.

2/22/2013 2:17:12 PM

I went to her supervisor to explain but his response is basically we have to live with it.
I felt like they are behaving like dictators instead of welcoming, which never happened to me in any other airports.
Would you like a response? : True
Passenger's Name :(b)(6)
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 stated that his wife had an incident at RSW. She has medication that can not be x-rayed and medical documentation stating so. He stated that she was ask to go through the AIT and no alarms were sounded. Her baggage without the medication went through the x-ray and no alarms sounded as well. She then was subjected to a patdown and they tested her and her belonging for explosives. He stated that he and his wife travel frequently and this is a lot to her because she is very uncomfortable about receiving a patdown. He wants to know if there is anything that can be done to prevent this because she has to travel with this medication. He stated that are members of Nexus and should not be considered suspicious. He stated that this is discrimination to her medical conditions to subject her to additional screening only because her medicines can not be x-rayed.

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

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location.

2/22/2013 3:31:47 PM

Medication is usually screened by x-ray, however, if a passenger does not want a medication x-rayed, he or she may ask for a visual inspection instead. This request must be made before screening begins, and passengers are responsible for displaying, handling, and repacking the medication if a visual inspection is requested. If the medication cannot be cleared visually, it will need to be x-rayed and may be subject to additional screening, including explosive trace detection screening. 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.

If you feel that this is discrimination, Federal regulations require that your complaint be in writing unless your disability prevents you from doing so. Do you want information about filing a written complaint regardign disability discrimination?

The caller then provided that email address. The caller did not want me to send to the CSM he wanted to contact the CSM himself.

Advised Caller:

You will call the TCC back at 866-289-9673, press option 5, and enter the airport code.

2/22/2013 3:58:12 PM

Saying that one of your agents does not know the requirements for a pat down does not excuse what happened to that 3 year old in st louis. You all should be ashamed for subjecting a little girl in a wheelchair to such an uncalled for pat down. If your agents are not qualified they should not be running the lines, period.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/22/2013 3:13:45 PM Airport : TPA - Tampa International Date/Time of Travel : 02/18/2013 4:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I previously submitted a complaint in regards to traveling with my 10.5 month old daughter, and having to undergo a patdown on my return to BWI from TPA because I brought pre-packaged and unopened baby food through the security checkpoint. My understanding, as I described to the Security Director on duty, was that pre-packaged baby food was exempt from the 3-1-1 rule, and that I would not be subject to a patdown even if the baby food would go through additional screening.

In response to my complaint I received an email from TSA.gov which stated, "While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown."

Then the response continued to refer me to the following webpage: http://www.tsa.gov/traveler-information/traveling-children. This webpage states, "Traveling With Baby Formula, Breast Milk, And Other Liquids For Infants And Small Children

2/22/2013 3:58:42 PM

In September 2006, TSA enacted rules for carrying liquids, gels and aerosols in carry-on bags. All liquids, gels and aerosols must be in 3.4 ounce (100ml) or smaller containers, and packed in a one quart, zip-top bag. Each passenger can take one zip-top bag in their carry-on. Larger quantities of liquids may be packed in checked bags.

Medically necessary liquids and gels, including medications, baby formula and food, breast milk, and juice are exempt from the 3-1-1 rules, and are allowed in reasonable quantities exceeding 3.4 ounces (100ml). They are not required to be in a zip-top bag. Officers may ask travelers to open these items to conduct additional screening and passengers should declare them for inspection at the checkpoint.
Please be advised that passengers going on long trips should only carry on the medically necessary liquids and gels needed for their infant/toddler's immediate comfort during the flight. Please pack larger amounts of liquids for the remainder of the trip in a checked bag.

Lastly, avoid any additional hassles by making sure nothing you plan to pack is on TSA's list of prohibited items."

This webpage does not mention any possibility of a patdown associated with bringing baby food through security. Can you please do the following?
1. Whether a passenger may have to undergo a patdown because he or she is carrying pre-packaged baby through security.
2. If yes, please describe in detail what would make it more likely that a passenger going through security with baby food would be subject to a patdown.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)

Caller was subject to pat down because she did not want to go through the AIT. Traveler was forced to go through the AIT and then was patted down regardless. Caller wanted to know if she would benefit with a doctors note when traveling in the future. Caller described the Transportation Security Officer as a white man 5 9 approximately but no weight given.

Response: Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

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

2/22/2013 4:07:24 PM

Informed caller that it is helpful to have a doctors note when traveling with medical conditions.

Airport: Orlando International Airport.
Airline: AirTran
Flight Number: 55
Gate: 109
Date and Time; 2 20 2013 at 6:35pm

2/22/2013 5:19:30 PM

Caller was going through the Jackson Mississippi airport and her daughter was flying on Southwest airlines flight 502, she was going through the checkpoint TSO (b)(6) had to give caller a patdown procedure which upset caller that she had to undergo a patdown procedure since she had no pockets in her pants. She also filed a complaint about the patdown procedure with supervisor (b)(6) I told caller that I will document her complaint.

Disability Description: The caller has traveled 4x the last 2 weeks. He has a an external glocometer which is attached to him.

Response Details: Provided the following info from the template:

Passengers who have medical devices attached to their bodies, should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger s abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

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

2/22/2013 5:55:26 PM

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

The caller stated this was the exact procedure that is he normally experiences. However it was not yesterday.

I apologized to the caller that his experience was different yesterday and made him uncomfortable.

The caller stated he wanted to file a complant regard his screening yesterday of his medical device.

From: Medley, George <CTR>
Sent: Friday, February 22, 2013 3:32 PM
To: TCC-Referrals
Subject: passengers complaint

Here is a complaint received from a passenger

Thank you

George Medley
Office of Civil Rights & Liberties
TSA-6
Administrative Clerk II
(b)(6)
571-227-(b)(6)

2/22/2013 6:33:49 PM

Name(b)(6)
Mailing Address: (b)(6) Winston Salem, NC 27127
Email: HYPERLINK(b)(6)

What happened?
I opted out of the body scanner and was pulled aside to wait for someone to administer the obligatory pat down. The individual asked me why I was objecting and I informed him that it
On February 17th, while going through security at AUS, I declined the scanner as I always due and was therefore subject to a pat down, again as usual. However, once the pat down was finished and I was clear, two supervisors, (b)(6) badge number(b)(6) and (b)(6) badge number(b)(6) who evidently had little to do on a Sunday morning, came over and decided that they were going to check all of my bags and proceeded to pull everything from both my briefcase and suitcase for no apparent reason other than I had the audacity to refuse the scanner and they felt the need to harass me. After 20 or some minutes of their little game and nothing out of the ordinary even after testing both bags multiple times, they allowed me to proceed. Inasmuch as they asked multiple times what time my flight was I assume their intent was to take so much time I would miss it but I always allow sufficient time and had plenty even after their little charade.

2/22/2013 8:05:21 PM

I am Global Entry and TSA pre-checked cleared and I believe this waste of time and money on both their behalf as well as mine was nothing more than to show me they were the boss. This is certainly not what TSA is meant to be nor was anyone any safer after this pointless show.

By way of this email I am making a formal complaint against these two and would appreciate an apology from both and some assurance that they will execute their jobs in a more focused manner than is more productive for the TSA and more beneficial to the traveling public.

From: (b)(6)
Sent: Friday, February 22, 2013 6:59 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 2/22/2013 6:59:17 PM

2/22/2013 9:19:26 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Harrassment by TSA

Comments:

On February 17th, while going through security at AUS, I declined the scanner as I always do and was therefore subject to a patdown, again as usual. However, once the patdown was finished and I was clear, two supervisors, (b)(6) badge

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/22/2013 9:32:03 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/22/2013 10:15 AM Airline & Flight Number : Alaska 2245 Checkpoint/Area of Airport :

TSA Employee: (If Known) : unknown (blond woman in her 40's) Comment : I travel about 30 weeks of the year by plane. I am finding that there is little consistency in the rules and the treatment of people. Today the woman watching the screen as luggage came through was stopping nearly every passenger's baggage for a search. She stopped me for the number of liquids which were in a bag and had four liquid medications and cosmetics. I was told by another agent that I would have to forfeit my items, except for the prescriptions or I could check my bag and reenter security. I felt that this was excessive. I go through airport security with the same bag three times a month and suddenly, it is not alright.

2/22/2013 10:16:56 PM

I feel that we are all treated as suspects and I am a US citizen and should not be guilty until proven innocent. This is a consistent theme. If I prefer the metal detector, I am told I need a patdown. If I request a patdown I am told that there is nothing dangerous about the scanner--and most times the person informing me is condescending.
We recently went through immigration returning from another country. There was a sign that said they were there to serve us with respect and honor. Clearly this is not the motto of the TSA which I now consider to be more like the Secret Service. I am very unhappy. I want to be treated with courtesy and respect and not be the subject of someone on a power trip.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Sir/Ma'am,

My boss (b)(6) and I just went through the TSA screening process at the Orlando International Airport. We are both active duty members who were in uniform--our class A uniform (not the camouflage uniform). Naturally, the accoutrements on (b)(6) uniform caused the medal detectors to alarm. What followed was an obtrusive pat-down of the general. It was really a humiliating experience for a gentleman who is honorably serving our country and has for over 30 years. As an onlooker I felt ashamed that one of our finest endured such a disgraceful process. I'm sure other civilian travelers felt the same way. In fact, an airline pilot commented to me on the issue, agreeing that he felt the action was unnecessary.

I'm bringing this issue to your attention because we both believed news reports stated this type of procedure would no longer occur for active duty military members in uniform. I hope that you can provide clarification of this incident. I also hope if this procedure is no longer policy that you would inform all TSA agents to ensure consistency of service. Thanks in advance for your attention to this matter.

2/23/2013 9:12:36 AM

(b)(6)

Sent from my iPad

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Saturday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

I told the caller the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. I also told the caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. I also told the caller enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

2/23/2013 9:27:27 AM

I also gave the caller the La Guardia Customer Support Manager Veda Simmons
Phone: 718-505 (b)(6)
Email: (b)(6)

The caller flew through MDW to RSW on February 23, 2013, and TSO (b) attempted to throw away her packaged baby food. After the passenger insisted that the items were permitted, the TSO ordered a thorough patdown of the items and the passenger. A supervisor (b)(6) walked over to the passenger, and threatened to detain her. He was African American, and informed the caller that he heard her make a derogatory comment regarding his race. However, the caller indicated that he made that information up, and she would never say anything of that nature. She believes that the supervisor's behavior was completely horrendous, and she felt harassed during the entire situation. She would like to file a complaint, and also asked for the contact information for the CSM.

Date and Time of Flight: February 23, 2013; 9:30 AM
Departure Airport: MDW
Airline: AirTran Airways
Flight Number: 1643

2/23/2013 9:28:48 AM

Advised Caller:

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

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

Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSOs) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Disability Description: Callers wife has an Ostomy

Information Request: Caller stated that his wife went to Korea and she went through the checkpoint in LAX with an Ostomy. The TSO at the checkpoint could not identify the Ostomy through the body scanner so they made her go into a seperate room to get additional screening. He is wanting to know why becuase his wife was very upset.

2/23/2013 11:00:31 AM

Response Details: CCR informed him:
It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger s hands.

CCR emailed him information.

2/23/2013 1:26:32 PM

Feedback Type : Request for Information
Categories : Traveling with Food and Beverages (3-1-1); Traveling with Children Current Date/Time : 2/23/2013 11:15:26 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

When travelling recently with an infant through Phoenix Sky Harbor recently, we requested that the breast milk we were traveling with be manually checked.

The TSA agents initially said, 'just put it through the xray, we do it millions of times.' When we requested the manual check again, my wife was forced to submit to a full body pat down.

When asked about the full body pat down, the agents and supervisor continued to cite that that was 'TSA standard operating procedure'.

Is this true? I have scoured as many TSA resources as possible and have not found any documentation that says that a request for breast milk/medicine manual inspection will automatically result in a full body pat down

We greatly appreciate the work of the TSA in providing a safe travel environment, but I'd like to be sure that when we travel again we prepare for the delay of a full body pat down, if that is the 'standard.'

If it is not, then the Phoenix Sky Harbor team needs to be updated on that fact.

Many thanks for your work,
(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

2/23/2013 3:24:16 PM

Feedback Type : Compliment
Categories : Pat-down
Current Date/Time : 2/23/2013 1:47:05 PM Airport : SJU - Luis Munoz Marin International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA Pre did me nothing. Full pat down, shoe removal etc.
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 requesting the contact information for the TSA supervisor on duty at Chicago Midway airport on 2/23/13 between 2pm and 3pm central time.

My wife and sick newborn were subjected to a pat down and were not given any option concerning their screening.

Multiple TSA employees told my wife it was "probably because you used sanitizing lotion on your hands" – which she did right before screening – but they completely pushed her through a pat down and very noticeably brushed aside her concerns over a pat down, and basically told her to 'suck it up' and not cry over being patted down.

2/23/2013 5:07:46 PM

Also, after being patted down she requested that the TSA employees pass on a request to their supervisor – that if lotion is known to set off alarms, please place a notice on the TSA website.

Her request to the TSA employees was met with 'If it concerns you that much go online and you can find a form...'

2/24/2013 9:16:53 AM

It is unbelievable that you would subject a handicapped three year old child to a pat down. Maybe the television coverage didn't reveal all the facts. Here in Indiana we call that child molestation, what in God's name do you call it? Legal child molestation? Made me sick to think an agency that is in charge of protecting us would do this to a child. Shame on you!

(b)(6)

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 2/23/2013 9:59:05 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA

2/24/2013 9:18:12 AM

So now why are you traumatizing small children? Frisking little old ladies wasn't enough? When are we going to be rid of your ineptitude and uselessness? The TSA is not providing any security it serves only to harrass and delay travelers. Making travelers take off their shoes because one person tried to smuggle something in a shoe? If one person tries to smuggle something in his or her undergarments then do we all disrobe before going through security? The whole TSA seems to have been a knee-jerk reaction to the 9/11 bombings 12 years ago. It is ineffective and does more harm than good. When will the American people no longer be treated like criminals at airports? You may claim it is for our safety but it is only serving to be an ineffective waste of time and money for us taxpayers and citizens.
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

2/24/2013 12:22:20 PM

The caller stated that his TSA Precheck is messed up. He stated that he was told that his name not matching his ID and what we have may be a problem. He stated that he was invited by United. He stated that he has been rejected 24 straight times. He stated that he does not want to go through escalating the issue. He stated that the service level that he has gotten from our agency is horrific. He stated that he has been told that there is no way that 23 straight times was randomly choosen. He stated that he has not flown in the last three days and tried to use TSA Precheck, and he does not want to deal with this any more. He stated that he will just keep getting a patdown.

I advised the caller that TSA Precheck is random and unpredictable, there are no set statistic for the program as a security measure. TSA Precheck is similar to the lottery in that sense.

I advised the caller that once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passengers reservation information to TSA. If a passenger is determined eligible for expedited screening for a particular flight, information is embedded in the barcode of the passengers boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.
Even if you have opted in to TSA Precheck through your airline and you are eligible through your airline, it is important to know that you may only be eligible for expedited screening on the airline that invited you to join and at an airport where that airline participates. To check enrollment status, airline frequent flyers should contact their airline's customer service to verify that they are "opted in."

I advised the caller that we do not have any of his information here at the contact center. I explained that we cannot verify if he has TSA Precheck. We only preform the screening for Precheck. We are partnered with the airlines and CBP for the program. I explained that he does need to make sure that all of his information, such as his ID, frequent flyer profile, and reservation information match.

I explained that we can forward his reservation information to the appropriate office within TSA for review, however there is no guarantee that they will resolve any issue or contact him regarding the matter. I asked that caller if he has flown in the last three days, and tried to use TSA Precheck, or if he is flying in the next three days.

2/24/2013 12:54:27 PM

Caller states: He was traveling from PHX to ATL on Delta flight # 2046 at 7:15AM on 2-24-13. He has replacement knees and they do not have body scanner at this check point. He had to have a pat down. He left his laptop at the screening checkpoint at PHX around 6:30AM. He had is laptop in one bin and his coat and other things in another bin. The TSO had stacked them on top of each other when he went for patdown. He picked up everything and failed to get the laptop. It is a Samsung.

Advised caller: Lost and found for Phoenix Sky Harbor International Airport is 602-626-1453. I will forward this to the CSM at the airport. I have requested a claim form for you. Allow 24 hours for it to arrive at your e-mail address. If you are not able to locate your laptop. You can print the claim form, complete and return to the address in box 1.

Hello,

Nobody reply on this matter to me

????

(b)(6)

HYPERLINK (b)(6)

2/24/2013 3:18:26 PM

From: (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

2/24/2013 3:18:45 PM

Hello -

I have a question about a pat down procedure that was performed on my wife. On Sunday, February 3, 2013, we flew on US Airways flight 4514 from Scranton/Wilkes-Barre to Philadelphia and then on US Airways flight 1020 from Philadelphia to Orlando. We went through airport security at Scranton/Wilkes-Barre without incident. We were ready to board our flight to Orlando when my wife was stopped and patted down by a TSA officer in front of our 6 year old grandson and other passengers. Our grandson was visibly upset by the procedure.

My question is: why was my wife patted down after we had already passed through security and had completed the first part of our flight?

Thank you.

(b)(6)

2/24/2013 3:19:06 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/24/2013 2:35:17 PM Airport : HOU - William P. Hobby Date/Time of Travel : 02/22/2013 2:00 PM Airline & Flight Number : Southwest airlines 478 Checkpoint/Area of Airport :
TSA Employee: (If Known) : Officer (b)(6) Comment : A bow sitting low on the back of my dress caused the scanner to register an issue. Without warning, Officer (b)(6) (a blonde woman) patted down my lower back and rear end, a very sensitive area. I understand that by walking through the scanner I consent to a pat-down, but I also have the right to ask for a private pat-down, an opportunity I did not receive due to Officer (b)(6) haste to touch me. As a result, I was touched in a sensitive place by a stranger in public, without any warning, which I find unacceptable.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/24/2013 2:50:27 PM

2/24/2013 5:23:41 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Will Rogers World Airport
Comments:I am sure that you receive NUMEROUS complaints of this nature, but the body scan and subsequent pat downs that always seems to follow are an invasion of human privacy and decency and are INFURIATING. There has to be a better way.

Dear Madam/Sir,

My name is (b)(6) and I am a resident of Basking Ridge,New Jersey.I have travelled through Newark Liberty International airport for as long as I can remember.And while there have been times that the security officials have been courteous and nice(including my most recent trip last friday-February 22 2013),most of the times they have been downright rude.

It seems like when they have to do a thorough 'pat-down' at "random",I am the lucky person,always...I mean,I am not that stupid to fall for that.I know it is important to have tight security and do a thorough check of all passengers.What I dont understand is why they do it according to the skin colour and ethnicity.It is disrespectful and a little humiliating to be called aside" at random" of course,every single time.I am not saying that these measures are unnecessary,I just wish they would perform such checks without any discrimination.

And even the check-in baggage inspection-while they mention clearly 'By law,all checked baggage have to be inspected',they follow that by saying 'Your bag was opened at random and physically inspected'.I know that they will definitely not know whose bag it (I think)because once we check-in our bags at the counter ,we are no longer physically there with our baggage.But what amazes me is that,every single time we have travelled within the country or internationally ,our bags have been opened for"Random Inspection".

2/24/2013 6:08:15 PM

A country which boasts of equality ,surely isnt being equal in treating passengers the same way,especially in Airports.

I am not even sure if this mail is going to be read or acknowledged,but I am frustrated with rude behaviour of the TSA officials(especially in Newark Liberty International,Airport) and I am writing with the hope that in future,law abiding passengers wont be treated the way I am have been treated.

But I do have to let you know that,there have been a handful of TSA officials who have been very courteous and friendly and I am very grateful that there are nice people out there.

As a law abiding ,professional citizen of this country,I hope that there wont be any more discrimination based on gender ,skin or ethnicity,in my future travels.

With regards,
(b)(6)

Basking Ridge,
New Jersey-07920-3174.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 2/24/2013 4:04:08 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
2/24/2013 6:08:36 PM Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I just have a question. After going through the metal detectors/ screening area and walking to my gate, am I still subjected to a random pat down right before I board the plane? This happened at RDU. I had gone through all the proper screening, detecting, ID checks and was standing in line to board the plane. A female tsa agent walked up to me (male) and told me to put my arms out while she patted me down. Is this normal? And do I have the right to say no? Just checking on my rights. Thank you Would you like a response? : True Passenger's Name (b)(6) Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello,

Have you read what I send ?

What about undressing me in public??

What about pat-down 3 times??

Is it sexual harassment??

What about under qualified female assistant??

Why do you sending me standard e-mails, not answering my questions??

2/25/2013 8:19:08 AM

Sincerely,

(b)(6)

(b)(6)

From: (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To:
Cc: (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: 2/24/2013 9:37:04 PM

2/25/2013 8:19:59 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA 2822, DFW, Terminal B, 11:30 a.m. 2/24/2013
Comments:Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me; the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

(This supersedes my previous submission - I have corrected the date and added airline information.)

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Remote Client IP: (b)(6)
Date Time: 2/24/2013 9:36:24 PM

2/25/2013 8:20:00 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA 2822, DFW, Terminal B, 11:30 a.m. 2/23/2013
Comments:Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me; the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

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Remote Client IP (b)(6)
Date Time: 2/24/2013 9:34:54 PM

2/25/2013 8:20:02 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA 2282, Terminal B, 11:30 a.m. 2/23/2013
Comments:Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me; the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

You mother fuckers were going to pat down a 3 year old disabled girl? What in the FUCKING HELL IS YOUR PROBLEM!!!!! I hope Blowbama is correct when he stated that if the Congress doesn't act that a lot of your TSA goons get laid off!!!!! You are a bunch of high school flunky punks and seem to get hardons over treating AMERICAN CITIZENS like shit!!!! You can all rot in HELL!!!!!

2/25/2013 8:20:12 AM (b)(6)

Sent from Windows Mail

Caller wants to claim a theft of a pocket camera. Caller flew from Ronald Reagan to Atlanta with a connecting flight to St. Thomas. Caller stated he is missing a pocket camera that was on his belt and the item was gone when he had to have a patdown and additional screening he camera got gone.

Advised caller the following information:

2/25/2013 9:05:08 AM

Apologize to the caller and advised caller I would send claim forms via email address

This individual has a complaint concern.

Thank You,

Alyssa Calderwood
TSA, Hazmat Threat Assessment Program
Technical and Project Engineering, LLC
(b)(6)
571-227-(b)(6)

2/25/2013 10:30:41 AM

-----Original Message-----
From: (b)(6)
Sent: Saturday, February 23, 2013 12:14 PM
To: Calderwood, Alyssa CTR
Subject: The TSA is a joke

Alyssa, when will the TSA get their heads out of the sand and treat people like people? I have been pulled out every time, not some times but every time when I fly so I feel like I have the right to say your agents suck. Please put my name on the list and share it with them when I fly that I think they are rude, no compassion and kids In Wheelchairs along with old grandparents probably aren t much of a risk unless they want to embarrass themselves and your agency(which they do plenty of).
As for no cell phones during pat downs, that s funny. What I find truly funny is that there was a quote where TSA hires quality people yet those same people were stealing others stuff and when brought to TSA attention, they blew it off and made it the passengers responsibility to keep on it before your org finally had the gumption to step forward.

Disability Description: Caller s mother has a mobility limitation.

Information Request: Caller s mother missed a flight in the past and she wants to know how to get through screening without delay.

Response Details: The screening process for a wheelchair or scooter is determined by a passenger s ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

2/25/2013 12:20:04 PM

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

Offered the information by email and she accepted.

Hello, sent this on January 21, 2013 and have not heard back from anyone at TSA. I would like a follow up to this issue.
Thank you in advance.

(b)(6)

----- Forwarded Message -----
From: "DoNotReply@tsa.dhs.gov" <DoNotReply@tsa.dhs.gov>
To: (b)(6)
Sent: Monday, January 21, 2013 2:01 PM
Subject: TSA Contact Us: Complaints

Thank you for your inquiry to the Transportation Security Administration submitted on 1/21/2013 at 2:01 PM. We have forwarded your email to the appropriate group for response. --

2/25/2013 12:23:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Civil Rights
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Atlanta Hartsfield-Jackson International Airport
North Security Checkpoint
date: December 27, 2012
traveling on: American Airlines flight #3501
Time of incident: between 10:15am-10:30am
Comments: On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent (agents name is (b)(6) waiting for me upon exiting the scanner did a manual pat down, which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to 25 round trips per year, for the last 24 years. I am very familiar with the process and have no issues with it, as long as passengers are treated with respect and courtesy. The TSA agent (b)(6) was wearing rubber gloves and when she rubbed her hand down my hair, the rubber pulled my hair. I was not expecting anything to hurt, so understandably when my hair was pulled, I had a spontaneous verbal reaction in response to the pain I felt. It was not out of line, loud, obscene, but a simple ouch, that hurt. TSA agent (b)(6) did not appreciate my expressing discomfort, and decided to rub her hands with a little more firmness (with the rubber gloves on) again thru my hair. Once again I expressed to her that this was painful. Her attitude and body language was so aggressive, it really shocked and surprised me. She was way out of line. I felt very uncomfortable and even bullied. I asked her to please call her supervisor over, which she did by yelling it out loudly and then she continued to rant at me about how she was doing her job, was I resisting her, etc. Her tone was not nice, polite, or professional, but in fact very rude and frightening. She kept getting closer to me and talking in an intimidating way. And yet again, TSA agent (b)(6) decided to rub her hands with the rubber gloves thru my hair one more time. This time she actually pushed her hand against my head with more force and pushed hard against and then down. It was obvious she wanted it to hurt me. When done, she physically got right up in my face. She was so agitated that as soon as her supervisor (TSA lead office (b)(6) came up, he had to grab her from behind with both of his hands and by her shoulders, and pull her away from me. He took her aside and spoke to her in low voice and sent her away from me. I collected my items and tried to speak to lead agent (b)(6) He really did not want to speak to me and tried to blow me off. I asked both him and her for her name, and at first, neither wanted to give it to me. I insisted and

I am sending your request to the TSA Contact Center (TCC).

From: (b)(6)
Sent: Sunday, February 24, 2013 5:23 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: 2 24 2013 5:23:03 PM

2/25/2013 12:23:31 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Comments:

I was stopped and extensively searched boarding my flight today. There was nothing in my bag that justified a stop. It was not a random check. They picked up something on my bag and equipment that set off their chemical screener. The result was a very thorough search and pat down that was completely unjustified. They refused to tell me what checmicals triggered the unwarranted search and invasion of my person. I want to know what I am being searched for by the scanner so I can be sensitive where my equipment is placed around fertilizer and chemical plants where I work. I expect it was Nitrates or Nitrites and Phosphates this time but it could have been any number of perfectly legal substances I am occasionally exposed to in work places. I want to know this so I can prevent the very personal intrusion of my person without just cause and significant delay as I experienced today.

(b)(6)

What Happened:

On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent (agent's name is (b)(6) waiting for me upon exiting the scanner did a manual pat down, which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to 25 round trips per year, for the last 24 years. I am very familiar with the process and have no issues with it, as long as passengers are treated with respect and courtesy. The TSA agent

2/25/2013 12:24:21 PM

(b)(6) was wearing rubber gloves and when she rubbed her hand down my hair, the rubber pulled my hair. I was not expecting anything to hurt, so understandably when my hair was pulled, I had a spontaneous verbal reaction in response to the pain I felt. It was not out of line, loud, obscene, but a simple "ouch, that hurt". TSA agent (b)(6) did not appreciate my expressing discomfort, and decided to rub her hands with a little more firmness (with the rubber gloves on) again thru my hair. Once again I expressed to her that this was painful.
Her attitude and body language was so aggressive, it really shocked and surprised me. She was way out of line. I felt very uncomfortable and even bullied. I asked her to please call her supervisor over, which she did by yelling it out loudly and then she continued to rant at me about how she was doing her job, was I resisting her, etc. Her tone was not nice, polite, or professional, but in fact very rude and frightening. She kept getting closer to me and talking in an intimidating way. And yet again, TSA agent (b)(6) decided to rub her hands with the rubber gloves thru my hair one more time. This time she actually pushed her hand against my head with more force and pushed hard against and then down. It was obvious she wanted it to hurt me. When done, she physically got right up in my face. She was so agitated that as soon as her supervisor (TSA lead officer (b)(6) came up, he had to grab her from behind with both of his hands and by her shoulders, and pull her away from me. He took her aside and spoke to her in low voice and sent her away from me. I collected my items and tried to speak to lead agent (b)(6) He really did not

Hello TSA:

My name is (b)(6) and I was a passenger that passed through security at Salt Lake City's International Airport yesterday, February 24, 2013 at around 1500. Upon approaching the TSA check-point, the officer waved me into the x-ray machine. I asked to opt out of this and requested for a pat-down. I was denied 3 times, each time the worker giving me one excuse after another. At the first denial, the guard said that there is minimal radiation exposure. I explained that I work in an x-ray department for a living and wanted to minimize my exposure to radiation as much as possible, and to please give me a pat down instead. Again, he said, no, this is "minimal" radiation. I said that I understood, but I requested a pat down or strip search if that helped them. The guard denied me a third time saying, "You realize you're flying, right? There is a ton of radiation exposure when you fly..." I responded by saying, "Yes, and that is why I am trying to minimize my exposure to this radiation." Each time I tried to approach the side behind the x-ray screening machine, the TSOs held their hands up to stop me, and waved me into the x-ray machine.

I told him that obviously I understand this, as I already informed him that I work in a Radiology department for a living. At this point, I asked for their supervisor and the patrons behind me started to yell at me. Your TSOs began to firmly shout at me, "Sir, please step into the scanner!" So I foolishly entered the x-ray machine and was scanned against my consent.

2/25/2013 2:16:41 PM

I know my rights. Your security guards denied me three times despite me asking politely. If you refer to your own website, http://www.tsa.gov/contact-transportation-security-administration it states that these x-ray screenings are "voluntary" and that your TSOs are trained to conduct these screenings "professionally and respectfully." I was not treated respectfully, and your TSOs did not act professionally.

I am considering legal action and have already contacted an attorney about this situation.

Please respond to my email as soon as possible.

Thank you.

Sincerely,

(b)(6)

–

Dear TSA:

I walked through security at MCI, Southwest airline, gate 40, between 1:30 and 2:10pm.

I emptied my pockets entirely, even of my handkerchief. I removed my necklace, shoes, jacket, etc and walked through the metal detector. I did NOT set off the alarm, however, I was detained until a female officer could do a pat down. She asked if I had set off the alarm. The officer who detained me said no. She told me I was getting a pat down because I was wearing a dress. I always wear a skirt and have had many pat downs wherein both inner and outer thigh are checked but never like this.

2/25/2013 4:17:16 PM

I was told that this was the new procedure. I want to inform TSA that I find it extremely intrusive that an officer is placing her hands against my vagina. Why is this acceptable?

Please come up with alternate ways to check passengers or provide us with some other options.

Thank you. I look forward to hearing from you,

(b)(6)

Dear TSA Cares:

I have an Ileostomy and travel on the airlines frequently. It is my understanding that I will need

to self-pat-down the Ostomy area (outside my clothing) and then be screened for explosive residue.

I am fine with this procedure and have done it a number of times.

Recently on a trip from Fort Myers the TSA agents made me go into a separate room and expose the

2/25/2013 4:17:54 PM

Ostomy appliance to them. At this point I was asked to pat-down the appliance and tested for explosives.

If I understand the TSA procedure there was no need for me to undress and expose the appliance and

am upset that the TSA agents did not know the correct procedure.

Please let me know if the procedure has changed. If not, I suspect there are quite a few travelers with Ostomy appliances

and am surprised the agents were not aware of the correct procedure.

Thank you for your help and support.

Hello-

I am sitting in the Dublin airport and was just randomly selected for a pat down screen after having already been through regular screening-- Twice. I am very offended and frankly feel violated by this and feel that there is absolutely no reason to have random pat downs. I travel regularly and have never been subjected by such humiliation. I was not patted down because they found something suspicious-- just because I was selected. This is ridiculous nonsense.

2/25/2013 4:17:56 PM

Please send me the statistics on how many incidences of prohibited and dangerous items you've found through these random pat downs. Frankly you should stop these baseless, offensive, violating searches immediately.

Regards,
(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Monday, February 25, 2013 1:21 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/25/2013 1:21:03 PM

2/25/2013 4:18:17 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

In consistencies in security screening

Comments:

Last moth I went through a full body scan at ewr and stowed any metal objects in my carry on. I passed the procedure without incident.

2/25/2013 6:06:37 PM

Hello
I recently traveled through SFO airport security. The process was smooth and fairly quick. Something I wanted to bring to your attention that was concerning to my experience. I am a female passenger that opted out of security screening due to my pregnancy. I opted for a pat down screening. As a female the TSA crew took all most professionalism and had me wait for a female screener. I was fine with this, the screener was available within a few minutes. To my surprise, the screener was a lesbian. I just wanted to get through the screening, so I proceeded. This was a shock to myself and my husband as you wanted me to wait for a female screener for my comfort, yet only to set me up with a lesbian worker. Isnt that the same experience as having a male pat me down? Something definitely to think about in your policy.
Thank you
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/25/2013 4:38:39 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 02/25/2013 1:10 PM Airline & Flight Number : American 1628 Checkpoint/Area of Airport : Main Screening Checkpoint TSA Employee: (If Known) (b)(6) and (b)(6) Comment : February 25, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No. (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6 (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

2/25/2013 6:06:49 PM

At approximately 1:10 pm PST on February 25, 2013, I entered the security checkpoint for all gates at Palm Springs International Airport (PSP) on the way to my flight, American 1628 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.
The incident of TSA goons harrasing the child in the wheelchair--video on YouTube--and telling her father it's "illegal to videotape the procedures" was just too much to take. You people are government employees. You work for the majority of the travellers that you encounter everyday in many of the airports. You should have no complaints about being photographed or videotaped by the people who pay your salaries. And they shouldn't lie that it's illegal to video them. If your minions at the AIT devices and xray scanners don't like it, they should return to jobs at fast food restaurants, where they are videotaped as a daily precaution in many establishments.
My family was subjected to ridiculous "random"screening procedures in Las Vegas as we were returning home from a short vacation. My children were wanded and groped, our luggage was run repeatedly through the scanners, and the whole process almost made us miss our plane. Meanwhile, hordes of middle eastern looking males, 18-30, were waltzing by on the other side of a plexiglass partition, not part of any detailed screening. In the group of random screens was a Texan going home to his cattle ranch, a pair of old ladies on their way back to the Midwest, and some skinny kid emulating a rap singer. All harmless travellers. It was a stupid waste of time that served no purpose, except to teach the screeners that their fellow citizens are just cattle to be proded. I joked with the grand poobah running the charade that he simply run the kids through the x-ray machine--it would be quicker than wanding them over and over.

2/25/2013 8:12:27 PM

You waste our time and cost us more money and in the end you could do much less and we'd be safer, happier and less frustrated. One Israeli authority said the problem with American security is that it focused on the tools of a terrorist rather than the terrorist.
When is TSA and whoever needs to sign off on the idea simply develop a traveller's ID that will be available for qualified American citizens so we can sweep past this farce? Harmless American travellers are not the enemy here.
You people must have another agenda. Probably related to people who might be moving cash around the government wants to levy a tax on to pay for a more bloated system.

Sincerely,

(b)(6)
Arlington, Washington

"Truth has become a victim of political haggling." - Russell Blaylock, M.D.

Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.
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(b)(6)
Arlington, Washington

"Truth has become a victim of political haggling." - Russell Blaylock, M.D.

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 2/25/2013 7:14:45 PM Airport : MCO - Orlando International Date/Time of Travel : 02/16/2013 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2/25/2013 8:13:02 PM

Comment : I have a prosthesis. The scanner was not working on the lane I chose. I informed the agent as I approached the metal detector if a scanner was an option and she said no. The agent on the other side of the metal detector told me had I informer her I would prefer the scanner I could have. She would not listen to the fact I had done exactly that on the other side of the scanner. Then after my much more invasive pat down than usual, a different agent just walked off with my things. I kinda of following not knowing what was going on. I was then lead to a private room and then my prosthesis was scanned from every angle. I have no idea what technology this scan is, was I subjected to additional x ray. The process was not explained, rude, and frankly insulting. More could have been seen by my simply pulling up my pants leg. It caused a huge delay, the machine did not work correctly and the agent couldn't sign in. Overall, I was insulted and in my opinion, it was less of a safety measure than what has been done in the past. It just wasted my time, singled me out and insulted my dignity.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/25/2013 9:04:18 PM

I am a Government employee who frequently flies for work as well as sports. I also coach for the local high school cheerleading squad. This past December, we flew from Kahului Airport (OGG), Maui, Hawaii to Honolulu (HNL), Oahu, Hawaii. We flew on two separate dates. I had a group of 2 Adults (Coaches) total and 6-8 girls ranging in ages 14-17.
-On our first return trip home (HNL to OGG), one of my 14 yr. old was approached by a TSA screener while trying to retrieve her backpack from the security screening belt. I normally send one adult ahead of the girls and I bring up the end. So that the girls are safely between both adults. Anyway, the TSA screener lifts a backpack and says "whose is this?" The 14 yr. old replies that it's hers. The TSA screener walks over to another area where suspected carry-ons are swiped for possible threats. The screener does not acknowledge the 14 yr. old or myself on the concern. Granted this is a minor traveling with an adult. Nothing was said to either one of us. Upon finishing the swipe and bag check, the screener reaches in and pulls out a bottle of body lotion. The 14 yr. old realized she forgot to transfer it to her luggage. The screener looks at her sternly and says "you can't take this." I step forward and replied "okay, thank you." The bag was handed back to the 14 yr. old.

-On our second trip, on the return home from HNL to OGG, one of my 15 yr. old was pulled to the side after going through the detector. No communication was made to me about this as I was right behind her. The screener just looked at the 15 yr. old and asked her to step aside. Once having the 15 yr. old step aside into a designated area, the screener began to do a pat down. There was no explanation to her or me. I looked over to the 15 yr. old who was a bit panicked and reassured her things were okay. After, the pat down the screener said she was fine and could go. We both walked away confused and baffled.

I did not say anything at the time in fear we would be held back or miss our flight. I do understand the needs and duties of the TSA, my husband is also in Law Enforcement. And I being a Supervisor for a Government agency respect the professionalism and the "just doing our job". However, I do not feel that the situation was handled appropriately. There could have been ways to minimize the confusion, for incidents like these are what cause passengers to be disorderly, disgruntled and unhappy.
Please look into further training for your TSA screeners. Customer service and people skills are lacked by some. Avoiding confrontations and incidents would help the outlook of traveling and all related issues.

Thank you for your time and consideration in this matter.

Just an FYI... our experience prior to that was great. The TSA staff person that check IDs was very professional and helpful. While other TSA staff screamed at those in the lines. The young man that we dealt with was very direct, soft spoken and informative to the procedures of being screened. That we very much appreciated.

2/26/2013 10:40:04 AM

The caller went through screening at EWR on 2-16-13 around 5:30pm for a 6:00pm flight with JetBlue from EWR to PBI. The caller thinks it was at gate 16. The caller was directed to TSA Cares by (b)(6) terminal manager, at EWR. The caller had wheelchair assistance to the JetBlue terminal. He asked for a hand search of his carry-on due to his valuables like a Rolex watch, 1000.00 in cash, and his wallet that contained his firearm ID from 5 different states. He was refused a hand inspection of his carry-on. The officers separated him from his property and states that no one was watching or protecting his items as they went through screening. The caller states that his valuables were out of his line of sight. The caller states that the officers dumped his items out of his carry-on and he had to recover his temns from the bins. The caller is complaing due ot the fact that he should not have been separtated from his valuables. The caller states that when he asked for a visual inspection a female officer, in her 20 s, came up to him and put her finger in his face and said he would miss his flight just because he asked for a supervisor. The caller states the female officer was very rude. (b)(6) told the caller he was going to pull the video tape so he could see the way the female officer acted. The officers told him the wheelchair attendant should have watched his items. (b)(6) was very nice and gave him the number to a support specialist to call at 866-289-9673. (b)(6) old him to call 72 hours in advance next time to let the officers know he was coming.

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.

Passengers transporting valuable items, such as jewelry, coins, or gold bars, may request a physical (hand) inspection of the valuable items, instead of x-ray scanning. This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

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

2/26/2013 11:09:25 AM

I advised the caller to call 72 hours ina dvance if he needed help with a disability issue but his concern was screener rudeness and not being granted a hand inspection of his carry-on.
Mother in law is 89 and had a patdown and had her hands swabbed. Caller wants to know why she had to have a patdown and what would cause her to have a hand swab?

I told caller I was not at the airport, however the agents felt it was necessary to do the patdown and hand swab.

Disability Description: Callers wife went through terminal 3 checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He Dr told her to avoid radiation. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor name (b)(6) and was told that it was a miscommunition between her and the TSO. He did not have the name of the TSO. He wanted to make a formal complaint. He said that he does not want to get anyone in trouble, however this issue should be looked at.

Incident Details: Callers wife went through the checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. Her flight was at 10:15 am She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor and was told that it was a miscommunition between her and the TSO. He did not have the name of the TSO.

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

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
2/26/2013 11:19:45 AM Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

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

I emailed him the information

Disability Description: Caller said that he is flying with his 6 year old son and he does not want any TSA employees touching his son. Caller said that he talked to a (b)(6) and was told that his arms and torso would only be touched. Caller said he wanted to know if it was just arms and torso and the gentleman refused to answer anymore of his question.

Resolution:

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

2/26/2013 11:27:18 AM Caller stated that they still do not have any guidlines, caller was wanting to know the limits of the search.

Advised caller that TSA does not do strip searches and the patdown would depend upon the alarm and the anomalies.

Told caller that the patdown would depent where the alarm or the anomallies appeared. I cannot tell you exactly how the patdown would be condcuted. It would be over the clothing and be a modified version of the adult patdown.
Told caller that TSA is reducing the need for patdowns in children by permitting multiple passes through the screening.

Caller was wanting to know if his child is subject to a patdown can they refuse and leave.

Told caller if he is referred for a patdown and it is not permissable that he would not be permitted to fly.

Caller requested that I email him the information.

Caller is wanting to know if she can get a video tape of her and her bag going through security because she thinks a pair of gold earrings was taken from her carry-on bag. She also wants to know why she was patted down so extensively.
She stated that she is sorry if TSA didn t take the earrings and that only leaves one more option for the earrings missing and there wasn t a NOI.

She also stated that the lady that done her patdown didn t affend her at all.
Caller ask who is the person I would be sending this to and how long before she would hear anything. Caller ask my name and if I had a number or anything.
Caller stated that she talked to a CSM named Reed Barnes and he told her that Michelle Wilcox is the Deputy Director of Aviation but she hasn t talked to her either and she doesn t want to talk to anyone local because they hired them and may not help her.

2/26/2013 11:49:18 AM

Advised Caller:
I told the caller that I could send this up to the CSM at the airport so they could review the screening that was done on her and her bag.
I told the caller that I was the only Kim here at the call center.
I also told the caller that I would send her a claim form VIA email and she should get it within 24 hours.
I apologized to the caller that we got disconnected.

Date: 2 14 13
Time: 11:06 AM
Airport: MSY
Airline: US Airways Express
Flight: 3212
Gate: B

Caller stated that she wants to know if there s any special procedure for carrying an epi pen. She also had a recent surgery, and it takes a year to recover. She wants to know if she goes through the x-ray and metal detection, the area still hurts, and she wants to know what to do in the event of a patdown. If that area is manipulated, then it can cause her sever pain. She wants to know if she can leave the screening area in the event of a patdown in that area, without having to be touched

2/26/2013 11:54:53 AM

Advised Caller:
I told her that she would need to let the TSO know about the epi pen when she gets to the checkpoint and place it in a separate bin to be submitted for screening.

I also told her that she would need to let the TSO conducting the screening before it begins that she does have an aversion to touch due to pain. If she can stand still with her arms above her head for 5-7 seconds without the support of a person or a device then she can go through the AIT, but there s no way for me to be able to guarantee that she would be able to avoid a patdown in any way. If she chooses not to receive the patdown, she would have the option to leave.

Caller accidently had 3 or 4 bottles of macadamia nut liquid in his carry on. He had a money clip with $5 and a card with $5 in the side pocket. He went back and checked the liquid. A new TSO was checking him. He went the checkpoint 3 times and the Agricultural checkpoint 3 times. He sent an email to Alaska Airlines who sent him the tsa.gov website. There was a thin guy in a white shirt and a heavy set guy with a TSA shirt. They were both checking his luggage and doing his patdown.

2/26/2013 3:12:06 PM

Airport: Kona
Airline: Alaska
Flight Number: 801
Date and Time: Feb 22nd, 2013 at 10:30am (approximate time he was at the checkpoint)
Location: Gate 7

I apologized to the caller, emailed him the claim and instructions which he will receive within 24 hours. I told him I would send this to the CSM for review and thanked him for letting us know what happened.

Caller stated that the priority thing she is calling about is her luggage that she checked. It was gone through, and it s obvious that it was because she had pills that were opened and loose in the luggage and she also had clothes that were messed up. Some of the pills were gone, because she knows how many that she took, and some were missing. She also had a wheel damaged. There is no NOI.

She also has a complaint about a woman TSO, when she asked for a patdown due to medical research that she has from the scanners, and the woman was just screaming at her in SEA. She found it to be very upsetting, and she kept screaming and repeating what she had to read. She wasn t consumer friendly at all, and she wasn t being hostile at all. She thinks it may have been something that she was trained to do, and she thought it was very embarrassing and had never had that happen before. She reported her to someone, and when she was patted down, the cheif of the TSA came in there, and they were fine. She s complaining about the woman directing people on where to go to wait for the patdown. She had blonde hair and was very nice looking, but she felt that it was very embarrassing. She can t remember the man s name who was present during her patdown. He was very tall, blonde and very nice, along with the lady who was patting her down.
Flight details below:
Departure Date: 2-12-13
Departure Time: 10:08 a.m.
Went through screening: 8:30-9 a.m.
2/26/2013 3:12:44 PM Airport: SEA
Airline: United

She doesn t want to provide an email address, and said if they wanted to contact her they could do so by phone. She still wants this information sent to the CSM about the screener.

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.

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.

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 stated that when he got to the Ft Lauderdale airport, the lines were extremely long. He was waiting in line and saw a few TSOs walk away from the checkpoint. He stopped them and asked what was taking so long and if he could move to the front with the other 6 people that were flying on the same flight as him, but they denied this request and told him that they would have to wait. He finally got through screening with 1 min left until his departure. He was putting his items back in his pockets when they subjected him to additional screening which included a patdown. He felt that they should have had the individuals who have more recent flights come to the front of the line so they will not miss them like he did. Some airports like LGA have this in place.

2/26/2013 3:18:41 PM As a result of missing his flight, he had to fly 3 days later and fly out of Orlando which was 2 hours away from him.

CCR informed him:
While customers may experience varying wait times at each airport, TSA works with its stakeholder partners to reduce wait times, especially during the higher-volume travel months.
In addition, passengers should consult arrival times with their individual airline, and we recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

CCR informed him that this informatio will be forwarded to the CSM

Caller had a notice of inspection. He said that on the bottom of the NOI it says that smart security saves time. He stated that there was nothing smart about it and it does not save time. He said the time was wasted and it was completely bogus. He and his wife flew to Cancun for a work function. His wife is pregnant and opted out of the AIT. The flew from Cancun back to Phoenix. They had to walk down a hallway that goes to customs and from there they went through security. He stated that the screener found a trace of whatever on his wife and she had to have a another pat down and her bag was inspected. He said that TSA admits that perfume, lotion, or soap could be what they found. After she was tested for explosives there was nothing found. They were both pulled aside in Mexico and had a patdown. He wanted to know what the purpose of going through screening again in Phoenix was. He asked how we are saving time and what we are checking for. He stated that when they left Ontario early in the morning his wife requested a patdown. He thinks that because she opted out of the AIT they may have been targeted. He was upset because his bag was opened and inspected. He wanted to know why his bag was inspected. He asked for a list of items that sets of the alarm. He said that you would think that his wife made a threat against TSA. There were four agents present during the inspection. He said they were there 20 minutes and his wife had an invasive patdown. He stated that TSA at the airport does not have an answer as to why his bag was inspected or why they said they found something on his wife and could not find anything after the inspection. He wanted to know the purpose of his bag being opened and inspected and he wanted to know why they got another patdown in Phoenix after getting one in Mexico.

I gave the following information. Upon arriving in the United States from a foreign country, passengers and their baggage are first cleared for entry into the United States by U.S. Customs and Border Protection (CBP) inspectors. CBP inspectors cover matters of customs, immigration, public health, food inspection, and plant and animal health. After clearing CBP procedures, travelers may exit an airport or connect to a U.S. flight. After completing the CBP entry process, passengers and baggage arriving on international flights are required to pass through TSA's security checkpoint.

2/26/2013 3:24:40 PM

I advised him that I do not know why his bag was inspected. I told him that if there was an alarm it would have been opened and inspected to clear the alarm. I also told him that I do not have a list of items that set off the alarm.
I advised him that TSA does not perform screening in foreign countries. I told him that the AIT is voluntary and if a passenger does not wish to use the AIT they can opt out and get a patdown. I also told him that passengers are not targeted because the opt out of the AIT.

I advised him that TSA peforms screeing to check for prohibited items. I also told him that we check the passengers Id.

mnelson took over call: Caller is upset with TSA s process in general. Caller just wanted to argue, he did not have any true questions. I disconnected call.
I told him

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 2/26/2013 3:02:10 PM Airport : LAS - McCarran International Date/Time of Travel : 02/24/2013 3:11 PM Airline & Flight Number : United #1729 Checkpoint/Area of Airport : United terminal TSA Employee: (If Known) :
Comment : When I went through the security checkpoint, they checked my palms and told me I tested positive for explosives.
Huh?

2/26/2013 4:13:11 PM

I've never touched an explosive in my life. The agent said it could have been the body lotion I used on my skin because it was the desert and my skin was dry.
Regardless, I was forced to have everything in my luggage examined -- my blowdryer, company laptop, empty water bottles, all my clothing and toiletries (which they dropped three times incidentally) -- and then was taken into a back room with a closed door and patted down. The agent went into my pants, touched my breasts and buttocks -- I'm sure you know the drill. I don't care if it was the back of her hand or not, it was intrusive and upsetting.
And, SURPRISE, everything came back clean.
I appreciate that airport security is there for our safety and to identify the "bad guys," but you need to invest in more-precise equipment so that innocent travelers are not subjected to this kind of treatment in the future.
If you have false positives like this, I shudder to think about the false negatives that are also occurring.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/26/2013 3:10:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/20/2013 5:45 PM Airline & Flight Number : DL 2162 Checkpoint/Area of Airport : Terminal 2 - DL Frequent Flyer TSA Employee: (If Known) :
Comment : I would like to provide feedback about the continued practice of patting down a woman of colors hair. While I understand the intent, it is the process that is used that continues to concern me.

In my particular situation, I passed through the AIT scanning, stepped out of the machine, waited as instructed and then without further conversation, the female TSA agent (there was also a male present) started patting down my hair, which was in cornrow breads. I asked the agent if the golves which she had on were clean and free of powder. Her snide response was I just put these on. What the agent did not realize was that I had been observing her from the time I stepped into the AIT scanner to when I stepped out. She did not put on new gloves. As a matter of fact she had patted down a passenger just prior to me. I also noticed that after she had finished her pat down of me, the next passenger through, a white female wearing a wide headband and ponytail, was not subject to the same actions. I mention this because I've been advised through prior TSA correspondence that a "headband" was the same as a hat and it if could not be removed is subject to hands on screening.

2/26/2013 6:04:06 PM

The bottomline out of my comments is the following: If agents are going to patdown a passengers hair, the putting on of clean non powder gloves, needs to be performed in front of the passenger. Especially if the gloves were used to check the clothing of a prior passenger, as clothing can have dirt, other contaminents that can be transerfed from one passenger to another.

Agents should not get indigent if asked by passenger if the gloves are a new clean pair. I am protecting my health and person.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller would like to lodge a complaint. He flew from OGG today 2 26 13 on Hawaiian Airlines flgiht 132, departing at 9:13am from Gate 15.

He is flying back this afternoon from Hilo at 4:44pm.

He indicated that what he experienced was classic bullying and TSO trying to assert power.

The caller indicated that he called twice in regard to traveling tools. The tools that he traveled with was under seven inches. He opted for a pat down, however the TSO explained that the radiation with less than what is encountered with cell phone use. The caller decided to got hrough AIT. He was then advised that his bag would have to be searched. He indicated that if his bag had to be searched he wanted to be patted down. The caller did not answer when asked if he was advised that he had to go back through the AIT.

He indicated that TSO (b)(6) became uptight because he requested the pat down. She requested for someone to conduct the pat down. The caller indicated that he waited for five or ten minutes for someone to come to conduct the pat down. He then advised that he would go through the AIT as he did not want to miss his flight. She advised that he would have to receive a pat down now that he had chosen to do that. He was not allowed to go back through the AIT. He indicated that he was all a sudden surrounded by TSOs. The Supervisor (b)(6) came over. The caller asked if he was going to conduct the pat down. TSO Supervisor advised that he was not going to conduct the pat down. He waited a few more moments. He was then taken into an enclosed booth and was patted down.

2/26/2013 8:52:14 PM

He indicated that he felts bullied, especially by (b)(6) and that it wasn t right.

He indicated that the TSOs knew he was from Maui and knew that he was going to work.

The public would like a kinder gentler TSA that only screens for guns and dynamite.

I advised that I would refer the information to the CSM at OGG. I have documented all of the information provided and TSA does monitor the number and nature of complaints received.

The caller did not answer if and who advised that he would have to go through the AIT again.

He did not answer who conducted the pat down when asked.

On December 30, 2012 I went through TSA screening at the Harlingen Texas Airport on the way to Dallas Love Field on Southwest flight 2953.

First, I am a business traveler and go through TSA screening several times a week around 40 weeks per year. This is the first time I've every had a negative experience and this is my first complaint.

When I exited the scanner, I was told there was something indicated in my left pocket and he would have to pat that area. I said fine even though I know nothing was in the pocket. I was asked to step aside and then Agent (b)(6) said he would have to give me a chest and adomen pat. I thought that was weird for something that was supposed to be in my left pocket. Immediately, when he finished he said he had to do an inseam frisk. I aske why and he said it was just policy. Before I could say anything he ran both hands up my inseam from my knee and firmly into my crotch. I told him, that was not policy and he seemed to be enjoying it a little too much. With that he said he also had to do it from the back, hum, same inseams from front and back. He again, ran both hand from my knees and again firmly into my crotch. I then told him he was totally out of line and that I had been through hundreds of screenings and numerous pat downs and never had any agent do that. Especailly for something identified in my left pocket.

2/27/2013 8:06:48 AM

He said that if I had a complaint to see his supervisor. I asked where the supervisor was and he pointed to a woman sitting behind an elevated desk about 20 feet away. Her head was down and when I walked over to her she was reading. I interupted her reading asked for her name and told her what happen. Her name is (b)(6) I asked for badge numbers but she said they did not go by badge numbers and would not give me either number. When I told her what happened she said that it could not have happened that way. I asked if she was call me a liar, she said no but it could not have happened. I asked her how she could know that when he had her head buried in reading material. She had no respone to that. I told her I want to file a complaint and she gave me a card to fill out to give back to her. I told her that did not make sense since she already indicated she did not believe me.

Again, this is my first complaint and hundreds of screenings by TSA agents (b)(6) was totally out of line and I have a serious concern that he is misusing his authority for a little personal sexual gratification.

I trust the TSA will do something about this rogue agent to keep him from doing this to other passagers or some child in the future.

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

2/27/2013 10:06:31 AM

Just watched the pat down, Your agency did on a three tear old child in a wheel chair. Utterly discgusting!

I fly our unfriendly skies as well And if you think for one second that behavior is appreciated in the name of safety you are mistaken!

You need to come up with some different rules and approaches for children period ! Your methods are ridiculous

(b)(6)

From (b)(6)
Sent: Wednesday, February 27, 2013 12:17 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client I (b)(6)
Date Time: 2/27/2013 12:17:14 AM

2/27/2013 10:06:54 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

pat down due to implanted medical device and sterile medical equipment problems

Comments:

Sir, I am disabled by a chronic illness and have a medically needed implanted device with a complex computer system in the implant. I can not go through X ray, my MD and medical device company have told me not to use the Advanced Imaging I am a cancer patient and I have flown twice in the past three weeks. I am very uncomfortable with addition X-ray exposure. On a trip leaving Orlando, I requested to go through the older metal detector to avoid X-ray exposure, explaining that I am a cancer patient. I am also a ClearMe customer so have advanced checks on file. I was told I had to have a pat down. This was performed in full view of not only other travelers but also my three children. I carry a card which states I have a port implanted in my chest for chemo (cancer/chemo patient).

I was told because I asked not to go through the X-ray, I had to be patted down-no matter what. My flight home and my next flight, I avoided the pat down and embarrassment and walked through the X-ray. My kids were sad and thought I was hurting myself which is exactly what I felt. And on top of that, because of my implanted port, they still did another check! At what point do the TSA agents use some common sense?

2/27/2013 12:03:42 PM

There has got to be another option. A letter from my physician? Doesn't ClearMe provide advanced background checking which should be enough?

This is both an embarrassment and a health hazed to me.

(b)(6)

Disability Description: The caller had total knee replacement surgery.

Information Request: The caller does not want to receive patdowns when airports do not have AIT, as he will alarm the WTMD. He wanted to know if there was anything else he could do, as he believes that the patdown violates the 4th Amendment.

Response Details: Advised Caller:

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

2/27/2013 2:06:01 PM

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

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government s interest in protecting the traveling public.

Caller s mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn t want to go through the AIT because she doesn t want the radiation. She doesn t like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother s concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

2/27/2013 3:27:23 PM

Advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.
Caller flew from PHL to LAS on 2 23 13 and when she was going through the AIT the nice lady told her to raise her arms a little bit more and when she did she screamed because her shoulder was hurt. She stated that the gentleman ask her if she had a injury and she said yes. She stated that he told her that all she needed to do was to tell the officer that she had a shoulder injury and she would be able to get a patdown and she told him okay and thanked him for telling her that because she didn t know.
Caller was going home this morning from LAS and she told the officer she had bad shoulder injury and the lady said okay fine and that she would be patted down. She stated that when she went to be patted down the officer ask her if she was wearing lotion and she told her no but she had gotten a spray tan earlier. She stated then another lady came out and the lady wouldn t give her her name and the officer told her to get back here now and don t ask any questions.
The caller stated that she told her what the officer at the other airport had told her to just tell the officer she had a shoulder injury and they would do a patdown and she states that the lady told her to hush or she would go to jail. She then frisked her again and patted her down again and then told her she could go.
The caller started to leave and then she went back to where a woman was sitting behind glass and ask her what the other ladies name was and she told her no she wasn t getting her name so she ask what her name was and she finally gave her her name and her bosses name, but not the lady that was the rude screener.
She stated that she was abused in this situation and is in more pain and emotionally upset that she cried during the whole flight.
Her husband stated that they are looking for a reassignment of agent, repremand or for TSO to be fired

Advised Caller:
I apologized to the caller about this happening.

2/27/2013 5:18:28 PM

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

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

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

Time: 11:30 PM
Date: 2 26 13
Flight Time: 12:23 AM
Airport Left From: LAS
Airline: United Airlines
Flight #: 1254
Email (b)(6)
Terminal: 3 Domestic
I just flew 2/26/2013 from Jacksonville to Atlanta to Detroit and experienced some really bullshit things that happened.
When I got my golf bag in Detroit last night It smelled really funny, never happened before.
I got home and found my shaving bag containing a pump hair spray was loose and leaked. I also found another small liquid container was nearly unscrewed, spilling nearly all its contents into my shaving bag.

2/27/2013 6:11:49 PM

Your employees are the worst and have no sense of responsibility towards other people's property. Every one of your wretched employees need to shit-canned and start over with people who appreciate their job. My friend had his golf bag rifled through as well and it was not fastened properly to its intended format.

The only bright spot was I didn't have to endure a dehumanizing grope session by your many drunk with power idiots. I just had to go through the porno Rapiscan.

Thanks for nothing.

I simply wanted to add my voice to masses of Americans who are fed up with your horrible employees, senseless policies, utter lack of leadership and very little accountability. The latest incident with the 3YO being detained for a pat down was a complete joke. It looked like the 3 stooges, complete with improper separation of the child from the parent, no one knowing why or what prompted the pat down, and NOT KNOWING THE BASIC RULES that even the flying public is well aware of.

You cannot train your employees to perform a fairly simple job, over and over we see examples of TSA making up rules and twisting procedures in order to bully passengers.

2/27/2013 8:04:02 PM

The flying public knows more about medical and children's issues and yet the TSA will insist their fabricated rules are law.

It seems that part of your mission is to annoy and publicly humiliate passengers. Having your clothing rearranged and your private parts groped in public? Order you to stand in a glass box (without explanation, reason) like a criminal in full view of the entire airport while you miss your plane? The worst part is the number of employees you have that take great delight in humillating and being disrespectful to passengers, where do you recruit from? Is there some "Hire a sadist" service?

You conduct this service unprofessionally and without the least bit of concern for the innocent folks who are forced to submit to your bumbling invasion of privacy, rights and sensibilities. You have no respect because give none.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 2/27/2013 9:41:19 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hi,

2/27/2013 10:03:48 PM

While undergoing security screening at Charlotte int. (CLT) I was informed by TSA officer that passenger scanner(the thing were you hold hands above head) is using sound wave, ultrasound technology. My previous information from media was that the apparatus is using milimiter wave (microwave radiation) technology. Can you please provide more info about this subject to the security officer?
The security officer that made the statements is (b)(6) at checkpoint D, about 9.20pm on 2/27/2013.

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

Response Details: I apologized to the caller and told the caller TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

2/27/2013 10:17:52 PM

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

Incident Details: Caller s 79 year old mother flew (b)(6) flew from Sacramento to Nevada. She was in a wheelchair. She went through the screening machine and was told that she needed a patdown. She was taken into a private room. She has had four injections of cortizone in her spine and her back hurts. She told the TSO that she was patting her down that she was patting her too hard and it was hurting her back. She did not stop and continued to pat her down in this manner. They determined that it was the sweater causing the problem. Her mom was in tears at this point and did not ask for a supervisor.
She does not believe this is discrimination, just poor customer service.

To Whom it may concern:

I just flew out of LAX the 24th of Feb. I had, by far, the worst experience going through security there and am very sorry I was not able to get names! I am a Marine wife, stationed in Okinawa, Japan, and I take great pride in our country. My husband is willing to lay down his life in order to protect the prestige of the US, and I have to live daily with the fear of his death for the same reason. My husband and I not only sacrifice our lives, but at times we sacrifice our rights (restrictions enforced by the Military) so this country can remain free.
These Security Officers come into contact with thousands of people each day, American Citizen or not. These Security Officers represent America to each person they come in contact with, just as my husband does as a Marine. Therefore I take it personally that these disrespectful people were given a job in this type of field demanding a very important role that they are not able to achieve. I feel that the Security Officers at LAX either do not understand the importance of their job or they just don't care. I am immensely disappointed at the poor representation of the United States the Security Officers at LAX gave, and I would appreciate it if there was a strict sifting of workers at LAX in order to promote a better face of the TSA and ultimately the US.

There were a few issues that bothered me, as I was going through security. First of all, there was a lady who was trying to get through security quickly because her flight was going to leave in approximately 30 minutes. She protested the AIT screening by requesting a pat down.
There was a female Security Officer standing in the vicinity, however the traveler was waiting for about 5 minutes before she asked if a female was coming to perform the pat down. What resulted was quite frankly unacceptable. The female Security Officer finally accepted her duty of performing the pat down with a roll of her eyes and a poor attitude. I am not a confrontational person, that is why I go along with the security measures, even if I do not agree with them. However it was that woman's right to request a pat down and the Security Officer's job to perform it in a timely and respectful manner. I feel like that woman was severely disrespected and I would not want that to happen to me.

2/28/2013 8:12:54 AM

The second thing that bothered me was the degrading attitude of most of the Security Officers in the security area. They were yelling their instructions out in an extremely ridiculing manner. I was intensely offended by this. As an American Citizen, if I am to be forced to go through these sometimes very ridiculous security measures, I do not think it is too much for me to expect to be at least treated with respect. I understand that these officers have to do their job to promote safety for all traveling through the airport and airspace, however if they can't even treat me and others around me like a human being then they need to find another job.

The third thing that irritated me was again the Security Officers' disrespectful attitude, but this time towards the international travelers. These people were not American Citizens, potentially couldn't understand much English and were obviously confused about the security measures. The security officers weren't much help. They lost their patience much too easily, and the tone of their voices giving instructions to put certain personal items in the bag was inexcusable.
As I stated above, I am a Marine wife stationed oversees, so I understand the importance of public affairs with our international counterparts. These people were most definitely in the US on business or pleasure, so they were bringing money into our Nation's economy. Beyond that, I feel it is very important for these people to be treated just as respectively as the next person for the sole reason of being Human. That is the essence of America, we treat people fairly, whether or not they are American Citizens. Let me clarify that I understand that they do not have the same rights as American Citizens, neither do I want security measures to be lowered for them, but they do have the right to be treated respectively. The Security Officers have the duty to give them that respect.

Please, forward this to the appropriate authority at LAX as well as the heads of TSA. I feel very strongly that this is an issue that needs to be addressed asap. I hope that TSA believes in quality security and customer service. That is why I demand a more thorough screening of employees of TSA. Obviously background checks aren't enough, as the news has reported severe crimes carried out by TSA employees. I go further in reporting to you that it is not enough, because many of your employees are not fit for this job because of their poor, if you will, "customer service" skills. Please do not use the excuse that these men and women are Security Officers so that for some reason excludes them from having to be respectful. I have given my argument and examples of why I feel you need a change in your service, please do not ignore it! This is very important.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 2/28/2013 9:10:54 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/28/2013 8:30 AM Airline & Flight Number : Delta 1966 Checkpoint/Area of Airport : E15 TSA Employee: (If Known) :
Comment : First of all, why in the world are there no body scanners in this terminal of DFW?? If we are going to continue these intrusive screening procedures, there must be some progress on these antiquated and invasive pat downs. The TSA agent was rude and condescending and this is so unnecessarily time consuming for a traveler like myself who travels every single week. We can do so much better than this!! I shudder to think what my experience will be when the number of TSA agents is reduced.

2/28/2013 10:06:11 AM

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 sent a written request to get a canteen back that was taken from him going through the checkpoint. (Caller later stated he filed a claim or sent an email to CMB to retrieve his item?)
Incident happened at the FLL airport, he had less than 8 oz. in the can and was given the option to check his bag and stated he didn t have time to leave the line because he would miss his flight.
Caller said he contacted the CMB and hasn t received a response.
Caller said he felt harassed by not allowing him to take his canteen through the checkpoint and TSA stole the item.
States he has Prostate cancer and he has incontinence and he was taken to a private room for screening in Italy, can he contact the consulate? Asked the screening process if he is wearing one through the checkpoint?
Caller mentioned the TSA and following the 4th amendment.
States his sister is an attorney and doesn t want his rights violated.
Caller requested information via email.

Response:
Prohibited items left by passengers at airport security checkpoints are referred to as voluntarily abandoned property (VAP). 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." The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers. Generally, when a Federal agency determines that it has excess personal property, it reports the excess to GSA. GSA then determines whether there are any Federal requirements for use of the property. GSA often sells at public auction any VAP with commercial value or an estimated value that exceeds the cost of care and handling. However, if the property has no commercial value, or the estimated cost of its continued care and handling exceeds the estimated proceeds from its sale, it may be destroyed or donated to a public body by the agency.

2/28/2013 2:47:45 PM TSA does not sell VAP. TSA typically donates non-hazardous VAP and disposes of hazardous VAP in accordance with Federal and local laws and regulations.
TSA security screening personnel make the final decision on whether to permit certain items into the sterile area of the airport.

Adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly.
Additionally, all passengers have the right to request a private screening at any time during the screening process.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.
The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.
In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.
To facilitate future screening experiences, we strongly recommend that passengers familiarize themselves with the information available on our Web site at www.tsa.gov.

Advised caller TSA isn t a law enforcement ageny, only responsible for screening of baggage and passengers prior to boarding a flight.
Explained to caller he always has the option to speak with a supervisor at the checkpoint if there are issues.

The caller traveled from LAS to BLI with Allegiant and didn t want to go through AIT so he opted out for a patdown. He was directed to an area for a patdown and had to wait 10-15 minutes before a supervisor came over to explain why he was having to wait and then another 5-10 minutes before a male officer came over and did the patdown. He explained that the wait was because he had just came in for his shift.

I explained that they would have had to wait for a male officer to do his patdown.

2/28/2013 3:16:15 PM The caller's main complaint was that he wasn't able to keep a line of sight on his property and I explained that:

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I explained that I would note his complaint for review.

Caller flew from FLL airport. Caller states that the TSA Supervisor there took her license and photographed it after she told him that she was going to talk about how she was treated there with someone.

Caller says that the supervisor spelled his name as (b)(6) and didn t give his badge number. She states that she was going through the line with a carry-on that she put on the belt. She put her jacket and purse in the bin. Caller says that when the TSO said to go thru the x-ray device, she said that she wanted to go through the other device. Caller states that the TSO said she would have to have a patdown. The caller told the TSO that she was 77 and asked why a patdown was necessary.

Caller says that he insisted on doing a patdown. Caller states that the TSO told her to lower her voice or she would turn her in to the police. Caller says that a female TSO did a complete patdown. Caller says that she is upset. She states that 2 men and 1 woman TSO watched while 1 woman TSO did the patdown. She flew with AirTran (b)(6) s her daughter (NOTE: and was on the phone part of the time). Caller has bronchitis and other medical problems. She has been put on 3 new medications the past few days. Caller feels that the TSOs were very harsh. Caller says that initially she was told by a different TSO that because she is over 75, she would not have to take off her shoes; and she thought that was nice in spite of the patdown requirement.

2/28/2013 4:25:40 PM

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

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

Flight information:
Flight Path: FLL to Pittsburg
Flight date time: 2 28 11:23am
Flight #: 301
Airline: AirTran
Airport: FLL
Gate Terminal: C4
Email (b)(6)

Caller wants to report her property missing. She flew on Feb. 9th from BNA to RDU on Southwest Airlines around noon. She could not stay with her carry-on because she was screened in her wheelchair. To do so, they had to move her out of sight of her carry-on property. When she arrived, she discovered that her camera was gone, along with a gold ring, hoop earrings, and a bracelet. This was in her carry-on and this disappeared during her pat-down in the wheelchair.

Caller made a claim with her insurance but she was advised to file a claim with TSA. She does not now have the particulars of her flight.

I advised caller that I would send her a claim form and that I would forward her issue to the CSM at BNA for appropriate action. I asked caller for her flight information, but she does not have it at hand. She advised that she would include all of that information in the claim form I would send her.

2/28/2013 4:51:27 PM

I asked caller if she had contacted law enforcement.

Caller advised that she would, but should she contact them in Nashville?

Yes.

I advised caller that, since she does not have her flight information in hand, I cannot send her issue to the CSM for further review. However, if she wanted to recontact the TCC with that information, we could then send it up. I sent caller a claim form via e-mail.

Dear TSA,

My name is (b)(6) On February 26, 2013 I was traveling out of Atlanta, Georgia, International Terminal. When I went through security I opted out of the screening, as is my option. I always choose to opt out because I have a medical port and always get selected for a pat down anyway.

When I opted out I was told to stand to the side and wait for a female to be available. I asked to move about three feet so that I could keep an eye on my belongings. The employee that was speaking to me told me I could not move. I replied that he could cause me to loose my belongings, as I could not see them. He further said that since I was the one that opted out, the TSA had not caused anything. Obviously, he felt as though I had opted out and should be punished for it.

2/28/2013 7:11:55 PM

I had a large sum amount of cash in my purse and was very uncomfortable not being able to see it. As you know I could not have put this money in my pockets as your pockets are required to be empty.

This employee's name is (b)(6) according to the co-worker of his that performed my pat down.

I do not think it is right that TSA agents take it upon themselves to treat someone that opts out rudely, or punatively. Nor do I think it is appropriate that I should have to risk losing cash, because I can not see my personal belongs. What would you reccommend I do next time?

Respectfully,

(b)(6)

(b)(6)

Wharton San Francisco

(b)(6)

San Francisco, CA 94105

(b)(6)

To:

Vice President/General Manager

2/28/2013 8:18:43 PM

Covenant Aviation Security

1350 Old Bayshore Hwy, Suite 540

Burlingame, CA 94010

CC:

Transportation Security Administration

San Francisco International Airport

President of US Airways

Governor Jerry Brown

3/1/2013 8:09:47 AM

Fortunately we have a sense of humor...
We recently took a dive trip to the Caymans .. as we have been doing for almost 20 years.. and packed the same stuff we've been packing for all that time. We returned to the US thru Charlotte, and were a little "perplexed" by our screening experience.
Now we're both over 70.. my wife happens to be over 75 so she didn't have to remove her shoes, but we dutifully emptied our pockets and had our toiletries in proper plastic bags etc. and passed through the full body scanner, only to then be subjected to a full "pat-down" on the other side of the scanner, complete with a drug wipe (?) of our hands - while younger folks were passed thru without those procedures...
So, tell me, are retirees now viewed as the "imminent threat" ?
Oh yes, and the baggage inspectors (initials (b)(6)) had problems releasing the webbing "quick disconnects" on our equipment bag so they either broke the connector off, or un-threaded it (much more complicated than releasing it) and then tied it in a knot with tape.. not a big issue.. but shows a certain lack of concern for other people's property.
OK, I'm thru "venting".... Have a nice day

--

3/1/2013 8:10:24 AM

Feedback Type : Security Issue
Categories : Pat-down; Missing or Damaged Items Current Date Time : 3 1 2013 12:30:30 AM Airport : EWR - Newark International Date Time of Travel : 11 20 2012 Airline Flight Number : BA # 188 Checkpoint Area of Airport : security lanes TSA Employee: (If Known) :
Comment : since I refuse to go through your imaging device, I was patted down; I was not allowed to move my carry-on items myself. I had my notebook and my phone in one container, my coat, shoes and liquids another, as ordered, and one carry-on and a computer bag. The lady who patted me down, quite a way from my belongings, asked a college to move these. My notebook and coat, shoes and liquids I found in on container, combined. My (old) phone, a Sony Ericsson, was missing. When I noticed, your employee was gone, and I had a plane to catch. It was an open phone, and my T-mobile prepaid had still ca. $50 on it. I assume you have a lost and found? I would like my phone back, with the sim card.
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 an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is someway he could be screened without going through that process again and will be flying again next week?
Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Flew from GRB and went through the AIT for his screening, states he didn t ask to speak with a supervisor at GRB.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn t know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

3/1/2013 9:37:52 AM

Response:
Apologized to caller for his experience.
Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process.

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

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

Caller states she flew from Buffalo and asked for a pat down. She was separate from her carry on about 4 minutes. She had an envelope with 3 money orders missing from her carry on. She filed a police report. She wanted to speak to the CSM at Buffalo.

Airport: Buffalo

3/1/2013 10:50:17 AM

Advised Caller:

We got disconnected so I called her back at 11 am and gave her the name and phone number on her answering machine.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/1/2013 8:43:50 AM
Airport : LGA - LaGuardia
Date/Time of Travel : 03/01/2013 8:15 AM Airline & Flight Number : AA 319 Checkpoint/Area of Airport : D Concourse Pre-check lane TSA Employee: (If Known) :
Comment : This isn't exactly a complaint, but perhaps a request.. I have metal implants in my spine that have been setting off every metal detector since the sensitivity was changed following 9/11.

I have been really happy that since Pre-check was made availabile, I have rarely set off the metal detectors as long as I have no other metal on me at all (no belt, no metal in shoes, etc.).

Today I once again set off the pre-check metal detector and I assume adjustments were made.

3/1/2013 10:50:35 AM My only request is to please evaluate the sensitivity settings and be sure they are at the intended level and consider those of us who are right on the line for setting off the machine. Obviously they need to be set to levels that are adequate for security.

In other airports when I have set off the alarm in pre-check, they have only done a swab of my hands as additional screening. At LGA, I received a full pat-down. It would be nice to have consistent procedures, especially if it's possible to avoid the invasive pat-down.

Everyone at the checkpoint was friendly and efficient, so no complaints there. In fact I have always had a positive experience at LGA. Thank you for listening!
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller will be traveling to Europe in June. Can he wear a money belt through TSA security?

3/1/2013 12:40:59 PM Told caller
He could take a money belt in carry on or checked luggage. I told him if he wore it through the checkpoint, if there was an alarm during screening then he would have to have an patdown to clear any alarm.
He could ask for a privates screening, let the officer know he was traveling with cash and they could give him a private screening as well has him money but they would have to give him a patdown for his screening.

Caller said in SFO he opted out of the body scanner and wanted a patdown. Caller stated he is a businessman and he travels frequently. Caller said a TSA manager was asking him several questions and then rephrased the question. Caller said someone in a suit came up to him in a rude manner and asked to speak to him. Caller said he asked this person if he had to speak to him. Caller said the man was wearing a badge. Caller said the man told him he did not have to speak to him, so the caller said he told him to go way. Caller said this man proceeded to shut down two checkpoints. Caller said they shut down the checkpoints because he refused to talk to the man. Caller said the man said he was refusing a patdown and the police were called. Caller said he was not refusing a patdown, that he was waiting for his patdown. Caller said he was recording the situation on his Iphone. Caller said he feels his civil rights were violated. Caller said all the TSOs refused to provide him with a name. Caller said the TSOs gave false statements to the police. Caller said evidence was destroyed. Caller said he was recording audio and video and the TSO turned off his phone. Caller said he has a 13 minute video that shows he was complying with the request of the TSO. Caller has given this information to his attorney and has posted this video online. Caller said he wants information preserved, caller said he is filing paperwork to get the video of the screening incident because he is planning to file a civil rights lawsuit. Caller was flying on Alaska Airlines AS307. Caller said he feels this was caused by a TSO who did not like him and this caused the escalation of events. Caller said his luggage had already been screened. Caller said they brought his luggage to him and told him to hold it even though he had not been screened. Caller did not want to take his luggage because he felt that he would have to undergo more screening if he took the luggage back. Caller said the TSO just dropped his bag on the conveyor. Caller said the TSOs colluded to create evidence against him. Caller states this is a Civil Rights complaint. I asked the caller how he felt it was a civil rights complaint and he only said because of what he went through.

3/1/2013 2:52:41 PM I told the caller that
Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I told the caller I will forward his complaint to the CSM. I also told the caller to get the video preserved, I do not know what forms he needs to file to have that done and I referred him to the CSM. I told the caller that I am documenting his complaint.

I also told him he needed to contact the Office of Civil Rights for his complaint.
Office of Civil Rights 877-336-4872

Disability Description: Caller s wife has autism.

Information Request: They are flying from LAS tomorrow and want to know what they can do to make the screening smoother than it was last time because she has autism and has to have additional screening due to not having proper ID.

Response Details: I explained to the caller that when they get to the checkpoint, he should tell the officers that she does have autism and cannot be separated from him. He should also tell them that she does not want to use the AIT. Passengers can opt out of the AIT and choose to have a patdown.

There are some options on how screening can go. He can go through first, then she can come through, have her patdown, then he can step back around and go through again. He would need to be screened again, but he should not be more than a few feet from her to do this.

If he doesn t even want to be separated this much, they can both request a private screening. They can be taken to the private screening area together and both have a patdown. This keeps them together through screening.

These are some options they have. The most important thing is communication with the officers. They will still be screened, but they can provide the officers with the best way for them.

3/1/2013 3:24:55 PM

TSA Cares, if notified 3 days prior to the flight, can provide assistance or simply notify the officers at the checkpoint. Sometimes someone may come and actually help them through. Other times, they may just let the officers know the passengers are coming and their special needs with screening. To do this, he should call us 3 days prior to the flight and provide us with his flight details. We will then escalate this to a disability expert. He should keep this in mind for future flights if they are ever concerned of this happening again. At this time, it is in the afternoon and his flight is tomorrow, so he can call the TSA Contact Center at 866-289-9673. When he gets their IVR, he should select option 5 and enter airport code LAS, this will provide him with the phone number for the CSM at LAS. He should let them know what is going on, so they may be better prepared for tomorrow.

I understand that this time she did not have proper ID and that requires additional screening. However, she still has needs as well. Additional screening can be conducted while keeping the passengers needs in mind as well. We don t want to upset her or cause her to become anxious.

Sent e-mail.

Incident Details: When they flew from Portland to LAS, they had hard time. He had booked her ticket in her married name and her ID has not been updated. She had to undergo additional screening. He told the officer not to separate them, but they were separated anyway. She told them she did not want to go through the AIT, but they told her she did not have a choice. She was really stressed during this process. Caller says they normally do not have a hard time, but the officers told them that because she did not have proper ID, they didn t have any rights. In the previous flight, he did not tell the officer that she had autism.

Disability Description: Caller has an insulin pump and was flying through AUS.

Response Details: Advised caller that I would submit his complaint to our disability expert so that they may review the policy and attempt to better assist him. Advised caller that the procedure that he went through was standard policy, however.

Incident Details: This is not because he feels that he was discriminated against. Caller is complaining about the procedure and is wanting to know if there is way to fix.

3/1/2013 3:34:04 PM

Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test.. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is someway he could be screened without going through that process again and will be flying again next week?
Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn t know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/1/2013 11:12:17 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/01/2013 1:40 PM Airline & Flight Number : WN 2688 Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) : Best Comment : While serving as a TSA enhanced pat-down screening witness, I observed the screener laughing and joking inappropriately with the passenger. I advised the TSA screener to avoid fraternization and stick to the screening, and she told me that she was providing the passenger with "a free massage." I advised a supervisor under "see something, say something" right away that I was observing sexual advances during the pat-down screening.

Perhaps more disturbing is that, during the ensuing action taken by the supervisor (who had brought me with her to formalize the complaint), another TSA employee (Washington) obstructed by pulling me away from the conversation with the supervisor. During this time, he selected my laptop computer (after the screening) for additional screening. Despite his efforts, I was able to continue to make my complaint, but I am concerned that he may have been attempting to intimidate a whistleblower, obstruct an investigation, tamper with a witness, and divert resources from true security screenings towards re-screening someone that was known to pose no threat.

3/2/2013 9:38:28 AM

After the altercation, I was advised by the passenger that Best had approached her again and said suggestively "Have a nice day, babe."

I believe four violations took place here: first, inappropriate sexual suggestive comments during the pat-down screening, obstruction of a security enforcement action, sexual advances after the screening, and lax/inconsistent screening procedures adherence. I would like TSA to treat each of these as a separate complaint for enforcement and reporting purposes.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Name: (b)(6)

Phone # (b)(6)

Mailing Address: (b)(6) Erlanger, KY 41018

Email: HYPERLINK (b)(6)

What happened?

3/2/2013 10:59:35 AM

When I went through the full body scanner, I was asked to wait to the side. The male TSA agent asked me if I had anything in my back pockets. I said, "no" and reached in my pockets to double check. There was nothing there. He said he a female TSA agent would have to come over and swab my back pockets. When she came over, she swabbed my back pockets using her hands and the round disc. Then she swabbed the palms of my hands. After waiting a few more minutes, I was told by the male TSA agent I would have to go through an additional screening. They had an agent pick up all my personal items and take them to another area where I waited. I asked the TSA agent why I was being held. He had a male supervisor come over and tell me they found TNT on the swab of my hands. Of course, I told them that was ridiculous and asked if I could see the report or documentation that showed this results. I was told "no, that is confidential". I said, "So I am just supposed to take your word for it?" and he said, "yes". I asked how long I was going to have to wait and was told until they could get the female supervisor to come over for my additional screening. I waited at least an additional 15 minutes for the supervisor to show up. She was Caucasian, looked to be in her 50's, auburn hair and 5'6" tall. She then asked an African American agent to join us. She appeared to be in her 30's and about my height, 5;8" tall. The supervisor told me to come with her and told her to pick up my personal belongings and come with us. I told her that I wanted to be able to see my things at all times, including my purse, laptop etc. The African American agent told the supervisor she did not like my attitude and she was not coming with us. The supervisor told her to get my things and come on. We went to a separate area when I was given the full body pat down by the supervisor. As the supervisor was doing the pat down, the other TSA agent looked straight ahead, which was away from me, did not make eye contact and honestly couldn't have seen any of what the female supervisor was doing when she was patting down my backside. She did the same thing when the supervisor was patting down my front side.

After all this I was released to go. This was an extremely humiliating experience and completely unnecessary!

I have these questions:

What was the TSA agent searching for in a pat down that would not have already shown up on a full body scan?

Caller stated that she contacted Southwest yesterday, and she was informed to call us. She s concerned because she wasn t planning to be on her period, and sure to this, she will have a pad and tampon on. She s read stories on the internet and doesn t think it s fair that she should have to undergo a patdown because of this. She wants to know if she would have to receive a patdown, and doesn t want to be strip searched just because of this fact. She will only be going on an hour flight from Tucson, and thinks that process is humiliating. She wants this to be recorded, because she thinks that additional screening due to her being on her period is ridiculous and humiliating for her, and she wants something done about it, because she is now probably going to have to reschedule her flight because of this.

3/2/2013 11:36:08 AM

Advised Caller:
Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

I told her that there s no way for me to be able to guarantee that she wouldn t receive a patdown to clear an anomoly if it did appear as one, and the patdown would be conducted by an officer of the same gender. We do not conduct strip searches, and they use the back of their hand to patdown sensitive areas of the body over the clothes.
March 1, 2013

To Whom It May Concern:

I have always "opted out" of the X-ray screening machine and have reluctantly subjected myself to the humiliating "pat down" procedure.

I strongly believe that rays from X-ray machines are harmful to one's body! I avoid and have refused X-rays that were prescribed by my dentist and my doctor.

On a recent trip I noticed some travelers were allowed to go through the metal detector instead of the X-ray machine. When I questioned what was the criteria for being able to go only through the metal detector, I was told by the TSA agent that if you are 75 years or older that you didn't have to go through the X-ray machine.

3/2/2013 11:56:59 AM

On my next trip (at a different airport) I informed the TSA agent that I was over 75 years old and showed him my drivers license as proof. When I told him that I wanted to exercise my right not to go through the X-ray machine because of my age, he insisted that age didn't matter and that I still had to go through it.

Don't all the airports abide by one set of TSA rules or does each airport have a different set of rules and procedures? Aren't all the TSA agents trained the same way?

Please send me some paperwork regarding this "75 year or older" rule so that I may present it to the TSA agent on my next trip.

Yours truly,
(b)(6)
e-mail: HYPERLINK (b)(6)

The caller went thru the checkpoint at DAL and he had to have a patdown. The caller said during his patdown his laptop was taken for additional screening, and when he was done with his screening he could not find his laptop. The caller requested the assistance of TSO (b)(6) she was rude and refused to assist him in locating his laptop. The caller stated he went back to look again for the laptop and came back and asked for her assistance again and the TSO told him not to speak to her like a child and the caller said it just escalated from there. The caller said everyone else at the checkpoint was very helpful except her. The caller said the other TSO was nice and located his laptop. The caller said he wanted to have this information documented and who else could he speak to. He requested the mailing address to hq.

3/2/2013 12:25:34 PM

Provided the following info from the templates:
I apologized to the caller and advised I could documents his complaint and provide the CSM contact info at DAL. I also provided the mailing address, and apologized to the calelr for hsi experience again.

Dallas Love Field

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

3/2/2013 12:48:31 PM

Caller states: This is the 3rd time he has called. He is trying to get the CSM manager for the Dallas Love airport but he went round and round with the IVR. He called back and they gave him ths CSM number and he get a automated answer. He need to file a complaint on a TSO Supervisor. He traveled yesterday out of Dallas Love on Southwest flight # 503 departing at 11:50AM out of gate 12. He when through screening at 9:20AM. He had to have a pat down. While being screened some one walked away with his computer. Some on had placed a empty bin over the bin containing his computer and had carried it off. He went to help to the TSO supervisor at the desk, (b)(6) She would not help him. She said if you are going to talk to me like a child I will not help you. He said that he was upset as his laptop had just been taken. She was very rude. She shoved her name tag in his face so he is not sure he got the correct spelling. There was another TSO that camed bu by the name of (b)(6) which was very helpful. He gave him the number to the airport police and they were able to watch the camera and find his computer (b)(6) just walked away and went on break. He has a letter wrote to the President of TSA and want to talk with the CSM at the airport.

Advised caller: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. 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 phone number for Larry Dyess is (b)(6) His email is (b)(6)

I will forward you compliment for (b)(6) o the CSM at the airport and appreciation you letting us know.

I understand that flight crews have to go through ore screening before getting their id as did I for TSA Pre and global entry but when I am go through the biweekly groping for opting out at MGM today and an American Airlines crew all walk through with 24 oz Starbucks it is rather insulting.

3/3/2013 9:16:22 AM

(b)(6)

Friday, February 28th
Between 0710-0720
LGA TSA Security Checkpoint for American Airlines
TSA Officer (b)(6)

Hello-

I travel frequently and always opt out when imaging technology is required for screening. This is my personal choice driven by my convictions.

On this date at the screening checkpoint I politely notified officer (b)(6) I desired an opt-out from the imaging techology being used. He questioned my request and I politely affirmed it was my desire to opt out for a pat down. He called out for a female assist and continued to educate me on the in's and out's of the imaging advising it is less dangerous than being on the airplane.

3/3/2013 9:17:10 AM

I attempted to explain I work for an airline and am in a position to be well acquainted with the techology. He essentially communicated this meant nothing and continued his verbal assault. He was not loud nor obnoxious just very persistent. I felt very uncomfortable. As he continued on I expressed concern that I could no longer see my personal belongings. He did glance at them from time to time advising me they were still there. That was the only positive of the interaction.

He went on and on while he kept yelling out for a female assist. I might say the female officers did not appear to be engaged and were not paying attention. Had they been more alert I could have been saved from the on-going harrassment from Officer (b)(6)

I worked very hard to keep my anxiety under control through the interaction with Office (b)(6) I did professionally and firmly advise him that I was entitled to the opt out and was not going to change my mind. This made no difference in his campaign to convince me my convictions had no merit. Finally a female official rescued me and she was quite professional.

It is my objective for you, and Officer (b)(6) to understand I was disrespected and verbally abused that morning. This is simply not necessary in your endeavors to serve and protect.

I appreciate your listening.

Best Regards,

From (b)(6)
Sent: Sunday, March 03, 2013 10:53 AM
To: tsatcc_do_not_reply@senture.com
Cc: TSAExternalCompliance
Subject: Re: In Response to your inquiry.

Thank you for your generic explanation. However, this does not come close to answering my specific questions!!! Will I get answers to those questions? or do I need to take this to the another level? I would like to have a response from a live person. I can be reached at (b)(6)

3/3/2013 3:04:42 PM

Thank you,

(b)(6)

On Sat, Mar 2, 2013 at 11:58 AM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote:

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

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

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

Caller went through her suitcase that she was giving to her niece. Caller looked through it tomake sure that there was nothing inside of the suitcase that she was needing. While looking through her bag she noticed that she had an NOI inside of her baggage. Caller was furious wanting to know why TSA inspected her bag and was wanting to know why the NOI was placed in an outside pocket of the bag instead of right on top of her bag. Caller eventually ended the call.

Advised Caller:

3/3/2013 4:23:01 PM

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

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I can not tell you why the NOI was placed in an outside pocket of the bag instead of right on top. I also am not able to tell you why exactly your bag was searched

3/3/2013 5:03:24 PM

Today 03/03/2013 at approx 1400 I went thru the security checkpoint at Gate B in CMH airport. I opted out of the invasive xray systems in use and selected the pat down process. Immediately at the start of the process he started to check my hair. I feel this was done because I have longer hair. My hair is pulled tight against my head so there is no doubt of nothing being "hidden" in my head. I immediately stopped the agent and asked what he was doing and what cause he had to run his hand over my head. I was informed that he needed no cause to feel my head or the tops of my feet. I asked for a SUPERVISOR who told me that it is "standard" procedure to check hair. I told her I disagreed with her and that they do not check hair that is short or tight against the scalp. Since not consenting to the improper search would have prevented me from flying, I allowed them to continue. when I asked for a grievance procedure, I had to ask three times before I was given a comment card. On the comment card it had a place to enter the TSA ID number. When I asked the supervisor I was told her name was Pat and that was all she was required to give me. While sitting there at the TSA check point I saw two others opt out of the xray screening. one was a man with short hair, one was a woman with her hair pulled back (similar style to mine), none of these screening people had their head groped as mine was.
The card said I could turn the card in at the TSA checkpoint. I saw no secure way to leave a comment card that had complaints about the TSA staff/ procedures so I am sending it to you in an email.

Please contact me at the return email

(b)(6)

3/3/2013 5:03:24 PM

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Please contact me at the return email

(b)(6)

From: (b)(6)
Sent: Sunday, March 03, 2013 2:12 PM
To: TSAExternalCompliance
Subject: Complaint

3/3/2013 around 1pm Manchester-Boston Regional Airport, United

3/3/2013 5:03:49 PM

Upon entering the security checkpoint I proceeded through the full body scan with no issues. However, my pregnant wife, under advisement from our doctor, opted out of the full body scan. Regardless of what TSA says on the safety of the full body scans, its my child and I'd rather opt to be on the safe side so My wife and I supported our doctor on this recommendation. Published by TSA's site the Full body scans are optional.

Upon Opting out, A man, about 6ft tall with short brown hair, my wife was pressured by the TSA Agent to "Opt In". My wife advised him that she was opting out under advisement of her Doctor and he proceeded to pressure my wife saying that other pregnant women go through and its fully safe. After again indicating her wish to opt out, the agent said that if she were uncomfortable that she could opt out. She said she was uncomfortable. I wish this were the end of our issues with TSA. Opting out of a full body scan should be as simple as "I opt out". This should be the end of story. Proceed to Pat down and the TSA officials should not pressure anyone into doing something they already indicated that they do not wish to do.

Continuing to the full body pat down, which we encountered on our first leg of our trip with no issues. It is clear now, that the officials at CLE are much more practiced and well trained.

Unfortunately, during the pat down by a large woman with dirty blonde hair at Manchester, my wife was made uncomfortable. It's my impression that full body pat downs should not be used as a deterrent from the full body scans. A pregnant women, is already uncomfortable with her body. When the agent was conducting the pat down, she could not find my wife's waistband. Anyone who has had a pregnant wife or been pregnant, understands that maternity pants have a band that goes up past their midsection to help keep her pants up. After the "absence" of a waistband, The agent instructed my wife to lift her sweater, which was fine, my wife had a shirt on underneath, the agent continued to request that my wife lift her shirt. This is where the line

3/3/2013 7:03:45 PM

The caller says he was traveling from CLL to IAH with United flight #4153 departing at 3:44pm. While going through screening at approx. 3:30pm he was told by a TSO named (b)(6) (badge (b)(6) that he and his property would need to go through secondary screening because of some new policy about multiple containers of Lawry s garlic salt in his carry on bag. He says that she told a male officer to pat him down 3 times and she came back after testing the containers of garlic salt and said that it tested positive for something but wouldn't t tell him what it tested positive for and that he wouldn't t be permitted to take it on the plane in checked or carry on baggage and they would need to take it. She did not give him any options to take it back to his car or do anything else with it, only that she was going to confiscate it. He asked her what new policy had to do with garlic salt, what the item tested positive for, and why he needed to go through 3 pat downs but she told him each time that she couldn't t tell him. When she said that she would need to confiscate the salt he asked for some kind of signed form showing that it was confiscated and she refused to provide anything.

I apologized for the experience and explained that I would send her information to the CSM at CLL for review as well as send him a claim form for possible reimbursement on the garlic salt.

The caller specifically asked that the CSM contact him back after review the situation to find out what is being done, if anything. her if needed.

Caller states that his fiance and himself travel first class. Caller states that they fly six times a year and they fly with a dog between Newark and Palm Beach. Caller states that there are two particular supervisors at Palm Beach having a name of Cairo and Hilliard. These individuals give the passenger problems each time he flies with the animal. The Caller states that he has spoken to the customer liason (CSM Bruce Buchmann) at Palm Beach and he did not get a clear answer. Caller states that the last time he flew, he was embarassed by (b)(6) and (b)(6) when he was made to sit in a chair like a kid. Caller states that nobody was permitted to speak with him and it made him very agitated. Caller states that he requested a private screening due to the fact that the animal may run or become aggressive. Caller states that he was denied private screening and that TSA does not have a policy for a private screening for animals. Caller stated that he did not want this complaint to be forwarded to CSM Buchmann because they have already had communications. Caller indicated that he wanted the information I have sent to him via email.

3/3/2013 7:28:45 PM

Advised Caller:

Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in 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.

3/4/2013 8:24:18 AM

I never received any satisfaction...in fact....NO RESPONSE when I complained about my entire jewelry pouch being stolen from my purse AS IT WENT THROUGH the scanner at PDX.
That was the only time the jewelry was not in my possession. I remember that my laptop was not stopped...though it was still inside the pouch. It was the first time I had taken a laptop on a plane. But my purse was slowed and the agent LOOKED AT ME while he had my purse inside the scanner.
Never more to see those items.
Never a response when I complained to TSA.
The Airport Security referred me to TSA.
The circle of lousy security is a complete circle!

My daughter in law had all her jewelry and all her shoes stolen from a suitcase when she left PDX prior to my experience which is why I did not put it in a suitcase!

I refuse to go through the Radiation Booths, hence I get the whole nine yards of "pat down"...while my luggage, purse, shoes and jacket are taken away and I cannot protect them at all! This is all wrong!

Talk about not feeling safe!

--
(b)(6)

On Saturday, March 2, 2013 I was traveling through Denver international airport back to our home in Las Vegas Nevada. My trip was especially difficult because I had fractured my left hip the previous Tuesday while skiing at Keystone resort. We easily made it through the airport after arrival until we got to security. At security a TSA agent began to insist that I stand from my wheel chair. I said that I could stand but that I would have to use crutches. She said that I would have to go through a full body pat down and the male agents were too few. I said I would be glad to wait. Although following protocol her demeanor was curt, rude, and dismissive. I wanted patiently and then Agent (b)(6) took over to complete the screening.

He was kind, considerate of my injury, and very thorough. His actions were professional and the best example of what TSA is providing in the interest of national security. I took the time to speak to a supervisor, (b)(6) who was equally professional and concerned with both security and the treatment of travelers.

3/4/2013 8:24:24 AM

TSA should be very pleased with these two individuals. They represent the best interests of the American people very well.

(b)(6)

Las Vegas, NV 89128

Sent from my iPad

Hello,

I did not get any reply to my questions .

This e-mail was forward to wrong person in Columbus OHIO, incident happened in Oklahoma.

Please send it to right person to take care

Thanks

(b)(6)

(b)(6)

3/4/2013 8:25:26 AM

From (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) and she started to pat down me again from the beginning

Good Morning,

I would like to share a very stressful and frustrating experience with the security screening process in the Cincinnati (CVG) airport that has become a routine/repeat situation.

I am a frequent traveler- usually from CVG to DCA- bi weekly and a new mother of a 4 month baby. I am trying to continue to breast feed my child- and the use of a breast pump is essential while on travel, as well as the time required to actually pump before boarding my flight. My experience this morning at security was absurd. And, this has become a reoccurring situation as well- my third time with this same experience now to be exact. My breast pump – a standard make/model- apparently causes the alarm feature in security to go off- which then requires the following: my bags to be open/exposed and searched/ a re-run of my bag through the scanners, a personal pat down of me, a search through all of my other bags/computer equipment/purse, etc. All the while- I'm losing precious time to actually pump before boarding my plane. I cannot emphasize how 1) embarrassing this is- to have your breast pump exposed to the entire airport and 2) how stressful it is when you are a working mother who only has so much time in the day to actually pump- which if you do not pump in the right window- your milk will dry up. The stress alone will cause your milk to diminish. I have not had this issue in any other airport that I frequently fly to- DCA and MSP, for example. While I am not blaming the staff, I know they are just trying to do their job, I am asking for some permanent remedy to this ridiculous process that does not allow staff to use their common sense. I am confident that working mothers everywhere who have had, or will have a similar experience, would also very much appreciate a solution to this issue.

3/4/2013
10:03:58
AM

Thank you very much. I look forward to your reply. Details of my flight and contact information are below.

Airport: CVG

Time- about 6.15 am on Monday March 5

My flight: Delta- 7:00 am departure to DCA: flight number: 3368

My contact information:

(b)(6)

From (b)(6)
Sent: Monday, March 04, 2013 9:04 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP (b)(6)
Date Time: 3 4 2013 9:03:51 AM

3/4/2013 10:04:06 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

LAX American pre-screen checkpoint

Comments:

I fly every week on AA to San Francisco and am TSA pre-check status. The full body scan has been recently removed and replaced with metal detector which means that all of us traveling public with knee or other replacements now have to do a pat

3/4/2013 11:32:20 AM

February 28, 2013
LFT to IAH (#UA5661W)
Screening Occurred: Approximately 5:00 PM

Caller is wanting to complain about a patdown that he received in LFT. Caller says that his experience was a humiliating one. Caller says that he went through the AIT machine with no alarms going off, but after his screening he was stopped by a TSO. The TSO told him that he was randomly chosen to go through a patdown due to an anomaly that came up during screening. Caller says that the TSO took an extended amount of time to perform the patdown. Caller told the TSO that he would just take his clothes off so the alarm can be resolved. The TSO allegedly retorted with telling the caller to shut up or he ll be arrested. Caller says that he doesn t have to go through a patdown in other airports, and he is wanting information on what happened during his patdown to cause the alarm.

Caller mentions that he is black and the screening did happen in LA. Caller is asked at this point if he believes the patdown was done due to discrimination or if he believes it was racially-motivated; caller declines any belief that it was due to discrimination. Caller does mention that he was going to a funeral and he might have reacted in such a manner due to his emotional state. Caller is just wanting an explanation on what happened during his screening.
Caller wants to get a hold of the director at the Pensacola airport. Last year a juice box was taken from a three year old at the checkpoint. Today, the daughter would not open the bottle of the Enfamil, because it would spoil and then she was told to have a patdown done. This is why the passenger believes it is harassment. The passenger was able to board ten minutes before the flight departed. The passenger was flying to Detroit, Metro. Caller is putting this in as a complaint first and would like an explanation apology TODAY or further measures will be taken.

3/4/2013 11:49:43 AM

Informed caller:
Apologized to caller.
Complaint was taken down and will be sent to the CSM at the airport.
At times, the bottle has to be opened, but will never be touched, but I do not know their exact procedures. A patdown is part of procedure and cannot be avoided.

Airport: Pensacola
Airline: Delta
Date time: 720 AM March 4, 2013
Gate: 4

To contact the CSM at Pensacola, call this number back, press option 5 on the IVR, and place the three digit airport code. However, if the caller chooses to call the CSM, then I am not able to send this information to the CSM.

3/4/2013 12:04:28 PM

This EMAIL is in regards to your security on a recent flight that my wife and I took the confirmation # is JJW0Y this flight started on 02/22/13 with flight #UA4753W, before GETTING ABOARD OUR RETURN FLIGHT ON 02/28/13 DURING OUR SECURITY CHECK I (b)(6) PASSED THOURGH YOUR SECURITY SCAN WITH NO PROBLEM SO I THOUGHT THAN YOUR SECURITY PERSON APPROACHED ME AND TOLD ME I WAS CHOSEN FOR A RANDOM PAT DOWN, I THAN ASKED WHY HE TOLD ME SOMETHING CAME UP ON THE SCREEN AND TO BE QUIET ARE ELSE I WOULD BE ARRESTED. AFTER ABOUT FIVE MINUTES OF THE PAT DOWN I THAN SUGGESTED MAYBE I SHOULD TAKE OFF MY CLOTHES SO MAYBE HE COULD FIND WHAT HE WAS LOOKING FOR. SINCE THIS SECURITY CHECK STARTED SOME TIME AGO I HAVE BEEN IN TOTAL AGREEMENT. BUT I THINK THIS WAS GOING OVERBOARD THIS WAS TOTAL EMBARRESING. PLEASE SEND ME SOME ANSWERS ABOUT THIS SITUATION.

Hello,

I'm just curious about the "extra security" I had to go through this past weekend while flying from the Dominican Republic. We left with friends for our trip last weekend flying JetBlue and had no issues. However on our return flight I had been "randomly flagged" for "extra security". Basically my boarding pass has been stamped with SSSS and I was swabbed in the Dominican Republic , and put through the same swab and a pat down in New York's JFK before getting on the connecting flight.

The JetBlue attendant says it happens randomly. I asked a TSA agent in New York about it, and she rudely snipped at me that she couldn't answer why, but I was likely a security risk?

I finally asked the man performing the pat down, who was very professional and kind (much unlike the first TSA agent who initially compared my passport to my boarding pass...), but he again couldn't give me a straight answer as to how one is flagged. Is it truly random? Or have I done something to flag myself?

I'm really just curious at this point. I just found it odd that I had 3 different answers, and even more odd that all of the answers were mostly "I don't know for sure, but..."

Any help is appreciated!

3/4/2013 2:03:20 PM

Thanks,

(b)(6)

PS: As a suggestion, I think it would be nice if the escort could walk you through the entire process. In the Dominican Republic I was basically led through a metal detector and left in a corner confused as to what to do next. (I'm guessing they have their own security agency though). But in New York, the rude TSA agent basically dumped me at one of the image scanners, and I had no idea what to do! I was scanned, and stood around. Finally an agent asked who escorted me in, because they didn't know where my boarding pass was.

All the while, my carry-on and personal affects (wallet, keys, cell phone), sat on a conveyor out of my reach while other passengers walked around it, unsecured. I think that agent who escorted me should have stayed with me, especially since this was my first experience. Also it would have been nice if she could have collected my belongings and secured them while I was being scanned. It's not that anything was taken, but it was left in the open for something to happen, which wasn't comforting.

Again, other than the rude agent, I have no problems with the overall experience. I really liked how the pat-down agent explained everything prior to, and during the process, but info on why I was selected would be great. And what would be even Better is maybe posting signs at the checkpoint areas explaining the "extra security" measures! That too would make the process a little less embarrassing to travelers such as I, who were being pat down in the middle of everything, getting strange looks from other passengers!

Sent from my iPad

3/4/2013 2:42:43 PM

Caller is a frequent traveler from ATL. He always opts out of the AIT and get a patdown. He recently had a patdown at ATL. The officer that done the patdown tested his gloves for explosives and they tested positive. The supervisor re-done the screening and his latex gloves tested negative for explosives. They made a resolution patdown report that had his name and information on it and the results of screening. Caller wants to know how this will affect him as a passenger in the future. Caller became upset because I could not provide him with an answer. He then said that he knew who to contact, said good bye, and disconnected the call.

Advised caller:

The explosive testing tests for materials commonly used in bombs. A lot of materials are also used in other things as well.

We don t have any specific information regarding the resolution patdown report here in the contact center. This may just be procedure and may not even affect him in the future. If he has further concerns he can contact the CSM at that specific airport who may be able to provide him with more specific information about this. I told the caller that I could tell him how to get the phone number for the CSM.

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Remote Client IP (b)(6)

Date Time: 3/4/2013 2:49:42 PM

3/4/2013 4:09:20 PM

Name:American Citizen

Email (b)(6)

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):BUR - Burbank, CA 3/2/13 11am.

Comments:Rude, dishonest TSA employees. Used dangerous radiation scanners, then performed overly invasive pat downs. Applied unexplained chemical on my hands for no apparent reason. Very Un-American.

Airport: OKC
Date/Time of Travel 2-17-13 530
Airline & flight number: 4067 D2 OKC – MSP Checkpoint/area of airport: East TSA Employee (b)(6) TSM
Compliment/Complaint: Ask for pat-down, during procedure was interrupt by (b)(6) TSM) This assistant She start pat –down again, she was rude, I had to ask for another assistant, as a result I was pat down 3 times during 7 minutes. She should be trained better or do not work with people.

East OKC (b)(6) - Supervisor 2-17-13 -----Original Message-----
From: (b)(6)
Sent: Monday, March 04, 2013 7:18 PM
To: tsa-contactcenter@dhs.gov
Subject: RE: In Response to your inquiry.

3/4/2013 8:25:54 PM

1 OKC
2 22-17-13 6 am
3 DELTA 4067 OKC-MSP
4 D2
5 ??
6 425 442 1282

SEE ATTACH, please

(b)(6)

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, March 04, 2013 3:59 PM
To: (b)(6)
Subject: In Response to your inquiry.

3/5/2013 8:25:22 AM

Caller flew on 3 02 2013 from Miami to Atlanta and then to Charlotte on Delta flight 240. She is 75 years old and has a bladder port pacemaker. She can not go through the regular electronics. She said that she is always wanded. She had to wait a long time for the patdown. When the officer came to do the patdown she explained the process to her. She said that every part of her body was touched at least twice. She checked two bags and had a notice of inspection in both bags. There was nothing printed or stamped on the NOI s. She did not have the baggage claim numbers. She went through gate 3. She stated that the clothing in her bag was wadded up and put back in the bag and her glasses were broken. She had a clear cosmetic bag that contained her medication in her checked luggage. She she opened her bag TSA had left the cosmetic bag unzipped. She had a bottle of Vicodin Hydrocodone 5 mg that was missing most of the medication. She said the medication was in a bottle that you have to push down on the cap to open. The bottle could not have come open. She has 5 or 6 pills left. She said that there is no excuse for the way she was treated and for the missing and damaged items in her luggage. She wanted a claim form mailed to her.

I gave the following information: Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met.

To file a claim you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once the Claims Management Office (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim.

I mailed her a claim form. I apologized for her unpleasant experience and told her that I would forward her record to the CSM at Miami International Airport for review.

From (b)(6)
Sent: Monday, March 04, 2013 9:49 PM
To: TSA
Subject:

To whom it may concern,

3/5/2013 8:25:57 AM

On 3/2 upon coming back from Cancun and connecting via Atlanta to Fort Lauderdale I had the most unpleasant experience. I have a medical devise called a bone stimulator in which cannot go through the xray machine. I always ask the TSA agent to do a hand check and never ran into an issue until this day. The officer said that I had to have a pat down even though I personally went through the xray machine and cleared. I told the officer that I have done this now for about 40 trips and never had a pat down. The officer was rude and his supervisor (b)(6) was even ruder. He gave me no choice but to have a pat down and was it a pat down...it was humiliating and embarrassing. My wife was standing by my side and she never has seen anything like this as well. I would like to see an investigation into this and someone contact me before I take this to the next step.

(b)(6)

(b)(6)

From (b)(6)
Sent: Monday, March 04, 2013 10:50 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Complaint on Lack of Efficiency of Agents at the Boston Logan Airport

Complaint on Lack of Efficiency of TSA Agents at the Boston Logan Airport

3/5/2013 10:05:23 AM

I flew at Boston Logan Airport on 03 MAR 13 on JetBlue Flight 687 departing at 1100H. Opted out from the full-body scanner and requested for a pat-down around 0945-50ish and patiently waited for almost half an hour for someone to conduct the pat-down. I was the only person in the pat-down line). During that time, there were about 10 male TSA agents and 3 females behind / pass the full body scanner (13 people behind the security line and 2 people instructing passengers with their liquids/laptops/etc; 15 agents in ONE security lane).

While waiting for someone to pat me down, a two-year old child, a pacemaker, needed to pass through the metal detector but parent had a difficulty making the child pass through because he was crying, and the scenario lasted about 10 minutes. The whole TSA Agent team, including everyone pass the full-body scanners stopped their operation as they just watched the scenario (a couple made indecisive recommendations that did not work).

After the child was cleared, I was still waiting for someone to pat me down. I was patted-down around 1010-1015 (almost after half an hour wait). The person that patted me down was one of the TSA agents pass the full-body scanner, and he was just standing without any action even though the TSA greeter called-out out an agent since I got in front of the security lane, which was almost half an hour since I was patted-down.

If there were designated pat-down agents, why was the person that patted me down (Agent's Name: (b)(6) just stood there for almost half-an-hour? Why did the whole security check operation stopped when a child was being checked?

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 3/5/2013 9:14:05 AM
Airport : BOS - Logan International
Date/Time of Travel : 03/05/2013
Airline & Flight Number :
Checkpoint/Area of Airport : Jetblue terminal security check lane TSA Employee: (If Known) (b)(6) Comment : While I was waiting for an opt out, TSA agent (b)(6) atin female with glasses) grabbed my computer from the conveyor belt and started to stack trays on top of it. I noticed this after I FINALLY got a male assist to come get me. I said, "please don't stack anything on top of my computer." She responds with, "I was about to take it to lost and found because nobody claimed it." To which I responded, I couldn't hear you because I was still waiting for a TSA agent to come get me. She then gets an attitude (after piling stuff on my computer – dope) that she repeatedly asked people if it was their computer. Again, to which I replied, "I can't hear you if I'm not here." She then sets my computer down and says, "you should claim your item when somebody asks for it."

3/5/2013 10:05:39 AM

The agent that did my pat down was very nice and apologized on her behalf. I fly a lot and don't need some snotty attitude from a TSA agent who also doesn't respect other people's property. If she worked anyplace else and had that attitude, I would've exploded on her. Miss Authority needs an attitude adjustment. Agent (b)(6) s an embarrassment to your agency. I'm sure she'd be better off waiting tables at Applebee's.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is planning to take a trip and her daughter has luekemia and she has a port in her chest . Caller was wanting information for her going through screening.

Resolution:

3/5/2013 10:55:05 AM

Specifically, you were concerned about screening for passengers who have port and catheter devices. Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

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

Advised caller if a patdown is requried she would get a modified version of the patdown.

Caller was wanting to know if she needed any documentation from the doctors.

Advised caller that documentation is not a requirement however if she has it she can present it.

Caller thinks that she is on the Watch List, she remembers that she got the carry and concele and she states that she called TSA and asked if she can carry her gun and they said that in checked. So she took it in checked baggagge and she states that since them she has been having problems with flying, they have been searching her more and her baggage are always searched or broken. She flew from Ft, Lauderdale to Tallahassee the last time. She states that in Tampa International, she was placed in a machine that she calls the Bomb Box, she states that someone told her that if she enters the machine and she has something that she is not suppose to have it will blow up, she states that it was a lot of pressure and air when inside of that box.

She states that about a month ago, she went through the Metal Detector and she got patted down and she states that the TSA officer told her that she had to have a patdown because she had residue on her gloves from her, and she states that another officer came in the room and preformed another patdown and she states that there was no residue on the gloves of that TSA Officer.

Informed caller:

3/5/2013 12:08:18 PM

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

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

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

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

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Remote Client IP: (b)(6)
Date Time: 3/5/2013 11:19:21 AM

3/5/2013 12:10:47 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):March 2, 2013. Moline airport, leaving on the late afternoon flight (5:20pm), American Eagle, for DFW
Comments:I am female, 67 years old. I went through DFW screening on Feb 28th. 4 hot spots. The zippers on the bottom of each pant leg. One wrist had watch and bracelet, and necklace . These were quickly checked as the reasons for the hot spots and I was let through. March 20th went through Moline security, same clothes and hots spots, areas checked but I was still required to have a pat down, first ever and very invasive. The agent was professional but I am extremely angry that it was required in that it was obvious what caused the hot spots.

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Remote Client IP: (b)(6)
Date Time: 3/5/2013 11:13:46 AM

3/5/2013 12:10:51 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):March 2, 2013. Moline airport, leaving on the late afternoon flight (5:20pm), American Eagle, for DFW
Comments:I am female, 67 years old. I went through DFW screening on Feb 28th. 4 hot spots. The zippers on the bottom of each pant leg. One wrist had watch and bracelet, and necklace . These were quickly checked as the reasons for the hot spots and I was let through. March 20th went through Moline security, same clothes and hots spots, areas checked but I was still required to have a pat down, first ever and very invasive. The agent was professional but I am extremely angry that it was required in that it was obvious what caused the hot spots.

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 3/5/2013 9:42:57 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a frequent traveller with United Airlines (1K) and have opted in to the TSA Pre screening program through them. I am ALSO a member of Global Entry (b)(6) but have not been selected for TSA Pre screening on any of my past 15-20 flights.

3/5/2013 12:11:45 PM

My GE number is appended to my United traveller profile and I have ensured that my name matches my GE account profile as well. I understand there is some element of randomness per trip as to whether a person is selected, but this seems more than random. Is there any way to check my information with the TSA to see if something is amiss? One clear benefit of the GE program is admissibility into TSA Pre, yet I am being overlooked on each and every occasion despite having undergone the thorough background checks for GE qualification.

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

Disability Description: Caller is visually impaired.

Response Details: CCR informed her:
If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.
Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog s belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The officer followed the correct policy but this information will be sent to the CSM for further assistance.

3/5/2013 12:59:43 PM

Incident Details: Caller stated that when she was flying out of Jacksonville she had trouble with a TSO agent at the check point. She is visually impaired and has a service dog. When going through the checkpoint, they left her standing there without telling her what was happening and took her sister away from her to get separately screened. When the TSOs finally returned to her, without her sister, the red haired female officer had her and the dog go through screening. She went through the WTMD first and then the dog followed her in. She did not alarm but the dog did because of the leash. The officer went to do a patdown to the dog and she told her that she was not supposed to touch her dog nor talk to them. The TSO threw her hands up and refused to do the screening and got her supervisor. The supervisor came over and started to talk to the dog like it was a pet and when addressed by the caller, she told her that she was talking to the dog so it would not bite her. This made the caller upset because it is not their job to make the dog not bite, it was hers.
She had no issue on her first flight from Tampa to her destination, and wants to file a compliant because of the way she was treated by the TSO and also how they touched and talked to her dog.

FLIGHT INFORMATION:

Departing Airport:: Jacksonville
Airline:: United
Flight Number:: 4006
Date:: 3 March 2013 @ 12p

Caller states that he was in route from Puerto Vallarta to Phoenix to Spokane WA, with US Airways, he states that they got cleared and picked up their belongings to go through screening, he states that his wife has a pacemaker and she cant go through the AIT she had to wait for a female officer to give her a patdown, they asked her to take off her watch so she did and she states that when she got to her plane she realized that she had forgot it at the tsa checkpoint, he states that this is our fault because we had to search his wife.

3/5/2013 2:20:54 PM

Informed caller:
PHX
that he can contact the lost and found or he can call this number back and press option 5 enter the airport code, PHX and get the customer support managers number so maybe they can assist him.
http: www.tsa.gov airport-lost-found-contacts#48
Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Disability Description: Caller stated she has metal implants due to hip and knee replacement surgery.

Information Request: Caller stated she flew from Charlotte NC to Jacksonville Florida with a connecting flight to Tampa on Us Airways. Caller stated she has metal implants and she had to have a patdown and the caller stated the TSO was rough for the patdown and the TSO didnt offer a private screening and she had to lift her arms above her head.

Caller is complaining about the patdown she received.

3/5/2013 2:27:49 PM

Response Details: Advised caller the following information:

Advised caller where she has metal implants and she went through the AIT it showed up as an Anomaly. Advised caller to resolve the anomaly she had to have a patdown done. Advised caller the patdown is done to make sure to clear an alarm. Advised caller the TSO has been trained on how to do a patdown and the reason the screeners us the back of their hands is because the screeners has to get close to passengers private parts. Advised caller she could request to have a private screening for the patdown and she could opt out of the AIT machine but she would have to request this before any of the screening begins.

Apologized to the caller about the experience she had at the airport.
Caller states that she went through screening in Amsterdam and was told that TSA advised the officers that they have to undergo this form of screening. She was subjected to an extremely invasive patdown.

Caller states that the officers there were extremely rude and unhelpful. Caller states that she was flying from Barcelona to Amsterdam to ATL.

3/5/2013 2:48:10 PM

Advised caller that since it occured in another country there is nothing that we as TSA can do for her.

Advised caller that she may have been subjected to additional screening due to her name matching a watch list or an issue concerning that. But TSA does not tell other countries how they can screen passengers, but they may be incoporating our screening techniques.

Advised caller that she should contact that airport and attempt to get in touch with someone there to file a complaint.
Incident Details: February 14, 2013
ROC to EWR via United (#UA4808)
Farthest checkpoint to the right, two lines share that booth

Caller is wanting to report what she calls a humiliating screening done to her by TSA. Caller says that TSA would not accommodate her wishes for a patdown and forced her to hobble out of her wheelchair into an AIT machine. Caller was advised not to get out of the wheelchair, and if she did, to use her crutches (caller could not use her crutches because they were put into the x-ray). Caller said that she had to go through the AIT machine even though she requested a patdown. Caller asked for a supervisor and was denied that request as well.

3/5/2013 3:29:22 PM

Caller spoke with United Airlines about this issue, but they told her that this ultimately fell under the jurisdiction of the TSA.

Caller says that the number she gave was her evening phone. Caller works during the day at her school.

(b)(6) pok over call: 2-14-13 flew back on 2-21-13 called United Airlines and was advised it was TSA issue. Caller stated while going through the checkpoint was made to hobble to the area.

Disability Description: Caller said that theya re traveling from Providence to MCO on 3-10-12. Caller said that they have a 2 year old that has autism. Caller said that has issue with being touched and also has a complex where he throws up.

Information Request: Caller was wanting information for getting him through screening.

Response Details: Specifically, you were concerned about screening of passengers with intellectual or developmental disabilities.Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

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

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

3/5/2013 3:56:33 PM

Caller was also concerend about him standing in line and being around noise.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions

Advised caller that I would email her additional information on traveling with children who have disabilities.

Emailed caller information.

Advised caller that once she goes over the informaiton and if she thinks that she might need assitance that she can call us back 72 years before the flight with the flight details.

3/5/2013 4:01:59 PM

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 3/5/2013 3:10:35 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/04/2013 10:45 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) : I did not write down the name.
Comment : I had a knee replacement and as a result was patted down in the fort lauderdale airport yesterday. How can I avoid this in the future? Note from doctor? Any other strategy? I am 65 years old and do not prefer this treatment. It did NOT occur in security at BWI on my flight down to FL.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/5/2013 4:02:05 PM

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date Time : 3 5 2013 3:10:39 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date Time of Travel : 03 04 2013 10:45 AM Airline Flight Number : Southwest Checkpoint Area of Airport : Security TSA Employee: (If Known) : I did not write down the name.
Comment : I had a knee replacement and as a result was patted down in the fort lauderdale airport yesterday. How can I avoid this in the future? Note from doctor? Any other strategy? I am 65 years old and do not prefer this treatment. It did NOT occur in security at BWI on my flight down to FL.
Would you like a response? : True
Passenger's Name (b)(6)
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 wears an insulin pump.

Information Request: Caller stated that she is flying out of PDX on Saturday, and she wears and insulin pump and will also be bringing a back up as well. She is required to request a hand inspection of the device according to the manufacturer, and the last time she did that, she had a horrible experience. She was told that requesting the patdown automatically subjected her to receive additional screening and the did an ETD on the device as well. She has heard inconsistent information from other passeners as well as a supervisor she spoke with the last time she called in and had the information sent up. She wants to know what to expect this coming Saturday, along with information about what the protocol is supposed to be for requesting a hand inspection.

3/5/2013 6:13:35 PM

Response Details: I told her that there s no way for me to be able to guarantee that she would not receive additional screening. Our information states that she can be screened either connected or disconnected from the device. She can go through screening as normal, whether it be through the AIT or the WTMD and receive a patdown. She can request a hand inspection of the device and it could subject that for an ETD test. Since I m not at the airport, there s no way for me to be able to tell her why she was subjected to the additional screening, nor would I be able to tell her what to expect at the checkpoint Saturday.

I advised her to contact the CSM there, explain the previous situation to them and the inconsistency that she s experienced with her responses. She may be able to give her more information on what to expect.

Name (b)(6)
Phone
Email

Caller is concerned because she usually approaches the checkpoint in a wheelchair and requests a patdown at the checkpoint. Her purse is generally placed 20-30 feet from her. Caller has concerns that she can not keep an eye on her purse and it can be lost or stolen, and on one occasion her purse was lost for a few minutes. Caller wants to know our procedure for this.

3/5/2013 6:17:51 PM

Resolution:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items. This applies to not only passengers with disabilities or medical conditions, but all passengers who are selected for additional screening.

I just had to write to express how ridiculous this new mandate is!!!

3/5/2013 8:04:59 PM

I cannot believe that to ensure security the TSA makes us walk through metal detectors -taking take off our shoes and belts, x-rays our carry-on luggage, makes us pass through explosive sniffers and be subject to pat downs ---all this to ensure the integrity of flights. Passengers are finally feeling safe and believe it is safe to fly and now you are undoing all of this by letting people carry on knives!

You people need to get a life!

The caller stated she departed FLL on Febuary 28th. She went through the checkpoint between 10:30-11am. She ask to wait to until her belongings came through x-ray so she would not lose site of her things.The TSO looked at her and stated: Get in here Maam (referring to the AIT). He then stated: Step out I have to call someone to pat you down. The female TSO made her turn the other way and proceed with the pat down. She had a clutch purse with passport, ID, a money clip with $100 in it, and her boarding pass. After the patdown, she went to gate E4 and when she was getting the boarding pass she noticed that the money was missing. It was inside the carry on bag. The clutch purse was about 10 in X 4 in. She told the flight attendant who attempted to make several calls that no one answered regarding her situation. She did not have time to go back to the checkpoint because they were boarding the plane. She stated that she wants to let someone know that whoever is doing the x-ray screening at that checkpoint would have been the only one who could have taken the money. She did not have a description of the TSO but she stated that there was a young couple with a child in a stroller going through at the same time behind her is all she remembers. She stated it was really busy. She wants to know if this is on video.

Advised Caller:

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

3/5/2013 8:59:27 PM

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, I cam forward a copy of this record to the Customer Support Manager (CSM) at that location.

Flight Information:

Airport: FLL
Airline: American Airlines
Flight Number: 709
Carry Baggage
Time: Today at 10:30-11am
Gate: E4
Date: 2-28-2013

-----Original Message-----
From: (b)(6)
Sent: Tuesday, March 05, 2013 7:52 PM
To: TSAExternalCompliance@dhs.gov
Subject: Opportunity for improvement for TSA employees

3/5/2013 10:01:31 PM

On March 4, 2013 I flew out of LaGuardia to Columbia, SC. After passing successfully through the scanning process, I was randomly selected for further testing. My palms were wiped with some sort of paper which was then inserted into a machine, which apparently showed some need for another test. After the test was administered a second time, I was escorted to a private room where my body was patted down. At no time during any of this did the TSA employees explain why any of this was happening. They were civil but certainly not pleasant. They did explain what they would do during the patdown however. After the patdown one of the employees left the room while the other stood in front of the door. I could only assume the first employee left to consult a supervisor as to the next step. After a short wait, the employee returned to say I could go. No explanation as to why I was detained - of course I knew it apparently was because the machine read something in my palms that alerted authorities - no apology for the inconvenience, not even have a nice day. In fact as I was getting my belongings out of the bin, I turned to them to ask how to get to the gate area I would be flying out of, and they were gone. I couldn't believe it.

My reason for writing you is not so much to complain but to suggest a more customer friendly attitude toward those passengers who are subjected to these extra invasive procedures. If nothing else, escort them out of the "interrogation" room. I should probably add, I am a 65 year old, gray haired grandmother - I guess looks can be deceiving - hence the need for all the security measures.

Thank you for the time you spent reading my email and please consider adding better customer service training for the TSA employees.

Sincerely,

(b)(6) Cedar Mountain, NC. 28718

Sent from my iPad

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 3/5/2013 10:54:33 PM Airport : SAT - San Antonio International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/6/2013 8:15:14 AM

Comment : It is time for a little common sense using a cast scope for every prosthesis. Why is that needed if you have a bounce scatter CT view of your entire body then immediately have 10-15 views with a mini cast scope of the same bounce scatte CT. It is no better than a pat down anyway because the scope does not penetrate carbon-fiber reinforced prosthetic sockets. I resent the repeat CT scans with a essentially worthless cast scope. I think you see everything with the larger bounce scatter ct and are duplicating the exam with the cast scope. The cast scope never penetrates the socket anyway. About time to let the cast scope go.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Thank you for your response yesterday. I haave inlcuded it below for your reference. Your attention to this matter is greatly appreciated.

I want to confirm. I will be allowed to carryon the plane approximately 50 ounces of breastmilk in liquid form. I will not have my son with me. I will not have proof of his birth unless you tell me to do so. I will have solid ice packs as a part of this carryon to keep the milk cold.

Please responsd to this email with a clear yes or no. I am trying to prevent any surprises at the airport.

Thank you,
(b)(6)

Original response:

3/6/2013 10:12:18 AM

Thank you for your e-mail regarding exemptions for infants or small children.
Breast milk and other liquids and gels intended for infants or toddlers in quantities of 3.4 ounces or less are normally x-rayed. However, as a customer service, TSA allows passengers the option of an alternative inspection of these items. Passengers must request an alternative inspection before placing the items on the x-ray belt; otherwise, all of the items must undergo x-ray inspection.
Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.
Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.
When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.
Please note that powdered baby formula is neither a liquid, aerosol nor gel and therefore is not limited in the quantity permitted through the screening checkpoint regardless of traveling with or without an infant or toddler.
While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.
All frozen items are permitted as long as they are solid and in a "frozen state" when presented for screening. Cooling liquids or gels used to keep medical or infant child exemptions cold are not bound by 3-1-1 requirements and may be presented at the screening checkpoint in a frozen or partially-frozen state. It is important to remember, however, that any item must be properly screened before being allowed into the secure area of the airport.
TSA continues to explore opportunities to further modify screening procedures to minimize the concerns of passengers without compromising aviation security. The most current processes in place for bringing breast milk and other food-related items intended for infants and toddlers safely through the security screening checkpoint can be found at http: HYPERLINK "http://www.tsa.gov/"www.tsa.gov traveler-information traveling-children.
Passengers are also invited to contact their airline in advance to request any special accommodations for their flight. In addition, please visit our Web site regularly for updates to special screening procedures at HYPERLINK "http://www.tsa.gov/"www.tsa.gov.

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 3/6/2013 7:38:24 AM
Airport : BOS - Logan International
Date/Time of Travel : 03/03/2013 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : c terminal
TSA Employee: (If Known) :
Comment : To Whom it May Concern at the Transportation Security Administration,

I am a female in my mid-twenties, and I have had quite a few pat downs (50 or so) over the past 3 years, as I always opt-out of the advanced imaging technology. I have never found the touch or the process of the pat down invasive, and I appreciate that I have this option to opt-out of the scan. I am always fine with having the screen in a public area, as it has not been a prying experience.
I regret that on Sunday, 3/3 at Logan International Airport I opted-out of advanced imaging and had a pat down. I feel the need to share with you my experience, because the technique the young woman (probably similar age to myself) was very different than any pat-down I have had at that airport security check points in the past. The pat-down differed in these ways:

3/6/2013 10:14:14 AM

Pressure with hands was much firmer – I would classify it as groping, not patting.
The gloved hand of the examiner spent much more time in bare contact with my skin, especially around my abdomen – had me lift shirt up to expose skin – have not been asked to do this before.
The time of the pat down was longer then past experiences, 2 other persons were patted down in the time that I was still being patted.
Hands lingered around inner-thigh as it was groped/patted (not sure what to call it now) When my pants waistband was pulled out, it was pulled 6" away from my body, exposing my underwear and her hand groped further down into my pants then anyone ever has, not just along the waistband.
...
Clearly, I am just a citizen, and not formally trained in pat-downs myself, but I can tell you with assurance that this pat down I had at Logan Airport on 3/3 was different than any other one that I have had in the past.
I took the time to share with you how the mechanics of this pat-down experience played out, because I know that is the information that you will use to make informed decisions to address the issue to best serve the safety of your citizens. Less important, or possibly meaningless to you, I did not feel as if safety, for me, or anyone else was being served when I had this pat-down on 3/3. What I felt was purely molested.

Thanks for taking the time to read,
Very concerned about the future
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Incident Details: The caller stated that she was injured by a person who patted her down twice. She flew from BWI to FLL and had no problems. On the return flight, from FLL, she was told that because she was wearing a long skirt, she would have to have a patdown. The caller stated that she has had multiple surgeries on her knee and it is extremely painful; even her own doctor will not touch it. The TSO threatened to not let her on the plane unless the passenger allowed her to touch this sensitive area.

The caller offered her two other options that other TSOs in the past had done to complete the patdwon: one being patting down to just above the knee and the other was let her place her fingers over the scar for her and lifting the skirt to show the scar tissue. The TSO stated that she could not do this. The TSO knocked her hand out of the way and actually squeezed the painful area. She was hurt so badly that she screamed out and almost lost her balance. They began to yell at her for grabbing the booth when she lost her balance because it sounded an alarm. The caller states had she not grabbed it she would have fallen to the floor. She actually patted down the same area twice when she had told her that the pain in the inside area of her knee was extremely painful. She believes this lady should lose her job. The caller has had to go to physical therapy because of this situation. She stated that this situation is horrible and the only thing that will satisfy her is having this TSO fired for what she has done. The TSO told her that if she had been wearing pants, she would not have required a patdown. She stated that the airline did not provide her wheelchair for over 20 minutes either. She stated that the TSO did not care what she was saying or the fact that she had this problem. She stated that she was treated terribly by both the TSO and the Supervisor. She stated that she knows that she will not get any money because this is a government agency but she believes that the supervisor at the checkpoint that day is too young to handle such a job. She stated that the TSO had no business dealing with the public and should get a desk job instead.

Advised Caller:

3/6/2013 11:11:24 AM

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, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

Flight info:

Airport: FLL
Airline: Southwest Airlines
Flight Number: Unknown
Checkpoint Time: 2pm
Departure Time 2:20pm but was delayed
TSO Description: Hispanic, around 50 years old, and long jet black hair. They were standing by the WTMD.
Date: 3-4-2013
Supervisor Description: Young around 30 years old and her hair was pinned up.

Advised Caller:
Caller said that he noticed that we will now allow pocket knifes on the plane and he totaly agrees with that. Caller said that he does think that the groping is disgusting and that the patdowns need to stop. Caller said that he would like to claim a swiss army knife that was taken from him a while back .

3/6/2013 12:30:33 PM

Resolution:

Advised caller that the at the time the knife was taken from him they were not permitted. When something that is prohibted is taken it is considered VAP and the item cannot be retieved.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. If there are any alarms or anomalies whrn going through screening a patdown is required.

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3/6/2013 12:30:33 PM

Resolution:

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Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. If there are any alarms or anomalies whrn going through screening a patdown is required.

Caller is upset. What is TSA doing? They have laws that cause her to pat-down a little chair, then they change the rules to allow knives? What are they thinking? Are there alot of people calling about this?

3/6/2013 1:43:11 PM I advised that I could record her comments, but I couldn t answer her questions.

Caller thanked me and hung up.

Per previous conversations with supervisors, Work Area is completed with Prohibited Items - Policy Issues.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/6/2013 12:48:10 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/02/2013 12:00 PM Airline & Flight Number : Southwest 1492 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA agents wanted to open baby food to screen it. Food was in 3.4 oz containers sealed within a quart sized plastic bag, consistent with TSA's published guidelines. Food would spoil if opened and given existing delays in the airport, opening the food was not a reasonable request. Baby food is medically necessary and opening it introduces a risk of contamination, which could endanger the health of my child. When we denied the request, my wife was patted down, but allowed to keep the baby food.

3/6/2013 2:14:45 PM There is no consistency in rules for baby food, and agents making unreasonable and potentially dangerous requests of passengers is not an acceptible practice. Furthermore, a patdown has nothing to do with baby food in the approved 3.4 oz size, already placed in a quart sized plastic bag.

I realize that you have little control over the guidelines, but please pass this message on to your superiors. Consistency in rules for baby food will help parents and children through security, which will result in a more pleasent and less stressful flying experience for passengers, which shold be a goal 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

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

3/6/2013 4:09:10 PM I was given a pat down by one of your employees (b)(6) I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners.
So in his own way he violated me just because he is in a position if power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you an do but I don't think he is suitable for this job. Pls feel free to call me at (b)(6) and I can provide additional details.

Sent from my iPhone

From: (b)(6)
Sent: Wednesday, March 06, 2013 2:18 PM
To: 'TSAExternalCompliance@dhs.gov'
Subject: Complaint

Please see the following complaint:

Date: 3/5/13 @ 5:45am

3/6/2013 4:09:40 PM

Location: College Station, TX (CLL) Airport

TSA Officer Badge Name (b)(6)

Airlines Flying: American Airlines

Description: I alarmed due to a 'Hip replacement" joint and was subject to a "pat down"

The officer described every move in detail that he was going to perform in a tone loud enough for everyone within 30' to hear; also the "pressure" applied was extreme to the point of my pants having to be held up by my fingers in the belt loop, otherwise they would have fallen to ground; when I questioned the firmness, the officer said he was performing the pat down properly and if I thought this was unusual, it was because the other TSA agents were not doing it correctly; I have to say that since the institution of pat downs, I have had my share and this particular one was the most irritating and "over the top" that I have ever experienced; this officer needs to be counseled on proper techniques as well as tone of voice; he appeared to "want to stand out" and be noticed for his diligence while not being concerned about the customer service side. Regards (b)(6)

(b)(6)

The caller traveled from ORD to Vegas on 3 3 13. He indicated that he received additional screening at the TSA checkpoint. He was taken to the side. He received an extensive pat down and his baggage was physically inspected.

The same thing happened today when returning from LAS to Chicago.

He indicated that there was not an alarm. This occurred because of something indicated on his boarding pass. He noticed that both of the boarding pass indicates SSSS.

He asked if this will happen every time.

He asked why he has to go through additional screening.

He asked if there was a downside in applying for Redress and if it was recommended. He asked what happens when applying for Redress.

How asked how long the process takes.

3/6/2013 4:40:49 PM

He asked how to apply.

He asked if he would continue to receive the expedited screening each time that he travels and that the SSSS indication will not go away.

I indicated that the SSSS indication indicates that he has been identified additional screening. I advised that I could not determine why this has occurred or why he received the additional screening. I explained that TSO are required to clear alarms via additional screening. Passenger can be chosen at random for additional screening. I advised that I could not say that he would receive additional screening or the SSSS indication each time that he travels. He may and he may not.

He has a recourse in applying for Redress. TRIP is a single point of contact with the DHS for those who experience difficulty when traveling, such as being identified for additional screening.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov TRIP. Once he applies online he will receive a RCN almost instantaneously. He should provide the RCN when making reservations.

I advised that applying for Redress is the only recourse that I can advise as a way to resolve receiving additional screening.

I cannot guarantee that applying for Redress will stop the additional screening or eliminate the SSSS indication.

I advised that I cannot guarantee that results of his Redress application, however he will not be reprimanded or encounter repercussions for applying for Redress.

3/6/2013 6:04:48 PM

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

I was given a pat down by one of your employees (b)(6) at the Charlotte airport today gate B. I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners. So in his own way he violated me just because he is in a position if power. People lik(b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you an do but I don't think he is suitable for this job. Pls feel free to call me atHYPERLINK(b)(6) and I can provide additional details.

Sent from my iPhone

Sent from my iPhone

Since I had spinal fusion I don't fly often; however, a recent death in my family made it necessary for me to fly from Philadelphia International Airport to George Bush International in Houston and then return.

I went online and obtained all the latest TSA, FSA and airline requirements and made sure everything we packed fit the rules and regulations. Even though I had a doctor's letter and certification I anticipated the metal in my back would show on a body scan & require a pat down.

In Philadelphia my older sister (age 78) and my self (age 62) had to remove our shoes.
In Houston my sister was told she was over the age of people required to remove their shoes.

In Philadelphia I went through the body scan without any problem, even though I have rods, pins and replaced discs all made of titanium.
In Houston I had to have my abdomen patted as the metal inside showed on the body scan.

I don't understand how the policies differ from one city to another. I thought they would be uniform throughout the US and it's territories.

News reports indicate pocket knives, hockey sticks, golf clubs, la crosse sticks will all be allowed in the cabin.
What idiot thinks that's a good idea?

3/6/2013 8:00:39 PM

Strictly from a safety point of view, all of these items can be used as weapons against the airline personnel and other passengers. Pen knives can be VERY sharp instruments and can certainly be used to stab someone, no one NEEDS to have a pen knife on the plane. The other items can all be used to club someone to death.

Every crack-pot and terrorist knows this.

Strictly from a convenience point of view: I had a small overnight case that fit the FSA requirements; however, In both Philadelphia and Houston I saw passenger after passenger with huge suitcases and backpacks boarding planes. The overhead bins were full long before all of the passengers had boarded so our small carry-on bags had to be checked at the gate. Imagine a couple of passengers bringing their golf bags, hockey sticks etc. too bad for those seated after them.

I can't get past the TSA check points with a cup of coffee, but some nut and his/her companions can hide bombs in their shoes if under or over a certain age.
I can't get past the TSA check points with a large tube of toothpaste but some nut and his/her companions can bring on knives and clubs.

I see this as a standing down when the TSA should be even more vigilant.

I don't think I'm an idiot, so please explain these things to me.

(b)(6)

In the past few weeks, the large screening machines that basically make a pat-down unnecessary have systematically been removed from TSA Pre-Check lines. As an American with a hip implant and one who travels weekly, this totally removes the convenience of the Pre-Check for travelers like me (and there have be MANY like me when one includes hips with knees as well as other implants) because it is necessitating a pat down. The first time this happened in Atlanta and I was given a full pat down at TSA Pre-Check, I spoke with the floor supervisor who told me people like me were supposed to get a very abbreviated pat-down and would be sped on our way. He even walked me over to the agent who did my full pat-down and told him what he should have done. Today, when I went back through Atlanta TSA Pre-Check (and the large machines were STILL gone), I received, yet AGAIN, another full pat-down. When I spoke up about this, based on the previous information I was given by the floor supervisor, I was told that I had been given incorrect information the first time (by your supervisor). When I went to the floor supervisor's desk today, where no floor supervisor was present (at 7:15 on a busy Thursday morning), I was directed back to the agent who told me I had been misinformed. Obviously, that was not helpful in the least.

Two things:
(1) The large machines need to be returned to Pre-Check; otherwise, TSA Pre-Check is not an option for people with implants because it takes more time than going through the regular line.
(2) It is deplorable that your staff is as misinformed itself about rules and regulations as it is. It certainly is not a very professional face to be giving the public.

3/7/2013 8:17:46 AM

I would appreciate a response regarding the future of the large machines to TSA Pre-Check lines.

Thank you,

(b)(6)

To Whom it may Concern,
I flew out of McCarran Airport in Ls Vegas NV on Monday, the 4th of March. I was on Southwest Airlines Flight 1964 to San Jose California.

As I was traveling for business, I had some circuit boards, wires and a small metal plate in my checked baggage. These items were to be installed in the equipment I was to work on in San Jose. I expected that this would attract the attention of the TSA. In fact I would have been upset if it had not. So it was no surprise when I saw a notice inside my bag that it had been inspected.

What was a surprise is that TSA felt it was necessary to cut off a small lock that was on ONE SIDE of the twin zippers. The suitcase was NOT locked. As I said, I expected it to be inspected. It was bad enough that the lock, THAT WAS NOT LOCKING ANYTHING, was destroyed, but the zipper pull was missing. And the metal that attached the pull, was damaged to the point that it can not be repaired.

I fully understand the need for baggage inspections and support them. I also understand the need and the right of TSA to cut locks, if needed, to perform these inspections. But in this case, there was no need to cut a lock and damage my suitcase when it was not locked.

3/7/2013 8:18:53 AM

I know that I will now be "randomly" selected for pat down searches every time I fly, for daring to question a TSA policy. But needlessly damaging personal property goes beyond what the public should have to put up with in exchange for being permitted to fly.

I am including my baggage claim number etc below to possibly assist in identifying the individual responsible for this so that they may receive additional guidance/training on when or when not to cut a lock.

Thank you

(b)(6)

Las Vegas, NV 89123-3810
(b)(6)

Date: 3-4-13
Location: McCarran International Airport (LAS)
Flight: Southwest Airlines Flight 1994 to San Jose (SJC) Left From Gate C16 Flight Time: Scheduled for 2:50 pm actual was about 3:30 pm Bag was Checked at 12:52 pm at position LASATA73 Claim #: (b)(6)

Date of incident: March 6, 2013

Location: MCO Orlando International

Time: 6:00 am

3/7/2013 8:20:06 AM

TSA employee (b)(6) (b)(6) conducted an unprofessional and verbally abusive pat down. He attempted to physically intimidate me and goad me. I was compliant and until he kept escalating his abuse, I chalked it up to him having a bad morning. I never raised my voice when speaking to him, yet he threatened me with the police. I complained to the manager, the thoroughly professional (b)(6) Even while complaining (b)(6) persisted in staring me down and came over to where I was complaining. My wife observed other TSA employees snickering and amused by my treatment. On whole absent the manager the staff was lacking. Baltimore TSA staff were excellent!

(b)(6)

Sent from my iPad

3/7/2013 8:20:15 AM

Thank you for this opportunity to ask a question. My sister has lung cancer and is being treated at MS Anderson in Houston. On her last trip for her chemo there as she traveled home she was pulled out of the line and given a thorough pat down between the legs, on the breasts, and other places. It is most difficult to undergo the medical treatments and illness without being subjected to such embarrassment at the airport. I have two questions:

- is there some sort of security clearance she can obtain to avoid this....she flies on SW Airlines if that matters;

- in the future if she chooses to opt out of being touched where only her husband is allowed, can she turn around and choose to leave, rent a car, and drive home, or will she be held on contempt or jailed?

I do not want to see her go through such stress again; she is ill and not likely to live much longer for Goodness sakes. I know it is just a job to your folks, but it is our private bodies they are touching.

Thank you for your time.

3/7/2013 8:22:16 AM

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/6/2013 10:03:23 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I watched a video today on YouTube about your pat down programs I think it is unethical and I have a dad that travels at least 1 a month if he ever gets padded down I will make him buy a private jet your "3 once or under policy" outrages me one of the aides in my class used to work for airlines and she told us about the degrading polices and also that policy causes problems for me I get very thisrty and I just watched a minecraft YouTube video of a tsa gaurd destroying a endermans belongings and strip searching him please change your polices if you want to keep my dad as a flyer on us airways Would you like a response? : True Passenger's Name : (b)(6) columbus Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/7/2013 9:50:56 AM

Caller traveled from Province to Orlando to Jamaica. Caller had no problem going, but had an issue coming back. Caller was told that she was being randomnly selected for additional screening and had (SSSS) on the bottom of the ticket. When caller arrived in Orlando she did not have a ticket to board the upcoming flight and asked an officer to help her. This is when he came back and handed her the ticket with the SSSS at the bottom. Caller went through additional screening three times in Orlando airport. When caller left Jamaica she went through WTMD and was taken into the backroom for a pat-down and it was fine. However, when caller got to Orlando, she was patted down in front of everyone and felt humiliated and as if she was sexually assaulted. The TSO lifted up her breasts and her butt while she was wearing a strapless dress, strapless bra, and thong. During caller s two and a half hour layover, she was going through security the whole entire time and was not able to even go to the bathroom and was the last one on her flight. Caller s carry-on was searched by TSA and things were broken. Caller s medication was dumped out in the bag, and because some of the pills look the same she was not able to figure out which one was which and therefore had to spend at least 200$ replacing the presecriptions. Caller flew with JetBlue. Caller also states that while going through security, that the officers were arguing and it was a mess. They were arguing about where to take her through security since the WTMD she went through was getting ready to close. The TSO there called more security to come, and they continued arguing while they were holding her up. Caller also states that her checked luggage was inspected and had no NOI in the bag. Caller said that things in her bag were broken, because of the way the officers put her belongings back in her bag the wrong way. Caller states she cannot prove the value of the items, because they were from vendors in Jamaica. Caller states she will wait until she flies again and has the SSSS on her ticket again or is stopped for additional screening until she applies for Redress.

Informed caller:
Apologized to caller.

Advised caller to apply for the redress program. This program helps to resolve passengers that have the SSSS on the ticket or are always stopped for additional screening.

The passenger has the right to ask for a private screening when a patdown is required.

This information and complaint will be sent to the CSM at the Orlando airport for documentation and investigation purposes.

Because caller s carry-on items were broken, as well, offered to send claim form via e-mail to be received in less than 24 hours. Sent claim form via postal mail and will be received within three weeks.

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

The instructions are on the claim form as far as what the caller needs to do, present, fill out, etc. The caller has up to 2 years to file a claim. TSA has up to 6 months to finish the claim process. Suggested caller be as thorough as she can on the claim form.

Because there was no NOI in the bag, TSA did not hand inspect the passenger s checked luggage. CBP inspects passenger s bag upon reentering the US, so it is possible customs is who destroyed her bag. Referred caller to CBP to file a complaint claim: (877) 227-5511

3/7/2013 10:16:09 AM

Airline: JetBlue
Caller flew on 2 27 2013 from O Hare to Cancun on United Airlines flight 1198. She went through the checkpoint at about 8 am. She asked the TSO if she would be exposed to radiation if she goes through the AIT. He told her yes. She asked for a patdown. The TSO then asked her if she has a cell phone. She told him no. He asked if she has a laptop. She told hilm no. He then asked if she watches tv. She told him yes. He asked her if she knows that the tv gives off radiation. She said that he did not respect her decison when she requested a patdown. She works in radiology. She stated that the agent does no know her current state of health. He does not know enough about radiation to be giving her information about it. She told him that she is trying to minimize her exposure. She said that he just kept on and would not drop the subject. She did not get his name. She said that she was finally given a patdown after she asked what the delay was. She was told that she is always welcome to go through the machine. She requested to speak with a team lead who was rude to her. She did not remember his name. He told her that the AIT does not give off radiation and no one would have told her that it did. She said that she was completely disrespected as a customer and she does not appreciate it. She stated that her treatment was unprofessional, disgusting, and unacceptable. She wanted to make a complaint. She said that she hopes TSA takes her complaint and uses it to educate the staff, especially the higher level positions.

I gave the following information: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.
I advised her that I would forward her record to the CSM at O Hare for review.

I sent the following email and got a response only to the first half.
Can someone send me an explanation for the send half of my email?

Thank you,

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

~~~~~~

Since I had spinal fusion I don't fly often; however, a recent death in my family made it necessary for me to fly from Philadelphia International Airport to George Bush International in Houston and then return.

I went online and obtained all the latest TSA, FSA and airline requirements and made sure everything we packed fit the rules and regulations. Even though I had a doctor's letter and certification I anticipated the metal in my back would show on a body scan & require a pat down.

3/7/2013 12:11:41 PM

In Philadelphia my older sister (age 78) and my self (age 62) had to remove our shoes.
In Houston my sister was told she was over the age of people required to remove their shoes.

In Philadelphia I went through the body scan without any problem, even though I have rods, pins and replaced discs all made of titanium.
In Houston I had to have my abdomen patted as the metal inside showed on the body scan.

I don't understand how the policies differ from one city to another. I thought they would be uniform throughout the US and it's territories.

News reports indicate pocket knives, hockey sticks, golf clubs, la crosse sticks will all be allowed in the cabin.
What idiot thinks that's a good idea?

Strictly from a safety point of view, all of these items can be used as weapons against the airline personnel and other passengers. Pen knives can be VERY sharp instruments and can certainly be used to stab someone, no one NEEDS to have a pen knife on the plane. The other items can all be used to club someone to death.

Every crack-pot and terrorist knows this.

Strictly from a convenience point of view: I had a small overnight case that fit the FSA requirements; however, In both Philadelphia and Houston I saw passenger after passenger with huge suitcases and backpacks boarding planes. The overhead
Thank you for this opportunity to ask a question. My sister has lung cancer and is being treated at MD Anderson in Houston. On her last trip for her chemotherapy there as she traveled home through the Houston Hobby (HOU) airport to fly on Southwest Airlines from Houston, Texas to Midland, Texas she was pulled out of the line and given a thorough pat down between the legs, on the breasts, and other places. It is most difficult to undergo the medical treatments and illness without being subjected to such embarrassment at the airport. I have two questions:

- is there some sort of security clearance she can obtain to avoid this....she flies on SW Airlines if that matters;

- in the future if she chooses to opt out of being touched where only her husband is allowed, can she turn around and choose to leave, rent a car, and drive home, or will she be held in contempt or jailed?

3/7/2013 12:12:42 PM

I do not want to see her go through such stress again; she is ill and not likely to live much longer for Goodness sakes. I know it is just a job to your folks, but it is our private bodies they are touching.

It was not I that flew; it was my sister. Your previous response to this question referenced my flying and was declined because I did not identify the detailed airport. Are not the rules the same at all large airports? Perhaps this better represents the situation.

Thank you for your time.

(b)(6)

3/7/2013 12:35:27 PM

Query:
Caller is wanting to know why she can t strip in lieu of being touched through a patdown.

Resolution:
Caller is wanting to make her complaint on the blog. Caller is advised on how she can get to our blog.
~~~~~~

COMPLAINT ABOUT TSA EMPLOYEE BEHAVIOR
EMPLOYEE NAME: Supervisor/Officer (b)(6)
LOCATION: CHICAGO O'HARE AIRPORT, security screening checkpoint near United Airlines Check-In
DATE/TIME OF INCIDENT: March 2, 2013 at approximately 1:00 p.m. Central Time

I am writing because my wife and I were harassed by one of your supervisors at the Chicago O'Hare Airport today. I do not use this language lightly, and believe it is an accurate characterization of what happened. The supervisor's name was Officer (b)(6) The incident occurred at the place and on the date and time first written above.

Officer (b)(6) behavior was particularly surprising since he identified himself as the most senior supervisor on duty and said he was in charge of the checkpoint at the time.

Description of Incident
==========

3/7/2013 12:39:07 PM

1. My wife and I had both cleared security screening. I had gone through TSA-Pre and had been waiting for my wife for several minutes at a bench just passed the security checkpoint. For some reason she was not selected for TSA-Pre; she had to go through the regular line. She had just submitted to a pat down search since we both travel so much that we prefer not go through the full body scanners.

2. She had been cleared to go, had gathered her belongings, and had moved to the bench at which I had been waiting.

3. As she was putting on her coat, Officer (b)(6) came up to us along with several TSA officers and started barking at us. He insisted he needed to inspect her bag.

4. I characterize him as "barking" at us because he was abrupt and he used an angry and demanding tone of voice. His demeanor was discourteous and offensive. There was no "excuse me," "may I", "I'm afraid I need to," "please" or any common courtesy used. Just barking.

5. I asked why he needed to re-inspect my wife's bag and noted that she had already cleared security and been through a pat down. My question was not stopping them from searching the bag. An officer who was with (b)(6) was already poking through it without waiting for her to offer it to him. They then took the bag away from her (out of our sight) and said they needed to screen it again. There were over $5,000 worth of valuables in the bag at the time and bag itself was worth over $2,000. It is not acceptable to me to be separated from the bag without an opportunity to witness the inspection, know where the belongings are going, or at the very least be given a receipt for the bag and its contents.

6. As you can imagine, this made me uncomfortable. First because of the rude treatment, second because we didn't have visibility to where her bag had gone as we were surrounded by a number of officers and (b)(6) who were preventing us from leaving even though we had been cleared through the checkpoint, and lastly because (b)(6) was ignoring all of my questions and acting aggressively and in a very heavy-handed and harassing way.
$50 million for uniforms with sequester known about – Brilliant!!!!

How soon can we replace you with some monkeys that don't need uniforms and won't grope children???

IDIOTS!

3/7/2013 2:07:28 PM

(b)(6)

American Citizen – unlike your boss!

Alpha, MI USA

(b)(6)

3/7/2013 2:09:52 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 3 7 2013 1:43:10 PM
Airport : Select One
Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : I understand that if you are 75 you no longer have to take your shoes off or light outerwear but you are subjected to additional screening and explosives detection test. Might as well take the shoes off than to have these additional things done. Makes no sense if new rules allow some knives and other types of items that used to be forbidden to be brought on board but leaving your shoes on is more a hazard than the weapons? If I am understanding this incorrectly, I would love an explanation. Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

3/7/2013 3:02:28 PM

The caller s adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

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

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

3/7/2013 4:33:03 PM

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.
The caller was traveling today with a passenger who was in a wheelchair. He says that they arrived approx. 1 hour before departure and because they had to wait 15-20 minutes at the checkpoint for a female officer to become available to do the passenger s patdown they missed the flight. He wants to know if they can make arrangements for the rescheduled flight tomorrow morning at 9am. I explained that with less than 24 hours notice there isn t anything we can do. I suggested either arriving 2 hours before departure like we normally suggest or he can try to contact the CSM at the airport they will be traveling through.

3/7/2013 7:02:24 PM

The caller said she flew from Ontario CA this morning with her 9 yr old daughter. The caller said the TSO was very rude the agent name (b)(6) The caller said the alarm went off when she went thru the machine. The caller said she had hairclips in her hair. The caller said she had to have a patdown and it was performed in front of everyone. The caller said she asked if she could have the screening in private. The TSO said she could have the screening done in private if she wanted, but remained in the public view. The caller said that she wanted to know why she could not just take the hairpiece off and then go back thru the screening again. The TSO told her she could however she would have to go to the end of the line and begin again. The caller said she was humiliated and she did not think her 9 yr old daughter should have seen all that when she was being patted down. The caller said the TSO (b)(6) was rude and had to be asked 3x before she would give the name of her immediate supervisor (b)(6) The caller said she wanted this information sent to TSO (b)(6) supervisor to make them aware of how she treated her.

flight info:
ONT
3-7-2013
5:45-6am
Southwest
gate 301

I apologized to the caller and advised I would send this information to the CSM at ONT to make aware of her experience.

3/8/2013 8:13:06 AM

I recently traveled from Houston. I have a knee replacement about 14 months ago. All the other times I have traveled TSA has been very courteous with providing me a cane and patience.
My Houston flight was embarrassing. I was sent through the metal detector and provided no cane. I sent my cane through screening.
Perhaps my fault as this time I didn't mention my knee as always before and it was never a problem. The detector rang and I was sent back through. I explained about the knee. I even showed the scar. I was told I should have gone through the other machine. At that point I was sent back and forth through the metal detector again. Another associate came over and heatedly discussed me with the observing associate. I said I will go through the other machine.
This was denied and I had an extremely thorough pat down.
The TSA associates in Houston need tone a little more observant, discuss heatedly in private and
Be respectful.
I was not allowed my cane until pat down was complete, so I had to walk and stand for a while without it.
Sent from my iPad

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: 3/8/2013 8:20:49 AM

3/8/2013 10:06:21 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):Miami Dade Airport
Flight DL1460
Thursday, March 7, 2013
Comments:I was requested for a pat down at Miami Dade International Airport the morning of March 7, 2013 at Miami Dade International Airport. The TSA agent moved my items from the conveyor belt just prior to the pat down. This was the last time I saw my Macintosh MacBook Pro Laptop Computer. Underneath the computer is my license for Windows 4. It has not been turned into Miami Dade lost and found at this point. This note will be cc'd to ABC News. Thanks

3/8/2013 2:03:25 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/8/2013 1:02:52 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/07/2013 9:40 AM Airline & Flight Number : Delta 1542 Checkpoint/Area of Airport : D Concourse TSA Employee: (If Known) :
Comment : At the initial TSA checkpoint, I showed the agent my CBP's Trusted Traveler Global Entry card and requested TSA PRE. I was also with my 14 year old daughter, he motined me towards the screening area, when we arrived I showed the TSA agent the card and said we do not do that at this airport, I proceeded to explain the program, she simply said not here and to proceed towards the scanner. I then requested that my daughter and I have an alternative screen. she then closed the metal detector and said we would both get pat downs. I then said a couple just went through the detector, why couldn't we, she said that was ONLY for small children, and a pat down was our ONLY option. I agreed to the pat downs.
I've had my GE card and gone through TSA PRE and also have had no problems when asking to go through the standard detector in my travels. One purpose of the GE card is to speed things up, especially since I've been interviewed for over an hour and my background has been thoroughly dissected.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/8/2013 2:05:54 PM

Caller indicated that his partner, (b)(6), was going through security today at SEA airport for a Frontier Airlines flight around 0415hrs. She was stopped because of a metal belt buckle alarming at the checkpoint. He said that the belt is made into her dress and the officers told her she must remove it to clear screening. She protested saying that it was made into the clothing and she had no way to remove it. Caller said that she was told that she must remove the item or she could not fly. She therefore had to tear the belt off of her dress, and then required to submit to a patdown. Caller said that the traveler was extremely upset at this as well and felt that the patdown was overly invasive. He stated that she would have called but was in the midst of her trip and provided her email address for communication.

I apologized to caller for his partners experience and explained that the TSOs will use a patdown to resolve alarms of the WTMD and AIT machines. However due to the requirement that she damage her clothing and the accusation of the patdown being inappropriate, advised that we would forward her complaint to the CSM at SEA for review. Also explained the process for submitting a claim for damaged items and ordered a tort claim package to be emailed.
Caller wants to file a complaint. The caller and her sister traveled through CLT en route to Montego Bay. She stated they did not appreciate the way that were screened in CLT. She believes that everyone does not get treated the way that she and her sister were treated. She believes that Caucasians do not have to under go the same treatment. She had opted out of AIT and had to undergo a patdown and ETD. She had touched her with something and was told by the gentleman she was clear to go. Then the female officer told her she was puffy down there. She and her sister were taken into a private screening room. Caller states that she asked the officer if she thought she had a penis. The caller was asked why she was traveling to Jamaica.

Transferred the caller to MB.

MB Notes:

3/8/2013 2:47:55 PM

The caller opted out AIT and went through the walk thru the metal detector. She had to undergo a patdown. She caller stated that the officer that patted her down stated that she was puffy down there. The caller stated that she was told that she was clear apparently by the person who did the ETD. She was questioned about going to Jamaica and was asked why she was traveling there. She stated that she was asked about the cash that she was carrying. The caller mentioned that she could be wearing a maxi pad. She was traveling on US Air and she stated that she was on a morning flight. She could not tell me what time her flight departed. She does not remember what security line she was in and she does not have the names of the officers involved. She only knows that they were all women. She also had some items taken from her baggage on her return trip back to the US. She stated one of them was a charge and a HDMI (Internet) cable that was worth a lot of money. She stated that she received ill treatment in Jamaica. The caller s sister (b)(6) also received ill treatment as well.

I advised the caller that she would have to place her complaint in writing. I advised her that I would send her some information regarding how she would need to proceed and I obtained her email address. I told her that I was sorry for her unpleasant screening experience but that before anyone could look into the matter, her complaint would need to be in writing. The caller clearly feels that she was discriminated against due to her race. I also provided the caller with the number to the US Department of state and told her that she could phone them in order to get information on whom to contact in Jamaica due to her unpleasant screening experience there.

(b)(6)

Disability Description: Caller had a hip replacement five years ago. She has gone through the AIT before. She flew from JFK to SFO on Wednesday at 4:30pm on Virgin America. She went through the WTMD.

The woman was very inappropriate. She filed a complaint with Virgin America. She had her hand up her crotch and down her pants. The TSO was touching her private parts. She knew if she complained that more people would come and she might miss her flight.

She was never treated like this before. She was highly embarrassed. She

She does not mind being scanned. The TSO said, Do you want to do it privately or out in the open. Caller felt violated. She understands the procedures. Caller was very upset.

3/8/2013 2:58:09 PM

Caller stated that she was by herself and so would never have done a private screening.

Caller will be filing a written complaint. She asked if the way the screener conducted herself was how she was trained. I told her that they should tell the passenger what they will be doing. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

She asked how to avoid this in the future. I told her she could always ask for a supervisor. She could also call us back 72 hours prior to her flight, excluding weekends, and let us know that she needs assistance at the checkpoint. We will get her itinerary and we will send this to the disability experts who will take it from there.

The caller stated that he is calling form his wife who flew today on Delta Airlines. She has a NOI in the luggage. There was 3 different brand new hairspray bottles in her luggage that the tops were all broken off. She had liquid diet supplements in the baggage as well that were in plastic bags. The bags were opened the seal was broken on the bottle and they were left open as well. The supplements have all over her belongings and have destroyed her brand new luggage that she bought for this trip.

When she arrived at the airport and went to the ticket counter, Delta had not taken the money off the credit card and they had cancelled her ticket. Because this was Delta s mistake that put her on the next flight. She believes that she was flagged on this flight to be searched because of the situation at the Delta desk. Not only was her baggage in this shape but she was also taken to a private room and had to have a pat down as well.

Advised Caller:

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

Because the complaint concerns security screening at a specific airport, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

3/8/2013 5:15:13 PM

Flight Information:

Airport: SLC
Airline: Delta Airlines
Flight Number:4568
Baggage Tag Number (b)(6)
2 NOIs included: there was on it the bottom and one on top
Date: 3-8-2013
Departure Time: originally 8:40am moved to 11:04am

Advised Caller:

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

The caller is a transgender male and he flew from SFO to IAH to Guatamala on February 21, 2013. However, while at SFO, the TSO conducted a patdown following an anomoly with the AIT and after feeling the callers left breast asked, are you ok, man? are you ok? . When the caller went through screening at IAH, the male TSO told him that he did not need to conduct the patdown and just go through the checkpoint. This occured after the AIT alarmed once again. He wanted to report the incidents, but did not feel discriminated against but did find it odd that he did not receive this treatment in Guatamala. Instead, he wanted information regarding the screening procedures for transgender passengers.

Flight Information:

Date of Travel: February 21, 2013; 12:13 PM
Departure Airport: SFO
Airline: United Airlines
Flight Number: 0543
Terminal and Gate Numbers: Terminal 13

Date of Travel: February 21, 2013; 7:29 PM
Departure Airport: IAH
Airline: United Airlines
Flight Number: 2502
Terminal and Gate Numbers: Not Provided

3/8/2013 7:31:40 PM

Advised Caller:

TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Transportation Security Officer (TSO) receives training on professional conduct.

Passengers that alarm the metal detector or the AIT will be required to undergo additional screening. Passengers directed for additional screening will undergo patdown inspections. At anytime passengers may request that patdown screenings are performed in a private screening area, and TSOs are instructed to honor a passenger's request for private screening.

If additional screening is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

I apologized for the behavior of the TSOs.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/8/2013 7:37:54 PM
Airport : ONT - Ontario International
Date/Time of Travel : 03/08/2013 3:30 AM Airline & Flight Number : Southwest WN 2944 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : The man directing people through the screening process was obnoxious and rude. I asked for a pat down. I am pregnant and do not feel comfortable going thru the X-ray machine. He gave me a hard time and said I'd get more radiation on the flight than I would in the machine. I explained my condition and he told me to be prepared to wait every time I travel because they don't have agents just standing around to help people like me. Then he mumbled something about why I would pay so much to fly then not use the technology available. I'm extremely upset and feel harassed. I may have to choose another airport. I fly thru ONT at least twice a month and this kind of treatment is very upsetting to me.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/8/2013 8:10:09 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/9/2013 8:03:36 AM
Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/09/2013 6:40 AM Airline & Flight Number : American 729 Checkpoint/Area of Airport : Terminal 3 - First Class TSA Employee: (If Known) (b)(6) Comment : March 9, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

3/9/2013 9:13:16 AM

At approximately 6:40 am CST on March 9, 2013, I entered the security checkpoint for Terminal 3 – First Class at Chicago O'Hare International Airport (ORD) on the way to my flight, American 729 to San Jose del Cabo, Mexico. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

Caller states she is a Minnite and she wears skirts. She received a patdown at the Shenandoah Valley airport. When she went through the screening no alarm went off. The TSO pulled her aside and she received a patdown. She asked to TSO why she was pulled aside and she was told it was because she had a skirt on. She stated she felt insulted. She said the TSO was very professional but this was not done in private and others noticed it.

Airport: Weyers Cave Shenandoah Valley
Airline: United Express
Flight: 4050
3/9/2013 10:53:15 AM
Date: 03 08 2013
email: (b)(6)

Advised Caller:

(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.

Hello:

Let me start by saying that the job you do at the TSA to help protect our nation's travelers and citizens at large is both necessary and vital.

However, the way in which you do it still baffles me and I suspect millions of others. You seem to be taking away the wrong lessons from what happened on 9/11 and other activities since, including the "shoe bomber" and the "underwear bomber."

Here are some curious policies that contradict commons sense. As I list these, I hope you take them in the spirit intended – to improve security – and not as the mind of someone who would ever do one of these illegal or potentially illegal actions (i.e. please don't add me to your threat matrix because I'm going to point out serious gaps in policy and procedure):

Over-reaching policies:

- Doing pat-downs on children under 6, UNLESS there is a specific threat indicated by the behavior of the parents or child. I can't see any reason why this type of pat-down should ever be part of a "random" search regimen. You should retain the right to check if necessary, but doing so at random increments puts an unnecessary (and scary) burden on the country's youngest passengers.
- Limiting liquids to a certain ounce maximum. I realized the logic in this (initially), that it would take a certain amount of liquid or plastic-based explosive to cause enough damage to bring a plane down. Now, here's the fallacy of that logic. Unless, I'm mistaken, you generally don't have an automated way to detect chemicals that might be taped or otherwise hidden on the body. So let's assume your 3.4 ounce limit catches 100% of the items which are put through the x-ray machine (even through that's unrealistic to expect). Unless you also find a way to detect an explosive chemical/powder/device hidden on a person's body, the only thing you've accomplished is to unnecessarily burden the traveling public with a measure that can't possibly protect them. I realize you have, over the course of time since 9/11, tested a variety of measures that might help with what I'm talking about – the "puffer" machine (I've experienced it, and I suspect it only works on powdered explosives), the full-view x-ray machine a person must walk through, etc. I'm not a professional security expect, but as the saying goes, "your security is only as effective as your weakest link." This policy is weak beyond words. So you've prohibited me from bringing a sealed bottle of Pepsi through security…and that helps prevent a disaster how? If you're going to restrict anything liquid-wise, you should eliminate allowing beverages in aluminum cans anywhere on planes – even if they are handed out during drink service. Why? Because a person of normal strength could tear the can in half and create a very jagged home-made weapon equally as dangerous as a knive.
- Patting down senior citizens or others who are traveling in a wheel chair. On the surface, I'd agree that age or physical disability make little to no difference in a person's ability to present a threat to the airplane. But here's where the logic falls out for me… I've seen many a wheelchair-bound person asked to stand up (or be assisted) to personally walk through the metal detector, Fine. But what happens to the wheelchair itself? Since it always has enough metal in it to set off alarms in the magnetometer, it is usually wheeled around the magnetometer by a TSA staff member. While this seeming courtesy makes sense, I've NEVER seen the TSA personnel thoroughly check the wheelchair for guns, knives or explosives. If this were a one-time occurrence, I might chalk it up to poor training or chance for that one situation. But that's definitely not the case. Again, I've NEVER seen a TSA person pay any attention to the wheelchair, probably because they realize it's metal and would send off a supposedly false alarm every time. If you're going to make seniors and others with mobility issues stand up and be guided through the metal detector, you REALLY need to pay more attention to the wheel chair. Again, I'm no threat to the traveling population. I love my country and my fellow citizens. But if I can notice this major gap in security protocols, I would expect someone bent on disaster would see it, too. It would be the ultimate low-tech way to smuggle in guns, knives and explosive devices I can imagine. A roll of duct tape before the flight ($3.00) and anyone could strap anything to the underside of a wheelchair's seat. This issue HAS to be addressed, if we're to expect more than lip-service to true, not just perceived safety.

Under-reaching policies:

- Why on earth are you going to begin allowing pockets knives on domestic and international flights beginning on 4/25/13? Are there really that many "pocket knife enthusiasts" we're inconveniencing by having them leave those at home or in the

3/9/2013 3:11:31 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 3/9/2013 2:17:52 PM
Airport : BDL - Bradley International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am opposed to the permitting of small knives and the other items proposed by the TSA. Rather than improving times at airports it will creat greater waits as the items are evaluated. It would be better to have more electronic surveillance machines to help remove the need for human interaction.
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

3/9/2013 3:11:51 PM

From: (b)(6)
Sent: Saturday, March 09, 2013 5:23 PM
To: TSAExternalCompliance@dhs.gov
Subject: Traveling with breast milk

Dear TSA Official,

3/9/2013 6:11:35 PM

This morning I traveled from San Jose to Portland with my 6 month old daughter and husband. I was carrying four bottles of breast milk for my baby, each totaling about four ounces. At the TSA checkpoint I told the officer I did not want my breastmilk to go through the x- ray machine and requested hand inspection. The officer rolled his eyes at me and stated that it is safe for the milk to be x-rayed. I again requested hand screening and after several minutes was sent to another officer for additional screening.

I was holding only my infant and breastmilk at this point, as my husband had cleared security with our other belongings. This agent, Officer (b)(6) told me that she could not screen me while I was holding my infant, and requested that I give my daughter to my husband so she could administer a patdown. She refused to let me leave the screening area to hand off my daughter, and also refused to have someone help wave my husband over to help me. I ended up having to shout at my husband across the busy airport to get his attention. I told Officer (b)(6) that I would appreciate if she was more helpful in getting me through the security process.

Once my husband arrived, I handed him the baby and Officer (b)(6) detained the baggage which my husband had already taken through security, stating that since I refused to have the breastmilk screened by X-ray, all of our baggage had to be hand screened, even though our bags had already cleared security and the officer had requested that my husband come over to hold the baby. I then received a patdown and every item we had packed was very slowly swabbed by hand. This included taking out every monetary note and credit card in my wallet, rifling through my coins, and opening each of my baby's diapers. Twenty minutes later, the breastmilk was finally opened and tested with paper strips.

3/10/2013 9:08:25 AM

I have sent you one e-mail already that was not answered. Please call me at (b)(6) so that I can express my complaint about a pat-down at Ft. Lauderdale airport last Monday. I have a knee replacement. There was not AIT machine nor was a wand used. I object to pat-downs. I am a retired teacher and grandmother of three. It is a demeaning and invasive procedure! In the 5 years that I traveled back and forth to KS to visit my daughter, I was chosen for pat-down almost every single time at the security area!!!! (b)(6) Gettysburg, PA

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/10/2013 5:08:29 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/16/2013 8:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main Terminal - TSA Pre-Check TSA Employee: (If Known) :

3/10/2013 9:09:28 AM

Comment : I was very happy to see that the TSA Pre-Check lane was completely empty, while most other lanes were quite busy. I was shocked and disappointed to see that there was no longer a Body Scanner in this specific lane. I fly every week, and since I have an artificial joint, going through the body scanner is my only possibility to avoid the extremely intrusive and unnecessary pat down procedure. PLEASE, PLEASE, PLEASE, bring back the body scanner to TSA Pre-Check!!! On a separate note, I would like to compliment TSA Officer (b)(6) on her kindness and empathy with me that day. She was very polite and helpful, and even offered to escort me to one of the other areas, but alas all of the lines were so long it was not worth my while - she very quickly and competently got me through and on my way. It was a very pleasant interaction, and she should be commended for her excellent service. 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

3/10/2013 11:00:18 AM

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 3/10/2013 10:21:49 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/04/2013 12:15 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) : African American Woman
Comment : Are you aware how many complaints you have about pat-downs? Hundreds!!! Please call me to discuss my experiences. Not only was I patted down every single time at the Kansas City airport for the 5 years I visited our daughter and grand daughter, but last Monday I was patted down at the Ft. Lauderdale airport because I have recently had a knee replacement. I am 65 years old, a retired elementary school teacher, and a grandmother. I am not a terrorist nor do I look like one. I do not understand why I was patted down rather than having the security officer use a metal detection wand. At BWI I went into the AIT machine and was NOT subjected to a patdown. But in KS, I both went through the AIT AND was still patted down! It is invasive, demeaning, and upsetting. Please call me. There must be another solutiion to this unpleasant procedure (b)(6) DO NOT SEND ME ANOTHER AUTOMATED RESPONSE. CALL ME! I will also be sending a letter to the TSA in Arlington, VA. I am that upset!!!! I am willing to SHOW my knee replacement scar to prove that that was why I "beeped" when going through the security arch.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/10/2013 11:00:22 AM

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/10/2013 8:46:47 AM Airport : SFO - San Francisco International Date/Time of Travel : 03/10/2013 5:00 AM Airline & Flight Number : United 676 Checkpoint/Area of Airport : Pre TSA Employee: (If Known) : N/a Comment : As a Trusted Traveler, we should be able to use Pre line, even when we fly On International flights. TSA's mission is too valuable, and time too precious to be wasted on Trusted Traveler. If we are able to use Pre line for Domestic flights, we should also be able to for International. To not allow it is a waste of TSA's time and limited resources.

Also, the TSA agent should be given discretion whether to describe details of pat down procedure. When a frequent flyer like myself notifies the TSA agent that we are familiar w/ the procedure, and are asking them to skip the description, it wasted the agents' time to compel them to recite the procedure anyway. The agents should be treated as professionals who are capable of using their judgement. And if a passenger waives hearing the full description, the agent should be allowed to skip it and get on with their work. This would better help them accomplish their job. Their work is too vital to waste resources doing things that do not enhance security, and only serve to annoy travelers.

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

3/10/2013 4:58:50 PM

First, let me introduce myself.

I am a former Governor's policy advisor of one of the most well-respected Governors in the U.S. and am a law-abiding citizen. I just went through the most ridiculous TSA screenings last week and am quite frustrated. States and the Fed should WORK together on things like this for some STANDARD.

You see, a week ago I had to renew my Iowa driver's license. I was issued a "paper" license and they said a new "plastic" one would be mailed to me in 30 days. I asked if there would be any problems with TSA since I travel extensively (nearly 20,000 since January) and I was told "no." NOT TRUE...

I had to go to Manchester, New Hampshire and then to Columbus, OH for work before returning to Des Moines. While it wasn't a problem LEAVING Iowa, as our TSA guys have been through this, it WAS a problem in both Manchester, NH and Columbus, OH and I got the "full" TSA treatment of going through my carry-on luggage, my computer bag and a special screening and pat down. The TSA woman in OH asked why I "didn't have a real license." I explained the IOWA renewal process and she looked at me as though she didn't hear a word I said.

I have complained to the IDOT and my former boss, the Governor so that they are aware of the issue and perhaps they will change their process. But it raised a more serious issue for me in that if every state has a different process, frequent travelers like myself will continue to have time and attention wasted on them when there are more potential threats that should probably be dealt with instead.

But on the SAME trip, it was announced that TSA will now allow knives as of April 25, 2013, I'm even more convinced that law-abiding people like me will be subjected to stupid searches while potential "thugs" will still carry their weapons on board.

Thanks for letting me air my frustration. Sometimes people should use their common sense .... Perhaps someone could respond to me as well.

Thanks!

(b)(6)

3/10/2013 4:58:53 PM

I fly the Atlanta airport about 170,000 miles per year. I have qualified for your "Pre-check" program. I am no longer able to use this program because of my disability / medical implant.

The airport removed the body scanners from this chech-point. This forces me to go through the "pat-down" process.

This really slows things down at the Pre-screen area as they have to find someone to do the pat-down. In some instances it can take up to 7 minutes to find someone.

I wish I did not have my disability, however there is nothing I can do about it.

Please bring back one body scanner and stop the discrimination against the disabled.

Sent from my iPhone

3/11/2013 8:25:13 AM

To Whom it May Concern at TSA,

I am writing to file a complaint against the two, African-American female TSA agents at DCA (Ronald Reagan National Airport) airport on Monday, March 4, 2013 at approximately 10:08 am. I was catching my flight on United airlines to the West Coast that morning. I indicated that I would be opting out of the X-ray scanner and asked for a female assist. The shorter, black female agent had an attitude that was assigned to the X-Ray machine and she started to make faces and snarky remarks, smacking her tongue in her mouth. The other female, black agent (b)(6) who gave me the pat-down also proceeded to have a natsy attitude and did not verbally direct me to follow-her. She took my two bins and then proceeded to move them to another location. I followed her. She had a negative attitude during the pat down and was disrespectful.

The first agent was not able to move from her post, as she was assigned to watching the x-ray machine. She continued to make remarks and noises, to egg on (b)(6) It was extremely disrespectful, unprofessional and just plain "hoodlum" behavior at best. It poorly reflects on the TSA and the Regan National Airport!

After the pat-down, I was so disgusted and upset, that I requested to speak with the TSA Manager on duty. I met with (b)(6) Wade-Tucker, Security Manager at Regan National Airport and explained my issues and upsetment with the treatment received. My work has me traveling 150 days in a year, so I choose not to go through the x-ray machines. I know the drill and have not been treated this poorly since I last reported a similar incident with several TSA agents at the BWI airport that service the Southwest gates. Again, it was several black female agents with nastsy attitudes and I met with the TSA Manager on duty as well.

I would like to know what the discilpinary actions are to be taken regarding these two female agents. (b)(6) manager of TSA indicated that she would review the video to see what had taken place. I certainly hope that these agents are reprimanded and if it happens again that they are fired. No one who travels this much for business has to put up with such nonesense behavior and unprofessional attitudes when serving the public.

Thank you,
(b)(6)

3/11/2013 9:17:34 AM

Caller had spoke to an officer about fileing a complaint. She needs to know what to do. She has been held up with Homeland Security, she states this happened to her yesterday at JFK. She was delayed or screened for 2 hours. She has never been in trouble or arrested. The officer told her to think about it. She has worked for 15 years. She was so upset the officer made her cry. THey took her to another area for screening where they do pat downs. She does traveled internationally frequently. The officer said to her when has she noticed when this screening started. She stated it was when she went to Afrrica. She states this was her screening while in Customs, returning from an international trip. The officer told her someone there put her a watch list. He ask her if she had given anyone a problem causing this to happen to her.

Told caller
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:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

I told her I was with TSA, we do domestic screening only.If she was on a watch list of some kind we could not tell her what of why this was happening to her.

I told her since this had happened to her at Customs I would provided her the number for Customs.
Customs Border Protection 877-227-5511

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

From: (b)(6)
Sent: Sunday, March 10, 2013 10:29 PM
To: TSAExternalCompliance@dhs.gov; TSA-ContactCenter@dhs.gov; tsaclaimsoffice@dhs.gov
Subject: Encounter at DCA Airport - March 4, 2013 1008am

To Whom it May Concern at TSA,

3/11/2013 10:33:51 AM

I am writing to file a complaint against the two, African-American female TSA agents at DCA (Ronald Reagan National Airport) airport on Monday, March 4, 2013 at approximately 10:08 am. I was catching my flight on United airlines to the West Coast that morning. I indicated that I would be opting out of the X-ray scanner and asked for a female assist. The shorter, black female agent had an attitude that was assigned to the X-Ray machine and she started to make faces and snarky remarks, smacking her tongue in her mouth. The other female, black agent, (b)(6) who gave me the pat-down also proceeded to have a natsy attitude and did not verbally direct me to follow-her. She took my two bins and then proceeded to move them to another location. I followed her. She had a negative attitude during the pat down and was disrespectful.

The first agent was not able to move from her post, as she was assigned to watching the x-ray machine. She continued to make remarks and noises, to egg on (b)(6) It was extremely disrespectful, unprofessional and just plain "hoodlum" behavior at best. It poorly reflects on the TSA and the Regan National Airport!

After the pat-down, I was so disgusted and upset, that I requested to speak with the TSA Manager on duty. I met with (b)(6) Wade-Tucker, Security Manager at Regan National Airport and explained my issues and upsetment with the treatment received. My work has me traveling 150 days in a year, so I choose not to go through the x-ray machines. I know the drill and have not been treated this poorly since I last reported a similar incident with several TSA agents at the BWI airport that service the Southwest gates. Again, it was several black female agents with nastsy attitudes and I met with the TSA Manager on duty as well.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/11/2013 11:03:11 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US Airways Flight 728, March 10, 2013
DFW (going to PHL)
Checkpoint E-33
STSO (b)(6)

3/11/2013 12:23:26 PM

Comments:Consider this a formal complaint. On March 10, 2013, I was at DFW going through security on the return leg of a business trip. After I placed my belongings on the conveyer belt and went through the x-ray screening, I was pulled aside and told that I had been randomly selected for additional screening. A TSA person asked me to extend my hands without giving me any explanation. Having never experienced this procedure, I simply complied. He then swabbed them and placed the swab in a machine. He stated to other TSA people standing there that it tested positive for bomb residue. At this point, I couldn't believe my ears and, quite frankly, didn't know what to think. The person asked me if I used hand lotion. I, in shock, answered that I did not. He said something about glycerin, used in hand lotion, could be used for bomb-making. At this point, I was getting extremely upset and angry, as I am a frequent flyer, and nothing like this has ever happened to me. After searching and swabbing all my belongings and, of course finding nothing suspicious, I was told to follow another TSA person. This was all taking place in front of many people and was extremely embarrassing. I asked to see the supervisor and told him that I wished to file a formal complaint over the way I was being treated. He seemed surprised and asked me why? At his point, he stated that i needed to go with the TSA person, and he would have the information for filing a complaint when I returned. I also became concerned about missing my flight. At this point, I was taken to a small, dark room and asked if I had ever been patted down. i answered no, getting more upset by the instant. The person explained the procedure, stating that he would run his hands down my legs, from groin to ankle and would reach inside my collar and my waist-band. He also stated that in a regular pat-down, he would use the back of his hand to make three swipes across my groin area. In a regular case, he would use the back of his hand, but in mine, he would use the front. I cannot put into words how mortifying this experience was! Of course, nothing was found, and I had to ask if they were finished. I then retrieved my belongings and proceeded to the supervisor's desk, where he gave me a post-it note with the information for filing a complaint. He showed no concern over the extraordinary trauma IO had just experienced.
I believe that this experience is a perfect example of an out-of-control and arbitrary creation and use of security procedures by the TSA. It is apparent that the swabbing procedure and analytical device used to analyze the swabs can easily result in false results, if washing one's hands with a moist towelette can trigger the device. My dignity as a human being was violated, and I believe my civil rights were violated as well, in the name of a faulty procedure of questionable worth. I believe that what I went through constituted an improper search under the 4th Amendment, and I plan to consult the ACLU, as well as an attorney. I also plan to get in touch with my Congressman.
I am a 61 year old University Professor who flies frequently for both business and pleasure. I have flown hundreds of time since 9/11 and taken 44 flights in the last year and a half. In all my years of flying, I have never been traumatized as I was by this procedure. i expect to receive a direct response to this complaint as soon as possible. This experience has severely affected my ability to do my work and has raised concerns about upcoming plans for air travel.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 3/11/2013 11:00:38 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Good Afternoon, I have travelled to the US four times over last year from UK (London), and each time, I get selected (at random) for a secondary screening before boarding in London.

3/11/2013 12:24:08 PM

I have been told that the TSA requests this check at random. However, given this has happened each of the last 4 times I have travelled, it does not appear that I am selected at random.

I would please like some information as to why I am being selected for a secondary check each time I travel. I fully understand and appreciate that the TSA undertakes secodnary checks. My question is why is this happening every time I travel to the US.

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

3/11/2013 2:39:08 PM

Caller states: She traveled through FLL screening on 9-20-12. She had a $5000.00 braclet stolen out of the bin at the screening checkpoint. The day it happened the screening equipment was not working right. She had to make several passes though and ended up having to have a patdown. Her jewelry was left in a bin during the patdown. When she went to get it she was upset over what all she had to go thourgh. She didn t think it look right and later realized that her braclet was not there. She has contacted lost and found, Spirit Airline and the Manager at the airport.
She just got TSA s number from a TSO at FLL yesterday.
Airport: FLL
Airline: Spirit
Date: 9-20-12 departed 8:10
When though screening between 5:00 and 7:00.
Flight #: 126?
Flight from FLL to Mertle Beach.

Advised caller: TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Once you receive the claim from you will need to print, complete and return to the address in box 1 and it will be processed in accordance with the Federal Tort Claims Act.

From: Benge, Rachel M, <CTR> On Behalf Of TSAExternalCompliance
Sent: Monday, March 11, 2013 1:19 PM
To: TCC-Referrals
Subject: FW: Complaint (2nd notice)

(b)(6)
(b)(6)
(b)(6) , NMB SC 29582
HYPERLINK (b)(6)

3/11/2013 2:40:46 PM

The "incident" occurred at Tunica (Mississippi) Regional Airport on Tuesday, February 26, 2013. I was scheduled to board Republic flight 5530, a charter flight booked via Harrah's Tunica NCM (National Casino Marketing) Junket Flight Reservations Department (i.e., a gambling junket). The flight was scheduled to depart at 2 p.m. The "incident" occurred at approximately 1 p.m.
For starters, you should acquaint yourself with the dynamics of Tunica Regional Airport. It's an extremely small airport which, seemingly, exists primarily to accommodate the gambling junkets (approximately 2-3 arrivals and departures daily) chartered by the casinos. And who are the passengers? Primarily senior citizens, some of whom can hardly walk. I, myself, am a 64-year-old widow.
I placed my carry-on luggage on the conveyor belt, as instructed, and proceeded through the metal detector. No alarm bells went off. So far, so good. Then, I was informed by a female TSA person that I was selected for a "random" pat down. Okay. I was directed to an area at the end of the aforementioned conveyor belt where my fellow passengers were collecting their scanned carry-on luggage and shoes, which we had been ordered to remove. At this point, within five feel of the conveyor belt and fellow passengers, I was met by two females (b)(6) and (b)(6) . One was obviously a trainee, as she was instructed verbally by the other. The "trainee" spoke so rapidly, I couldn't understand her (I guess she was nervous). When I finally understood what she was saying, it became clear to me that I was being informed I would be touched in private areas (breast, etc.). Since I found this to be invasive, in addition to being extremely embarrassing as I was in clear view of fellow passengers who could only assume I was a criminal of some sort, I asked for the procedure to be conducted in a private area. I (continuation of 3) was led to a room (apparently, a storage area) and expressed how embarrassing this experience was and stated that I would be contacting the TSA. At this point, (b)(6) or (b)(6) called some (b)(6) woman into the closet. I guess she was wanting to show (b)(6) and (b)(6) who was boss and treated me in a brutal, demeaning and degrading fashion. She touched my private parts, asked me to spread my legs (this was going to be done in a public area were I not to demand privacy?), demanded I left up my top so she could touch me under my shirt (again, this would have been done in a public area had I not asked for privacy?) and, having completed patting me down, asked if I had anything in my pockets. (What's the purpose of a pat down?) Well, I had had it at this point (am I living in a third-world country?) and pulled out a snotty tissue from my pocket (I had been blowing my nose in it) and threw it on the floor. The (b)(6) person then made a show of demanding my boarding pass and driver's license and made a big drama of recording the information. I suppose this was supposed to intimidate me. I had repeatedly stated that the TSA would be hearing from me and the (b)(6) person claimed she would give me their names. Well, she never did. What information I have is from having recorded the names on their badges.
What is happening to the TSA? I can show you my passports. I have travelled to over 80 countries and never, even in countries where women are third class citizens, have I been treated in this way. If a passenger's luggage passes inspection and the individual makes it through metal detectors without bells going off, why should she be signalled for degrading treatment by a disgruntled civil servant? I've gone through metal detectors, body scanners and have had metal detecting wands waved around my body but never, never have I been subjected to such degrading treatment.
Caller wants to file a complaint against a TSO. At the beginning of the screening, his daughter took off her shoes. No alarm went off when she walked through the metal detector. She was told she had to do another random screening. She asked if she wanted a private screening, she said no. During the patdown her daughter said the TSO touched her in the groin area. His daughter asked the TSO what she was doing. The TSO stated: I don t have to let you on the plane. You can find another way home. The TSOs dumped out her wallet. They took out every dollar and every credit card. His daughter was in tears. She called her dad who told her to go back to the checkpoint, talk to a supervisor and get the name of the supe and the TSO which she did. When she talked to the supervisor, the supervisor basically said Whatever. I will talk to her (the TSO) . He does not have the names with him now but will have them later.

Caller said this was assault, punishable by law. Someone will be held accountable. He is going to talk to his attorney. He wants this to be dealt with quickly.

3/11/2013 3:18:58 PM

Airport: MEM
Airline: Delta
Flight Number: 1130
Date and Time: March 8, 2013 at around noon (Time she was at the checkpoint)
Location: He does not know

I told him I could either tell him how to get in touch with the CSM or I could send the information up. He preferred that I send it to the CSM. I apologized to the caller, told him I would send this to the CSM.

3/11/2013 5:35:08 PM

The caller advised that when her boss travels for business from NY to China, she is chosen for a very thorough patdown every time. Her boarding pass always has SSSS on it. She said that her boss cannot speak english very well, so she was not able to go online to www.tsa.gov to fill out a form that she was advised to do. She was very confused and asked if she could call back if she has problems helping her boss complete the TRIP forms. She asked if anything could be done before her boss s flight tomorrow.

I told her that travelers who have issues such as her boss can apply or redress. DHS TRIP will issue a RCN to a traveler who applies for redress. I explained that her boss may have a name that is close to matching someone else s name who is on a watch list. A person can apply for redress electronically on www.dhs.gov TRIP. The RCN must be entered in the RCN field each time a flight is booked. If she has any issues when completing the application, she should send an email to TRIP@dhs.gov. I explained this information to her several times. I told her that the RCN cannot be put in for a flight that is already booked.

Disability Description: Disability Description: Caller states that he is calling on behalf of his wife whose name is (b)(6) and is over 80 years old. Caller states that they flew from Jackson, Mississippi (JAN) to San Antonio, TX. Caller states that his wife is in a wheelchair and cannot hardly walk. Caller states that when they got to the checkpoint his wife was walked through the screening technology with the assistance of a TSA employee, then her shoes set off an alarm. She removed them and then went through the scan without any alarms and the shoes and her jacket were screened separately. Caller states that then they subjected her to a patdown and went through everything in her purse one item at a time. Caller states that she had to go through the screening machinery more than once even though she has difficulty standing and walking. Caller states that they gave her a cane to use because she could not stay balanced when she was made to stand for a patdown. Caller states that they both felt that it was a distressing and unnecessarily excessive amount of security measures taken with her that caused her undue discomfort. Caller would like to make a complaint to the highest office possible. Caller states that they will send in a written complaint via email and postal mail with all the flight details and details of the incident, and that his wife will do it herself.

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.

3/11/2013 6:35:39 PM In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

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

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

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

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

Caller said that today when he flew out of SEATAC today and as always he opted out of the AIT and was prepared to receive a pat down. The caller then wanted to know if TSA is now giving rights prior to receiving a pat down. The rights were not a Miranda warning. The caller was very upset with the female tso in the manner which the caller described as onerous and order him to stand next to her and generally imbarrassed him. The caller did speak with the supervisor and was told it is TSA policy to give passengers their rights when they opt out.

3/11/2013 8:02:21 PM I told the caller screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

3/11/2013 8:19:31 PM Since I have a pacemaker, I am subject to a pat down search each time I fly. I understand the need for the search, but I don't understand why I can't waive receiving the speech on how I am going to be search! It would speed up your search and lessen your work load as well as saving me from hearing it time after time again. I urge you to put this sensible step into your procedures.

3/11/2013 8:19:48 PM I recently concluded a round-trip from BOI to PDX. I travel enough to know all the rules of what not to do when flying, i.e. no liquids in carryons, nothing in my pockets, remove outwear and/or a top over another top. I like wearing jacket-type tops over another top so I can dress up or down for comfort. I do not wear any jewelry (put it in my purse to put on after security) - same thing with a belt and I wear shoes I can easily slip on and off so as not to delay anyone behind me in line - I am a very concientious flyer. However, I recently purchased a sweater that looks like two pieces but is only one, thinking this would be perfect for traveling as I wouldn't have to remove outer layer which looks like a jacket, but is not. Leaving Boise, no problem. However, when I went through security screening (wearing same sweater as before) I had to endure a full pat down - why, I was told that the very thin strands of sparkly threadsin the sweater set the machine off. So, if I am told that is the reason, why the pat down? And, what's with all the explanations as to what they are going to do - just get it done and let me go. Also, been hearing in the news about the training of TSA agents, that perhaps they should be properly trained individuals such as police, security guards, etc. And also I have been hearing about the cutbacks. Well, I had two ladies just for me, one patting me down and the other watching. I am thinking is this like a doctor's office where the male doctor has to have a female in the room when conducting exams. Wow, what a waste at the airport, you have hundreds of people standing around. Anyway, it was most humiliating. Had I forgot to take something out of my pocket or put something in my carryon that I shouldn't have had, then yes, I would have expected to be searched - but definitely not in this instance as I did all the right things and gave it a lot of thought prior to heading for the airport, and always do.

Frustrated flyer,

Got yourselves a BIG FISH this time, eh? You're doing a fine job .....you fr******gggingg IDIOTS!!!!!!!!

Female senator tweets about 'very uncomfortable' screening by TSA

By (b)(6) 03/11/13 02:36 PM ET

3/11/2013 10:05:38 PM

Sen. Claire McCaskill (D-Mo.) complained Monday she was subject to a very uncomfortable screening by the Transportation Security Administration (TSA).

McCaskill tweeted about the experience before boarding a flight on Monday.

The senator, who has complained about the TSA's security techniques in the past, tweeted that she was selected for a pat-down and that the experience was not a pleasant one.

"?Today in my airport screening, test on my hands was positive." McCaskill wrote to her 89,100 followers. "Got private, more aggressive pat down. OMG. #veryuncomfortable."

In 2011, McCaskill referred to TSA pat-downs as "love pats" that she said made her not look forward to flying.

Went through Rough Pat-Down
Female assistant (b)(6) was pushing me so hard I had difficult time to keep my balance
With the same force she got between my legs
When I got upset over it Supervisor (b)(6) call to police on me, making me feel like a criminal
Is it really necessary to be that aggressive toward me to make my trip safe??

3/12/2013 7:54:00 AM

Date 3-10-13
Time 1150
Airport STL
Flight N 4684 SLC
Checkpoint A

(b)(6)

See attachments

Thanks

The caller flew from ATL, and indicated that the screeners were extremely rude. Each barked out orders, and called over police officers when the passenger could not extend his arms far enough during the patdown. However, the caller did not want the TSA CSM to contact him, nor did he want to contact them. He did ask if he had had been placed on the watch list because of the incident. Additionally, the caller wanted information regarding TSA Precheck.

Advised Caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations.

3/12/2013 7:58:08 AM

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre\u2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre\u2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit http: www.globalentry.gov .

It is important to know that passengers are only eligible for TSA Pre\u2713™ benefits on the airline to which they have opted in.

Feedback Type : Complaint
Categories : Lost and Found; Screening
Current Date/Time : 3/11/2013 10:32:01 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I went through the screening I kindly requested to opt-out of the body scanners.

3/12/2013 7:58:38 AM

I found the your TSA agents to be highly rude and arrogant when I opted out of the body scanner as they pose serious health risks. Also, the additional polices of empting ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

During the pat-down I was groped and a manner that was totally unnessary.

TSA is the reason I have reduced my business travel by more than 95% as I find their policies and behavior to be intolerable and un-Constitutional.
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 : Lost and Found; Screening
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Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I went through the screening at O'Hare airport I kindly requested to opt-out of the body scanners. The TSA agent then began lying saying that these were not the ones that give off radation and made it sounds like they were metal detectors. I asked are these the metal detectors and he then admitted they weren't and was very rude.

The additional polices of empting ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

3/12/2013 7:58:40 AM

During the pat-down I was groped and a manner that was totally unnessary. To make matters worse another TSA person told me that I was not allowed to take my unopened jar of peanut butter on the plane as it is deemed a liquid. Since I've never heard of anyone drinking peanut butter this policy makes no sense at all. I even volunteered to eat some to prove it was a food but no it was confiscated (legally stolen) by TSA.

To make matters worse after the groping TSA lost my black belt that was with all of my stuff.

The final indignity is after all of this insanity at the screening area TSA had 6 agents, that I as a tax payer pay for, at the gate doing a secondary check. These agents spoke in a highly crude, loud and uneducated manner.

All of these headaches and TSA has never caught one terrorist. Talk about a waste of tax payer money. TSA is the reason I have reduced my business travel by more than 90% as I find their policies and behavior to be intolerable and unAmerican.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I went through the screening at O'Hare airport I kindly requested to opt-out of the body scanners. The TSA agent then began lying saying that these were not the ones that give off radation and made it sounds like they were metal detectors. I asked are these the metal detectors and he then admitted they weren't and was very rude.

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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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All of these headaches and TSA has never caught one terrorist. Talk about a waste of tax payer money. TSA is the reason I have reduced my business travel by more than 90% as I find their policies and behavior to be intolerable and unAmerican.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/11/2013 10:14:20 PM Airport : LAX - Los Angeles International Date/Time of Travel : 02/24/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/12/2013 7:58:42 AM

Comment : I do not wish to go thru the e-ray exam machines and wish a pat-down instead. Each time after the pat-down, the gloves of the TSA representative are swiped and run thru a machine to check for whatever-explosive reside, I imagine.

I resent that I am 100% of the time tested for residue and the individuals using the x-ray are not tested 100% of the time-only if they are subject to additional or periodic inspection.

It is unfair to me, only because I do not care for the extra radiation and other waves used in electronic means and I do not like the electronic intrusion.

Please re-consider your rules and get back to me Would you like a response? : True Passenger's Name (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller stated she has diabetes and she uses an insulin pump.

Information Request: Caller stated she uses an insulin pump. Caller stated she is complaining about the patdown because she informed the TSO that her insulin pump couldnt be screened.

Caller stated she was seeing her mother to the boarding gate.

3/12/2013 8:35:22 AM

Response Details: Advised caller the following information:

Advised caller if her insulin pump couldnt go through the AIT or the WTMD then she would be subject to a patdown, because everything that goes through the checkpoint has to be screened.

Advised caller the other diabetic supplies and medication would have to be screened also.

Tried to offer to send the information about the patdown to the caller but she hung up while asking to send the information.

From: (b)(6)
Sent: Tuesday, March 12, 2013 10:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint About Pat-Down Requirement

To whom it may concern,

3/12/2013 12:40:16 PM

At around 9:00 AM on 3/12/13 at Orlando International Airport in Orlando, FL, I was told I needed to submit to a physical pat-down in exchange for going through a body scan machine while attempting to enter the terminal. I was uncomfortable going through a body scan machine, as it is an unwarranted infringement on my privacy and civil rights. The body scan machines have not been tested for long-term effects on the body, and they are an incredibly invasive, unnecessary, and ineffective security measure. I had done nothing wrong, had no prohibited items of any sort in my possession, and had politely complied with all TSA procedures (taking off my belt and shoes, putting my laptop in a separate bin, etc.). The pat down was highly invasive (unnecessarily so); the TSA employee touched highly sensitive and personal areas of my body and treated me as if I were a criminal throughout the entire process. Additionally, said pat-down was conducted in public, which was both humiliating and highly uncomfortable. I felt as though the pat-down was conducted in such a way as to be as humiliating and invasive as possible; it felt like a "punishment" for refusing to enter the body scan machine.

The TSA complaint form asks how I was treated "differently" from other potential passengers. While it is true that many passengers were NOT required to submit to the body scan machine OR a pat down at all, I am under the impression that this is simply how you treat American citizens who have done nothing at all to warrant suspicion. I am not sure if I was treated differently, but I am writing to file a complaint with the way that you treat Americans who, again, have done absolutely nothing to warrant any sort of suspicion. While I certainly understand the necessity of security measures, invasive methods such as body scan machines and humiliating pat-downs are totally unnecessary. Such methods infringe upon the civil liberties of American citizens and are in clear violation of the Fourth Amendment of the United States Constitution. I am a proud American who loves the country in which I live, but these practices in the name of "security" are simply disgusting.

Sincerely,
(b)(6)
HYPERLINK (b)(6)

From: (b)(6)
Sent: Tuesday, March 12, 2013 10:19 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/12/2013 10:19:24 AM

3/12/2013 12:40:18 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

misleading information at RDU airport

Comments:

I am Plantinum card AA flyer, and I am 84. This

(b)(6)
(b)(6)
(b)(6) Newport MN 55055
HYPERLINK "(b)(6)

What happened:

Excessive touching of genitals. When I complained I was told I have no rights. A supervisor was called-was I refusing a pat down. No I said he already did that and play with my penis several times. The supervisor was yelling at me about another pat down. I did not refuse. The screener (perverted bully) again touched my private parts (grinning) before he would let me pass. My question is how does playing with a man's penis relate to the safety/security of this country?!!

When did this happen:
Screener and his supervisor. Incident approximately 7PM Tuesday 2/26/13 Delta flight 1688

Where did this happen? Ft. Meyers, Ft. Meyers Florida.

3/12/2013 12:40:21 PM

Who treated you unfairly? I was so shook up and humiliated the names slipped my mind I think the supervisors name was (b)(6) or possibly (b)(6)

Is there anything else you want us to consider? This is an absolute atrocity! Being subjected to a perverted bully! And humilitated in public! This could not relate to airport security! I am sure that little or nothing will be done. I am also contacting my D.C. representatives. Apologies are not accepted.

From: (b)(6)
Sent: Tuesday, March 12, 2013 11:54 AM
To: TCC-Referrals
Subject: passenger complaint

(b)(6)
(b)(6)
(b)(6) Newport MN 55055
HYPERLINK (b)(6)

What happened:

Excessive touching of genitals. When I complained I was told I have no rights. A supervisor was called-was I refusing a pat down. No I said he already did that and play with my penis several times. The supervisor was yelling at me about another pat down. I did not refuse. The screener (perverted bully) again touched my private parts (grinning) before he would let me pass. My question is how does playing with a man's penis relate to the safety/security of this country?!!

When did this happen:
Screener and his supervisor. Incident approximately 7PM Tuesday 2/26/13 Delta flight 1688

Where did this happen? Ft. Meyers, Ft. Meyers Florida.

3/12/2013 2:18:54 PM

Who treated you unfairly? I was so shook up and humiliated the names slipped my mind I think the supervisors name was (b)(6) or possibly (b)(6)

Is there anything else you want us to consider? This is an absolute atrocity! Being subjected to a perverted bully! And humilitated in public! This could not relate to airport security! I am sure that little or nothing will be done. I am also contacting my D.C. representatives. Apologies are not accepted.

From: Medley, George <CTR>
Sent: Tuesday, March 12, 2013 11:54 AM
To: TCC-Referrals
Subject: passenger complaint

Caller stated that she was in a wheelchair wearing a cast and traveling out of ABE airport last week on March 5th. She claimed that she was required to submit to a patdown after alarming the WTMD and wanted something done about the female agent that conducted the screening.

3/12/2013 2:30:19 PM

I ask her if there was a problem and it was clear that she was irate solely because she had to have a patdown and the officers would not let her pass the checkpoint otherwise. She explained that they offered a private screening and would not elaborate in any way that there was something done that was out of the ordinary.

She kept claiming that she was involved in the law and the agent almost pushed her to the brink of a lawsuit; but still would not explain anything that happened that would constitute a valid complaint.

I told her that she could contact the CSM at the airport if she would like to discuss the issues she had or we could email them the information. She said that she would contact them herself.

Disability Description: The caller has an insulin pump.

Information Request: The caller indicated that she travels through SEA and SJC regularly.

She indicated that the insulin pump cannot be subjected to the AIT or xray screening as such may damage the pump. it can be subjected to the WTMD. She requests a pat down and indicated that her hands are swabbed.

She asked if there is an easier way to get through the screening process.

She mentioned that during a pat down at SEA a TSO literally dropped her pants.

She indicated that the screening process in regard to the insulin pump is dysfunctional and TSO are poorly trained.

She asked what is the concern in regard to the insulin pump as opposed to the knives that will soon be allowed.

3/12/2013 3:07:56 PM

She feels that the screening process for the insulin pump and passengers with disabilities needs to be addressed and changed.

She asked why Precheck was only being allowed to passengers who are frequent flyers. She is a frequent flyer with Alaskan Airlines, but doens t meet the requirements.

She asked if there were other alternatives to participate in Precheck.

Passengers should be provided with an option to partipcate in Precheck directly with TSA.

Response Details: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

She cannot request to be screened by the WTMD in lieu of AIT or a pat down.

TSA may use technology to test for traces of explosive material.

I advised that she does have the option of disconnecting from the insulin pump if she can safely do so. She can request that the insulin pump be screened physically and visually by the TSO.

I advised that additiona screening, including the hand swabbing is part of the screening process. I cannot guarantee that this would not occur, or that she would not receive other additional screening.

3/12/2013 5:08:05 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 3/12/2013 3:14:07 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Last 6 flights I have had fullscreening and pat down Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller wants to file a formal complaint against TSA at CLT.

She indicated that the behavior of the TSOs at CLT was inappropriate.

She indicated that she called last Monday in regard to not having a driver s license. She was advised to bring a birth certificate, a photo ID, and two credit cards and two other forms of ID. She indicated that she had no issues at LAX and TPA.

The TSO at CLT and had a bad attitude. He should not be in the position that he is in. He has a control in power attitude. She presented her ID to him. He called her hon , which she indicated that she didn t appreciate. She indicated that he advised that she would have to undergo additional screening and spoke to her like a baby.

She requested to speak with his supervisor or someone in charge of him. The TSO would not get a supervisor as he indicated that he was a supervisor. He indicated that he would give her a number to call once screening was complete.

She indicated that her toothpaste was taken as it was too long, however it was permitted at other airports.

3/12/2013 6:12:34 PM

She indicated that a 4oz container of Biologe hair product was not permitted, even though it was barely full. It was permitted at other TSO. The female TSO advised that she was fine with it being cleared but the TSO Supervisor advised that it was not to be permitted.

A female TSO physically inspected her bag and her professional, beautiful, expensive clothing was crumpled deliberately by the female TSO. The female TSO was intentially going slowly and smirking, and advised that they had to be thorough. She indicated that the TO went slower after she told her to hurry up and that she was intentionally delaying the passenger.

The female TSO changed her gloves four during the pat down. She changed the gloves afther screening the arm area, the backside, back of her neck, and underneath her bra area.

The female TSO had no reason to touch the bottom of her breast. The caller indicated that the female TSO lifted up her breasts when searching underneath her breast.

Another TSO referred her to as Hollywood which she felt was inappropriate.

Another male TSO (b)(6) stepped in during the process about halfway through and was smirking and laughing, even though he wasn t involved with her screening.

She felt mocked. She would like the TSOs involved demoted or fired.

She intends to contact her Senator and Govenor.

She has a government contract and has security clearance.
Caller is very upset at her screening. She traveled with her husband out of Phoenix Sky Harbor through gates 15 to 28, going down the number 1 and 2 aisles on the right side at 10 or 10:30 am. Durning her screening, she went through the a screening procedure which required her to stand. She is over 65. She has narrowing of the spine, which makes her have back pain. She had black pants on. They had metal circles on each side that set off an alarm. They treated her like a prisoner. She told them her back hurt. A woman, who did not have on a TSA uniform, came over to her after she was asked to walk to a public area. This person had on a white shirt. The caller received a patdown from the woman. She stated it was this lady s first time to do a patdown. The woman searched the inside of her collar on her shirt, including up and under her breast. She had to untuck her shirt for the screening. The woman was all over her body as well as on the inside of the top of her pants. She is pissed about this. She has never gotten a pat down like this before. She had a simple pair of walking sticks and was questioned about them. They did not offer her a chair, but she did not ask for one. The officer explained the procedure to her but it was different from any she had received in the past. A different TSO gave the agent a compliment and stated she had completed her first patdown. She states this has to be changed.

3/12/2013 7:17:23 PM

Told caller
I had explained to her I could take her complaint and forward it to the CSM or she could contact them for her self and give them her complaint. I explained to her how to get the number. She had given me the number she had called and it wasnt the number for the contact center. So I took her complaint.

Walking sticks are not allowed in carryon , canes are allowed.
Anytime there is an alarm they will give her a patdown to clear an alarm.

Airport: PHX
Airline:Frontier
Flight number:? It was late departed at 11:32 am
Date and time: 3-11- 11:32A M
Terminal or gate: gate 15 to 28 going down the 1 and 2 isle on the right side

I am forwarding this up for her because she felt her patdown was more than it shoud have been. She was very upset about how it was handled and that other people was watching this.

3/12/2013 8:01:33 PM

When will the TSA stop wasting taxpayer money with senseless procedures that apply to everyone, regardless of who they are?

In today's news a female US Senator who reportedly flies twice per week was subjected to an "uncomfortable patdown".

Applying the same exact screening rules to every passenger is RIDICULOUSLY STUPID and a HUGE WASTE OF MONEY AND EFFORT.

On 9/11 none of the terrorists were white Anglo women US Senators. The TSA is not making ANYTHING safer by applying the same search procedures to frequent business travelers such as her. It's a senseless waste of time, manpower, and money.

The standard response to this has been: "But if we ignore some people then the terrorists will begin using those kinds of people". Right. So make sure you shake down every elderly Anglo woman. And you should also conduct an anal cavity search on everyone, because if you don't then the terrorists will know that they can sneak a weapon through security hidden up some white woman's arse. Makes total sense...only to idiots like the TSA policy makers.

If the TSA does not consider frequent business travelers, travel history, professional profile, or any other kind of profiling, then you are putting stupidity way in front of safety.

If the TSA can't do an effective job in a way that makes sense, then you shouldn't be wasting our taxpayer money.

I am a frequent business traveler and have been flying 30-50 times per year for almost 20 years now. Am I still a threat? Am I possibly just biding my time, waiting to strike? No, but the TSA policies show that the TSA thinks so. You do nothing to improve security by searching people like me or the senator lady. In fact, you make for a less secure environment by searching people like me and the senator lady when you could be focusing on others who are more likely to be a security risk.

Pass this note on to a TSA policy maker. I would love to have a discussion with the source of these stupid, wasteful, and downright unsafe rules.

3/12/2013 8:59:48 PM

Dear TSA,
My name is (b)(6) I am 11 years old. I love to travel. I have used US Airways and US Airways Express multiple times. from the first time i flew i received a pat-down from just my wallet being in my back pocket, and now i can bring a knife on board a passenger plane? I highly disagree with this non-sense. To me all i see in this is saying to the foreign countries "Hey, you can bring guns on board now! come and terrorize the US!!!", I think this make no sense what so ever. I'm guessing Transportation Security Administration doesn't remember the awful day that many lost lives, and at that, many INNOCENT people on September 11th 2011. If you look at tweets from people in other countries, they laugh at us and think we are a stupid & ignorant country. Hold on, I'm confused, so i was patted down for over 2 minutes because i had a wallet in my pocket that i forgot to put in the bin and they were really mad? this really breaks my heart that loved ones or even my self could be on a flight that has a terrorist that is threatening people with they're knife to cut them? The person that is in charge while on board is the flight attendants and the pursers. They are not SWAT or TSA! They're there to help, when they applied they didn't say "I will make sure that i can keep this flight safe when someone takes they're knife out of there carry on.". I really think that our president, Barack Obama should say something. As a US Citizen I would never like to hear that they will allow this. If you are note aware of this, you could kill someone with a pocket knife. What if there was turbulance and a passenger had theyre gun in the open position and it flew out of there hands and hit someon in the neck or theyre inner wrist. A innocent life could be lost. I would not want to board a flight knowing that theyre was someone with a knife and was going to kill people. this doesnt give me a peice of mind.
Thank You,
(b)(6)

3/13/2013 8:09:06 AM

Dear TSA:

I would like to convey my experience at JFK International Airport about 11 days ago on Thursday 2/28/13 around 2pm at the security/screening area of Terminal 1. I've been a frequent flyer since 1995, routinely traveling a couple times a week and this is the first time I feel compelled to write. Suffice it to say I'm quite familiar with airport procedures and have experience with airports across the country and abroad.

Most of the time, I've found TSA personnel to be professional and courteous, which made this experience so notably bad. This happened when I got to the screening machine, I politely asked the lady (African-American ~5'8" 175#, 30's) for a pat down (i.e. male assist) and said I'd wait. Without provocation, she started yelling at me to get over there, as I stood on the right side of the walkway instead of the left. She was not clear on her instructions and continued to badger and raise her voice till I understood what she wanted. I think a simple "please step over there to your left" would have been more effective and in keeping with TSA professionalism. Instead this tyrannical, abusive tirade was more like that of a drill sargent at boot camp.

Though I had to wait close to 10 minutes for the male screener to arrive, I thought he was courteous and professional and thorough in his duties. If this was it, I would say the bad behavior was an anomaly, however about a half hour later I encountered another lady (Eastern European, dk blonde, ~5' 130#, 60's) in the terminal who also went into a tirade because she thought I was standing in an area where I wasn't suppose to be, even though there was nothing indicating this. As before, there was no need for a tyrannical, abusive tirade, but for lack of understanding or better training, this is the best she could figure. If JFK was my only encounter with TSA and the U.S., it would be many levels worse compared to the airports in China and Japan that trip. Unfortunately this is the case for many other travelers, where JFK is their only experience. I hope such behavior is not tolerated and would be immediately addressed.

Sincerely,
(b)(6)

cc: Representative Van Hollen, Maryland 8th District
The Port Authority of New York and New Jersey

The caller wants to file a complaint against the TSA staff at Salt Lake. She has had numerous problems with them. She stated that twice in the last year, she has been forced to be separated with her bag. She stated that they are slow, and once the bag is placed on the conveyor, you have to wait in line and your bags are sitting there while you are going through security. She stated that this happened the past week. When she said something to them about it, they got snippy with her. She stated that they think they are above their own rules.

She carries very expensive jewelry with her and is concerned about that. Once specific incident, this past year she went to Michigan from SLC during Christmas time. She got separated and let people go in front of her so she could be with her bags. When her backpack came out of the conveyor, both epipens were missing. Luckily, she had extra epipens in her checked luggage. She has documentation of this incident. She stated that these people cover for one another. Caller states they are liars, cheaters, thieves, and are largely uneducated, gruff, rude, and short.

She has not reported any incidents in the past but continues to get angered due to being forced to be screened away from her luggage. She stated that they are not well trained, and they need sensitivity training.

3/13/2013 10:41:17 AM

She stated that one time in the past, an officer rolled his eyes at her because she told him that she did not want to be separated from her items. She is ill and carries narcotics, expensive jewelry, her epipen, and does not want to be separated from her items. She could care less about the items missing; she is just upset with the behavior of the officers at this airport. The caller believes that TSA does not understand their own rules, stating that she is not required to be separated from her luggage.

Response:
I apologized to the caller for her experiences.
Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.
I told the caller that she always has the right to request a private screening.
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
I have obtained the caller s email address: (b)(6)

The caller is traveling soon and he has a hip replacment. The caller said he is traveling from PHL to FL. The caller said he always causes alarms when he goes thru screening and wanted to know how to avoid this and being a public specticle. He stated his dr gave him a card and told him if he called TSA that we would have someone waiting at the checkpoint to scan him immediately so he would not have to wait for an agent.

Provided the following info from the template:
I advised the caller he could request a private screening if he did not want the patdown to be performed in public. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening: The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

3/13/2013 10:54:10 AM

I apologized to the caller and advised I did not have ability to guarantee that he would not have to wait for a TSO to perform the patdown.

The caller stated obviously we were having a communication problem and the call escalated.

Escalated to (b)(6)

(b)(6) Caller wanted the number for the CSM because he wanted to set up arrangements so he would not have to wait for a patdown. Provided caller with directions on how to obtain the CSM number from the IVR.
Caller stated that she is 77 years old and recently took a family ski trip caller stated that she had a knee replacement surgery a years ago and has metal in her knee and after going through security at ORD she was not to happy about the patdown that she received. Caller also stated that she heard that they will be eliminating the Screening Machines at airports and wants to know if there is anything that will proclude her from going through the Screening when she flies. Caller stated that she does have a card from the hospital stating that she has a knee replacement. Advised the caller that all passengers are required to go through Screening and advised the caller that if she would feel better she could bring a Drs slip and give to the Security officers at the checkpoint.

Gave the caller the following info:
Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information.
We hope that this information is helpful.

3/13/2013 10:58:32 AM

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

Caller immediately requested to speak with a supervisor.

3/13/2013 11:25:44 AM

(b)(6) took over call: Caller stated he flew from Toyko Japan to Dallas (DFW), TX then on to Mobil, AL on March 6,2013. Caller said he is not really sure of the exact time he would have come through TSA. He did go through immigration and Customs first and then to the TSA screening checkpoint. Caller stated he is on several different medications including morphine for pain, and because of such a long travel day, he was not able to take his medicine like he should have so he was very sick. He is also in a wheelchair and because he is not able to stand, he will be required to have a patdown while in his wheelchair. He stated once he arrived at the TSA checkpoint he advised the TSO on duty that he would like for this to be done as soon as possible. Caller stated that he was very rude and proceeded to do the patdown. Caller said he was repeatdly touched on his penis and testicles. Caller wanted to know is this proper procedure.

I advised caller that 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. Caller said he is not sure if the used the front or back, he just knows he was touched there several times. Caller wants something done about this to prevent this from happening to anyone else. Caller stated he will be out of the country on April 4 and would like someone to get in touch with him as soon as possible. Advised caller I will forward this to CSM at DFW for review. Caller said he is able to read email but cannot send them.

I learned this week that rules for plane security will soon change. Previously prohibited items will soon be acceptable.

I'm a 67 year old breast cancer survivor. I wear a breast prosthesis which means I'm routinely groped when I pass through security. It's humiliating and demoralizing. No matter how benign I am, the TSA continues to treat me as suspect. Are all breast cancer patients subjected to this treatment? Surely, screeners can be trained to know the difference between a breast and a bomb.

I can't help wonder why knives are now alright, but older cancer survivor's bodies are not.

I would like a personal answer from an upper level management, please. I've spoken with the folks who answer the phones and they just give the stock,

text book reply.

3/13/2013 2:23:32 PM

Copies of this message will be sent to my Connecticut senators Blumenthal and Murphy.

(b)(6)

(b)(6)

Essex, Ct. 06426

(b)(6)

To Whom It May Concern,

I am writing in regards to an experience that I just had with the TSA at the Newark International Airport (NEW). I travel a couple time a week for work and I regularly request to bypass the scanners and receive a pat-down. However, today in the A Terminal for the Southwest Flights I had a very frustrating experience.

It started when I mentioned to the TSA agent that I was planning on opting out. She had to repeatedly call for help even though there were men available for the procedure. Once the gentleman came over to the female TSA agent to bring me through for the procedure, the TSA agent named (b)(was completely inappropriate. He immediately began referring to me as "buddy" and seemed put out that I was asking for the pat down. The way that I understand the law it is my right to opt out of the scanners and receive the pat-down. I would prefer to not be have a TSA agent act put out about the pat-down because after all this is merely part of his job. As I mentioned earlier, I fly a couple times a week for work and I have for the last five years or so. Very rarely have I seen this type of inappropriate behavior by a TSA agent and it is because of this that I am writing. After the second or third time of being referred to as "Buddy" I politely and firmly told the TSA agent that is not my name, at which point he called me sir, and I appreciated. However, because of my request to not be referred to as buddy this particular agent, named (b)(, decided to give me a hard time while we were doing the pat down. In fact, he even added a new procedure to the process. He asked me to open my mouth to look into it because I was chewing gum. I have never been asked this in my five years of extremely frequent travel. After my experience with this TSA agent I went to the TSA podium and asked who the supervisor is. To my dismay, I was told tha (b)(was the supervisor. There must be some accountability in this situation and that is a second reason why I am writing.

3/13/2013 2:24:01 PM

The TSA's job is to make sure that the Airports are more secure, not to harass or condescend toward passengers. Perhaps it would be good to have this particular officer be reminded of how to interact with travelers.

I look forward to hearing how this issue will be addressed.

Extremely Frustrated,

(b)(6)

My name is (b)(6) and I am a 15 year old girl from Houston with Cystic Fibrosis.

Recently, I traveled with my high school band on a trip to New York so we could perform there. Of course, I had to have all of my medical supplies, including a prescription drink called Ensure. I absolutely have to have this drink with me if we are going to eat because it helps me get the extra calories I need to maintain a normal weight.
Before I passed through security, I was sure to alert the staff that I had the drink, and present them with my prescriptions for my medications, including the prescription for the Ensure drink. Even with my prescriptions, they said they either had to open one of my sealed bottles, which would eventually spoil the drink, or do a complete pat down. Basically, I was forced to get a full pat down in front of my fellow band members and complete strangers. It was extremely embarrassing and completely unnecessary due to it being a medical necessity.

3/13/2013 2:24:07 PM

Firstly, I would appreciate a review of your policy on medical supplies. I do not understand why I had to receive a complete pat down for having my Ensure with me, especially when the staff was alerted and presented with a prescription for the drink.

Secondly, I am sure you have had complaints about situations like this before. I am requesting that you review and fix your policy about medical liquids and medical supplies in general. It was completely unfair for me to be treated differently from my peers just because I have a disability. I know for a fact people that have to have supplies or medication because of a disability have had issues and been treated unfairly at airports before, so I believe a change in policy is called for. This has been a major problem for far too long.

Thank you for considering my case and the cases of many others with similar experiences.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/13/2013 12:26:13 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/07/2013 6:15 AM Airline & Flight Number : DELTA AIRLINES & DL301
Checkpoint/Area of Airport : AT THE DETECTORS (CHECK POINT) TSA Employee: (If Known) :

3/13/2013 2:25:10 PM

Comment : Hello my name is (b)(6) and on March 7th, 2012 me as well as my husband were treated very unfairly during the screening process. I feel it was mainly because we both opted out for the whole body scanners. We were both taken to a not so private area and was not asked if we wanted to be patted down in a private area. During the pat down I was told that I needed to be searched further but they didnt give me a reason. My husband began to ask why were they giving me a further pat down and no one answered. A TSA worker who had nothing to do with the pat down gave a sly joke saying "OHHHH shes going to be "pissed" off now", I felt this was very inappropiate. My husband asked for a supervisor and a woman with dreadlocks said and I quote, "She was and so what that doesnt make a difference". She continued to inform my husband that they found "explosive materials" on me, which I found to be a lie. I honestly feel this was done on purpose. When I was taken to a private screening room for "further evaluation" the "supervisor" continued to taunt me and tell me my husband is "lucky" she didnt get upset because there would of been more "problems" I took this as a threat. I felt this whole search was totally unprofessional, I was treated as a common criminal which was completely unjustifiable. It would be greatly appreciated if some sort of investigation is done due to this matter. Thank you for your time.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller stated that he just arrived in Kan City on Southwest flight number 1026. He stated that he refused the AIT and was given a double patdown. He stated when his things were given back to him that they not give me the laptop back. He stated that this is TSA s fault and wants his laptop overnighted to him today! The used a choose word about the TSOs conducting the screening.

Advised Caller:

You will need to contact the lost and found at:

3/13/2013 2:34:10 PM

Phoenix
Phoenix Sky Harbor International Airport
602-626-1453
http: www.tsa.gov traveler-information airport-lost-found-contacts#48

The caller wanted to know if TSA will be responsible.

Advised Caller:

If TSA is at fault that may make these arrangements.
Caller has a complaint. She was at the Portland airport, Flight 858, at 1145 hrs., to OAK. She went through the checkpoint. Everyone was very nice. She is 88 years old and doesn t have to take her shoes off. The lady came and rubbed her back and legs. She advised caller that she had to rub her butt. Then she asked caller to show her hands. Caller asked why and was told to wait a moment. She brushed her hands and took that to a man who checked it through the microscope. She asked why this was done. She was told that because she touched her butt, she had to test her hands also.

She is 88 years old. Why would she carry an explosive in her butt?

I explained to caller that there are several reasons why a pat-down would be performed: to clear an alarm with the screening equipment, random selection, a request to opt out, or other conditions.

3/13/2013 5:26:00 PM

She is concerned that her underwear caused the extra screening. Caller wanted to know why she had to go through this.

I advised that, since I did not have the specifics of the situation, I could only provide her with policy.

I advised that what she described was within TSA requirements as far as she was reporting it, but I would be glad to send her information to the CSM at that airport for review.

Caller said, you have my number, and then hung up.

Caller disconnected before I could obtain the rest of her information.

I was complaining about the pat down on people with artificial joints, even when they are carrying proof of the reason for setting off the check points.
The embarrassing situations for the elderly is ridiculous and time consuming.

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com

Subject: In Response to your inquiry

Date: March 9, 2013 2:22:32 PM EST

To: HYPERLINK (b)(6)

3/13/2013 5:59:18 PM

Thank you for your e-mail regarding changes to the Transportation Security Administration (TSA) prohibited items list.

Effective April 25, 2013, small knives no wider than 0.5 inches and no longer than 2.36 inches or 6 cm (from tip to where it meets the handle or hilt) are permitted in carry-on luggage. Knives with locking blades, fixed blades, or molded grips, as well as razors and box cutters continue to be prohibited from carry-on luggage.

TSA continues to evolve and strengthen its multi-layered approach to aviation security through better technology, expanded data analysis capabilities, and enhanced understanding of current intelligence. The decision to permit certain items in carry-on luggage was made as part of TSA's overall risk-based security approach and aligns TSA with International Civil Aviation Organization Standards and our European counterparts. It also allows Transportation Security Officers (TSOs) to better focus their efforts on finding higher threat items such as explosives.

It is important to note that TSOs have the discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if they believe the item poses a security threat. Therefore, TSA security screening personnel make the final decision on whether to permit items into the sterile area of the airport. If a passenger is unsure if an item meets the requirements described above, TSA recommends that the item be placed in checked luggage.

For more information on these changes, please visit http://www.tsa.gov/pil-sharpobjects. We also encourage all travelers to familiarize themselves with TSA Travel Tips prior to their trip. Our Web site has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations that may assist in preparing for air travel. Passengers can go directly to these tips at http://www.tsa.gov/traveler-information/.

Caller stated that she has not flown is quite some time and seen in a AARP magizine about TSA Precheck Caller stated that some thing happen awhile back and she cannot tolerate people touching her. She also stated that she has some health issues in regards to flying. Caller stated that she heard something about travelers over the age of 75 even though she is not over the ages of 75 and needed information on that as well. Caller asked if United Airline participates in the Frequant Flier program Advised her that they did. Callers ultimate goal was to avoid the screening process adivsed her that was not an option that she would have to go through the AIT or a through patdown. Gave the caller a brief explanation of the TSA precheck program and she stated that the Frequant flier program would better suit her.

Gave the following info:
The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

3/14/2013 11:00:07 AM

Gave the caller the following info:
Currently, TSA Pre\u2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre\u2713™ participant when submitting a passenger's reservation information to TSA.

From: (b)(6)
Sent: Thursday, March 14, 2013 1:30 AM
To: TSAExternalCompliance@dhs.gov
Subject: COMPLAINT AGAINST TSA IN PHILADELPHIA

This email is to advise you of my 2A Civil Rights Complaint as described on the TSA on-line site.

3/14/2013 11:59:57 AM

On Thursday, March 7, 2013 I was travelling on Southwest Airlines and was at gate E-15 in Philadelphia at approximately 1 pm.

I was already standing in line at position A-30 with 59 other passengers in line and the "B" passengers standing around

waiting to line up. I was approached from my back right side by a voice that said "mam, put down your bags."

I turned to see a blue shirt and she then said "this is a random patdown." My reply to her was "you are kidding."

She then threatened me by stating "if you want to make this flight you will put your bags down now." Now 60 plus

people are watching what is going on; some looked away and some stared as I made a comment to her and put

down my handbag and carryon. She then proceeded to put her hands all over me, including my front and back

waist right there in the middle of all those passengers. There was never a suggestion to move to a more private

place probably because the surprise attack came less than two minutes before the line started to move. Note that my

3/14/2013 1:42:53 PM

Caller flew on 3 12 2013 from SEA to Juneau on Alaska Airlines flight 76. She has a stainless steel hip. She said that the agent told her that he wishes she had told him about the hip before the screening began. She had to wait 20 minutes for a female agent to show up. She said that she also has a neurological disorder and she was stressed and hungry. She said the agent put her four bins of items on the counter. Her computer bounced off and her phone shattered. She said that the agent did not use care when placing her belongings on the table. She did not want to file a claim. She said that the items still work. She was subjected to an unnecessary patdown because there were no signs posted and her property was damaged. She thinks that disabled people are being discriminated against because there are no signs posted at the airport telling them the procedure for going through the checkpoint. She said that she does not want to file a written complaint. She did talk to a supervisor who was very nice. She wanted information on the screening of passengers with metal implants. She wanted her record forwarded to the CSM because she thinks there should be signs in the airport that provide information to disabled passengers about their screening options. She said that she will never go through this again and she hates to fly from SEA.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.
I told the caller that to make a formal complaint she would need to submit it in writing. She said that she does not want to make a complaint.
I advised the caller that I would forward her record to the CSM at SEA for review.
Disability Description: Caller flies several times a week on United Airlines out of LAX and has a feeding tube that is surgically implanted. He has sealed bottles of liquid nutrition. He is also a member of TSA Precheck. Every time he goes through screening there is no consistancy with the screening of his bottles of liquid. He stated that sometimes they just look at the liquids an pass him through sometimes they do the ETD swabbing and the last time that he flew he had to go through a patdown screening and had to take his belt off.

Information Request: He is wanting to know why the screening process is so different and there is no consistancy at LAX.

3/14/2013 2:23:48 PM

Response Details: I advised him that when he goes through the AIT screener or the WTMD and an alarm sounds he will have to go through additional screening which would include a patdown.

I provided him with the contact number for the CSM at LAX Karen 310-242-(b)(so he will be able to contact her since he did not want me to forward his information to her.

Email not sent.

Incident Details: Caller stated that he does not feel discriminated against and he feels that its just bad customer service.

From (b)(6)
Sent: Thursday, March 14, 2013 8:54 AM
To: tsaclaimsoffice@dhs.gov
Subject: Formal Complaint - 3 13 13 DCA

To Whom It May Concern,

3/14/2013 4:17:53 PM

As a federal employee, I understand the importance of having guidelines and protocol in place to protect our national security. As a frequent traveler I am well versed in TSA procedures, however, today I was shocked, emotionally hurt and violated by the actions of Travel Safety Officer (b)(6) at Terminal B in Ronald Reagan National Airport (March 13, 2013 at 11:40am).

I am currently five months pregnant and was required to travel for work with the federal government. Due to regular travel during my second trimester, my doctor has advised against me going through the full body scan at TSA checkpoints. Prior to today, I have been met with courteous and understanding TSA employees. Unfortunately, today was much different. After telling TSO (b)(6) that I "was not declining screening," but was pregnant, TSO (b)(6) made me wait while she argued with other officers about who would complete my screening. Then when she did escort me to be screened she was harsh and unsympathetic to my situation.

The pat down procedure that she gave me was a humiliating, offensive, and invasive experience. It appeared that she enjoyed making me feel uncomfortable and intentionally prolonged the process in order to make me more upset. As previously mentioned, I have traveled other times during my pregnancy and I have never experienced the treatment or routine that she put me through. TSO (b)(6) was unnecessarily aggressive in her touching, going down my pants in a manner that seemed above and beyond the two finger belt touch, and using excessive force when sweeping my inner thighs and crotch.

In addition to the aggressive manner in which she touched me, she was never clear on what she was doing or why. All procedures were explained after she had begun them, so I was often shocked to find her touching me in various areas of my body and confused as to the purpose of these touches or her instructions. In particular, she asked me to repeatedly lift my shirt up after I assured her there was nothing between my waistband. As a pregnant woman, lifting my shirt up in public is not

3/14/2013 6:12:29 PM

Hi I travel out of BMI on weekly basis and I have an artificial hip. Since the scanner has been removed I along with multiple other passengers in same situation endure pat downs on a weekly basis. Please return the scanner and give us back some time and dignity .
Thank you

Sent from my iPhone
Dear Mr. / Ms. Decision maker,

3/14/2013 6:12:31 PM

I think the decision to allow small knives back on planes is beyond the scope of common sense. We were all here for 9/11, we need common sense restrictions to remain in play. You can scan, x-ray, pat down or what ever to keep us safe. I'm good with that. If the flight attendants are not comfortable with this decision; why should we are passengers find this acceptable. Are you really looking out for my safety?

(b)(6)

To Whom It May Concern:

This communication is intended to provide information on how a situation at Midway Airport Security Inspection Zone (SIZ). The situation, which occurred on 03/11/2013 around 12:00 PM, developed as a small plastic jar (the size of campbell soup can) filled with whole apricot jam was denied passage in my carry-on bag. Subsequently and for some reason, one of the TSA officers who ran a test on this jar (e.g. round white paper used on the jar and then run by the detecting device) set off the alarm (As of the time I left SIZ, nobody knows for sure why the alarm went off).

Eventually, I left the Security Inspection Zone with the jar intact and after TSA did a pat-down on me. I checked in the carry-on bag at the airline counter with the apricot jam jar in it and then returned to the Security Zone, passed through, and went on to my flight gate. Here are questions:

Why did a TSA official offered me, as one of two options, to exit SIZ so that I can check-in my bag with the apricot jar WITHOUT first holding me until a thorough inspection of items inside my carry-on bag was conducted? As a matter of fact, it was me who asked to have my carry-on bag inspected before exiting.

3/14/2013 8:27:03 PM

When TSA officers just about started to conduct that inspection, again, per my request, higher ranking TSA officials showed up and stated that I cannot exit SIZ until I go through a pat-down because the detector alarm went off. With that, I offered the use of the body scanner instead of a pat-down procedure. To my surprise, TSA high-ranking officials would not come to see the advantage of having me go through the body scanner though there was at least one machine in line of sight and functional as passangers were being asked to go through it. Given that the body scanner is superior to hand pat-down procedure, why would high-ranking TSA officials ignore taking advantage of it and settle only for pat-down despite my repeated offers for body scanner???

It should be noted here that if it weren't for that jar with mom-made whole apricot jam carried in my carry-on bag, none of what I described above would have happened. Nonetheless, the change/overrule of TSA Supervisor's posilion by higher-ranking TSA officials led me to ponder about their motive behind this change which was compounded by ignoring my offer of using a body scanner. Further, I first misunderstood the pat-down procedure from TSA officer until later it was clarified to me that it is no more than the standard pat-down procedure. With all due respect, I still cannot understand this behavior by high-ranking TSA officials?

As a law-abiding citizen, I expect to receive an understanding of why this situation was handled as described above.

If further information is needed, please let me know by all means.

Best Regards,

(b)(6)

To whom it may concern:

I am writing in regard to the Pre Check lanes at the United Terminal at Ohare Airport. I have been part of the pre-check program since it was initiated at the United terminal at Ohare, and it has been a spectacular addition to the travel experience.

However, over the past several weeks, the scanning machine that had been along side the pre-check lane was moved, so that now all pre-check passengers have to go through the older security machine. For some people, that is not a problem. However, I have a hip replacement, so everytime I go through the older machine, I am forced to get a full pat-down because my titanium hip automatically sets off the alarm each time. The movement of the newer scanning machine away from the pre-check lane essentially negates the primary benefit for me of being part of the pre-check program.

3/14/2013 9:23:16 PM

I spoke with the TSA supervisor and he indicated that there had been "a lot of complaints", and he encouraged me to contact TSA.

I recognize that there are likely many reasons for the change, but I would strongly encourage consideration of moving the newer scanning machine directly next to the pre-check lane. Thank you for your consideration.

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Hello,

I flew from FLL to HPN yesterday, March 14, 2013. I had unknowingly brought my expired license for identification. I had major credit cards, health insurance cards, as well as a checkbook. I was traveling with my husband and daughter. I was told that I would have to submit to an extensive search, inclusive of a body scan, extensive all over body pat down and a complete search of my carry on items. I informed the officer that this would be very difficult for me, as I am a sexual abuse survivor and have PTSD. I was told that I had no choice if I wished to fly. I submitted to it all. I have been shaking for several hours, my anxiety is out of control. Was this really necessary? Is this truly the protocol for people in my situation? Could not the officers have checked the validity of my license?

There has to have been a better way to have gone about this.

--

3/15/2013 8:17:50 AM

(b)(6)

ask me how I can help you make the changes that you want to see in your health and in your life

Website HYPERLINK (b)(6)

(b)(6)

3/15/2013 10:13:17 AM

Mr. Pistole,
About 10 years ago I had a valuable Swiss Army knife confiscated by your officers. I carry that everywhere because it has a file, magnifying lens, tweezers and pliers among other attachments. I can't imagine anyone using that to take over a plane and I won't fly without it. Furthermore I refuse to be x-rayed or groped by anyone and I have not flown nor will I sense that possibility has existed. If security was truly the issue you would use dogs like El Al does I believe that this is not about security but about cowing Americans into giving up their fourth amendment rights since Muslim woman (and only Muslims lately seem to be taking over planes) are allowed to self-check. Yeah right, can you imagine one of them bringing it to the attention of one of your officers? Oh look I found a bomb strapped my stomach! I wonder how that got there? Sure.
My wife has wanted to go to Hawaii with me for years and I'd love to visit a Greek island but I won't as long as your search search policies remain the same. I don't have a problem with dogs or metal detectors but I won't take off taking my clothes off even my shoes again. I applaud your step in the right direction but it won't change my attitude towards flying again.
Sincerely,
(b)(6)

Sent from my iPhone

3/15/2013 2:03:06 PM

Caller states he flew from FLL on US Air. He wanted to express his concern about a TSO named (b)(6) He is a frequent flyer and has the TSA precheck and loves that. He had to go through the regular line at the security checkpoint. He waited for over 30 seconds with his hands high over his head, and when he was allowed to go on through he was asked to stop. He received a patdown, and he is tired of being treated this way. This kind of treatment shows that the Tourist win. The TSO patted him down in public. He was embarassed, insulted, and this stuff gets worse and worse. When he complained the TSO told him to take a bus, that he had to do his job. This is getting like Nazi Germany. This kind of stuff is out of control. He travels from Baltimore to South Florida He knows he is keeping someone in a job. He is an American, and has TSA precheck and people know him. He knows he is going to end up on a list for calling and voicing his complaint, and nothing is going to be done.

Airport: FLL to Charlotte NC To Baltimore
Airline: US Airways
Flight: 1682

Advised Caller:

TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This will enable us to ensure prompt, corrective action whenever needed. I thanked him for calling and letting us know about his situation.

3/15/2013 2:14:33 PM

Feedback Type : Request for Information
Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 3/15/2013 12:50:50 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have 2 knee replacements and always I have to be pad down, i WILL BE 75 THIS SEPTEMBER Would you like a response? : True Passenger's Name : (b)(6) 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 stated that she flew recently and she has a complaint in regards to the screening that she received at FLL.

Response Details: Caller was wanting to know what the new screening procedures are for passengers over 75.

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

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

Apologized to caller and advised her in order for her complaint to be formal that she would need to submit it in writing.

Emailed caller the DRFI.Also advised caller that I would forward her information up for review. If they need to get in contact with her for any reason they will so by email.

3/15/2013 3:48:07 PM

Incident Details: Caller said that she placed all of her items in the bins and took her jacket off. Caller said she approached the WTMD and she advised the agent that she could not go through the AIT because she had a brain tumor. She stated that her physician told her to not be exposed to any type of radiation.

Caller said that the agent then told her that she had to undergo a patdown. Caller said that she told them that she could not undergo a patdown because she has psoriasis and she incounters pain when touched. She said that the agent ignored her request and continued to pat her down.

Due to her medical conditions she stated that she has difficulty standing. She said that she told the agent this and requested a chair. She said that her request for a chair was denied and the patdown continued. She stated that she does not wear a bra and the agent lifted her shirt up in front of everyone.She said that she lifted her breast up and searched them as well. She said that her skirt was pulled down and she was searched around the waist.

Caller said that she has been patted down before, but she has never had her shirt lifted up, her skirt pulled down and her breast picked up.Caller said not only was it painful but it was embarassing as well. She stated at this point she was standing at the screening checkpoint in tears.

Caller said that she is not sure if she was discriminated due to her disability, however she does not understand what happened or why it happened.She said that she went through screening aroun 12:48 and it took so long that she feared she was going to miss her flight.

Caller said that she flies about 6 time a year and she has never had this happen.Caller said that she was asked if she was 75, and was told if she was that she would not have had to undergo this screening.

Caller was upset and was wanting to know what her age had to do with anything.

The caller stated that her airline gave her this number to ask some questions. She was traveling from ORD to RSW. She was in a wheelchair when she went through screening at both airports. She stated that she can walk short distances and went through the body x-ray. On both flights the TSOs made her get a patdown as well even though she knows there was no alarms sounded. She wants to know what the purpose in the x-ray if the TSOs are still going to give patdowns and hand inspected bags. She stated that she was also upset because the patdowns wwere in front of everyone including men and she felt uncomfortable.

Advised Caller:

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

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

3/15/2013 4:23:52 PM

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

The caller does not have the flight information. The caller then stated that one person cleared her and other TSO stopped her. The female TSO went through her cometic bag after it had already went through screening. She stated that she has never been offered a private pat down. She also wanted to know if we still did not let passenger lock their luggage. She stated that she has to have wheelchair assistance and if the wheelchair is not there when she arrives it takes to long to get her baggage and her baggage is just left there. She stated that she would just feel safer is it was locked.

Advised Caller:

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

We still do not recommend for passengers to lock their luggage. However, Transportation Security Officers (TSOs) are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks such as Travel Sentry® and Safe Skies® are accepted and recognized by TSA for use at all airports where TSA screening is performed.

I apologize that I cannot clarify why you were selected for a pat down in both airports on all three times. I can only tell you that patdown are conducts to clear alarms and can be done at random as. In the future if recieving the patdown in the general public you can always request the private screening. This will be conducted by someone of the same gender and you can have someone accompany you as well.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security

Dear Sirs,

I strongly oppose your TSA policy change to allow small knives on board commercial flights.

Small knives do not belong on commercial airplanes.

It only took a few box cutters with razor-sharp one-inch blades in the hands of terrorists to cut, terrorize and bring down four airliners in 2001 – resulting in considerable loss of life and the creation of the TSA, the Dept. of Homeland Security and all the enhanced security precautions we now experience.

3/15/2013 6:00:47 PM

For the sake of my loved ones who travel by air, please reconsider this policy for the safety of all commercial air travelers and flight crews.

I note that all major commercial flight personnel unions and air marshals have expressed their strong opposition to allowing small knives aboard airliners.

As an air passenger, I already endure long waits, humiliating and inconvenient removal of shoes, metallic items, random pat-downs and x-ray scans, plus numerous item restrictions. I do not believe the extra few moments or minutes of time saved by TSA personnel, which is the justification for the small knife policy change, justifies the increased mortal risk to air travelers of allowing small knives through airport security.

Searching for and confiscating small knives during the airport security screening process is part of the job – because small knives no longer belong on commercial airliners, for everyone's safety.

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/15/2013 4:20:32 PM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 03/15/2013 Airline & Flight Number : AA 1295 Checkpoint/Area of Airport : terminal A
TSA Employee: (If Known) :
Comment : When proceeding through the security screening, I declined the body wave scan in lieu of the pat down option. After declining, I was told to stand out of sight of my luggage and belongings for over 10 minutes while the agents could not get a male assist, while there were over 4 unoccupied male agents milling about and chatting and laughing. Upon receiving the pat down, I was not explained my full rights and the gentleman performing the screening was rude and did not follow procedure. I was very upset by his non compliance with the normal practice to explain the procedures and help comfort the traveler that they are not being inappropriately treated. It was an older gentleman approx 55-60, white hair, glasses, slightly balding; I was unable to obtain his name as I was very upset and concerned that if if anything was said, there would be some sort of retaliatory screening.

3/15/2013 6:01:53 PM

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

Name: Chose not to disclose on CRL/OTE complaint submission.

eMail: HYPERLINK (b)(6)

What happened:

3/16/2013 10:59:18 AM

I was scheduled on a Delta flight at PBI. Going through security at this airport, metal detectors are not used, and all passengers are required to pass through full body scanners. I opted out of the scanning, as, being a physicist, I do not like to subject my skin to radiation of that level. I have done this at other airports without incident. Usually, my bags are taken off to the side after going through the scanner, and I am then quickly patted down in a professional manner. I wish that I could say this was the case at PBI. I was not allowed to keep visual contact with my bags, which is slightly stressful. At any rate, a mild inconvenience. Yet, the problem came with the patdown. I was forced to wait for several minutes until someone leisurely and frustratingly walked over to take me through to where I would have a patdown. The man was a white male approximately 6ft tall and ~50 years old, with the name (b)(6) ... something. (b)(6) was on his badge, and he has a rather unique description. Per normal operating instructions (b)(6) recited all the legalese you make your employees state. He offered a private screening room, which I declined. Then began the patdown. Which took approximately a full ten minutes -- far longer than at any other airport. (b)(6) was extremely rough on the nice dress shirt that I was wearing, clawing at me with the patdown gloves. I know that part of patdown procedure is to get trace amounts of detectable particles onto the gloves for analysis. This is fine. Yet the clawing was so rough -- it was something I have not experienced before. I felt as though my shirt were going to be torn off. He then ripped a button off my shirt in this process. THEN, he says "ooooopsss" in a lethargic, humorous manner. Excuse my tone here, but you do not fucking treat people like dogs, which is what (b)(6) under your organization, has done. After the scan, (b)(6) LAUGHED ALONG WITH a female, African-American TSA agent, who patted on his back and said "GOOD JOB". I have never experienced something like this in my life. After an extended patdown which is something ENTIRELY DIFFERENT, longer, and far rougher than anything I have ever experienced (and I am a rather frequent flier), you can see how irritated I am that I am writing this. Nowhere in the TSA guidelines does it say to claw and pull at a passenger's clothing. The irritating part, however, is the ATTITUDE. Laughing both at me, as well as along with another TSA agent regarding my humiliating treatment is entirely unacceptable. I cannot believe you let agents such as (b)(6) and his compatriots at Palm Beach International airport work in such a manner. As a citizen of the United States of America, I am treated far worse by TSA agents than I have been in nations such as China with so-called "oppressive" regimes. I honestly cannot remember the last time I was so disrespected.

I know that I am submitting this with the "I do NOT want CRL/OTE to disclose my name to other offices" box checked, out of fear of retaliation from your agency the next time I am flying. I know that it is not your fault, you who is reading this. Also, it is probably not the fault of the person even who hired (b)(6) Yet, I strongly suggest that you review (b)(6) record, as he gives the TSA, and America, a bad reputation (I have not had issues at other airports). Why else would I take the time out of my busy work schedule to write this?

Thank you for your time -- I strongly hope that your agency gets these issues under control.

When did this happen:

Disability Description: The caller has flown several times. She stated that she had a terrible experience at the airport.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She stated that she was asked if she could remove her ostomy for screening. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy.

Information Request: She asked how she can avoid this in the future. She asked if Precheck will help avoid this situation. She asked if she will always have to do this and she asked if telling them will help the process.

She did not have all of her previous flight details available, however she provided what she had.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins.

3/16/2013 6:19:31 PM

Passengers can be screened using Advanced Imaging Technology (AIT) or the walk through on their own. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger s ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger s hands. Even for expedited screeing the ostomy maybe subjected to additional screening.

Email sent.

I explained that I can forward this information to the CSM at MDW for review. I aplogized to the caller for the situation. I explained that I will need her flight details and her email address to forward this information to the CSM.

Incident Details: She stated that this is really an act of poor customer service and she does not wish to file a disability related complaint.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and an anomile occured so, she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She was asked if she could remove her ostomy for screening and she told them no she could not. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy down for ETD testing.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/17/2013 5:18:21 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/17/2013 4:45 AM Airline & Flight Number : United 1734 Checkpoint/Area of Airport : TSA Gates 10-14 Security TSA Employee: (If Known) : Ivy Comment : I fly twice a week and choose to not go thru new machines; therefore, I am submitted to pat downs with my opt-out. I had to wait more than 5 minutes for a female assist and when TSA Employee Ivy completed my pat down, she was so forceful, I almost lost my balance several times. There is no need for this degree of force that makes you lose your balance. Having gone through more than 150 pat downs due to my extensive work schedule, Ivy was so rough that I will remember her face and will request another employee the next time I fly thru TSA.

3/17/2013 9:13:41 AM

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: Caller wanted to file a complaint on a TSO in Las Vegas.

Response Details: Advised Caller:

A claim form will be sent to you within 24 hours, you need to fill it out and return it to the address on the form. Once the (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim. I sent him a claim form via email. I sent him via email the RFI.

3/17/2013 12:12:22 PM

(TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger s are treated with respect and dignity. I do apologized your experience was not satisfactory, and regret if these high standards were not met.

Incident Details: The TSO took all his diabetic medication. He had his medications in a black pouch and a doctor s statement concerning his Rx. His test strips, meter strips, and water bottle were taken. He looked on the website and saw all these items are allowed. He flies about 2 or 3 times a week and his doctor advised him not to go through the x-ray. He took a doctors statement stating he did not need to go through the x-ray. He does not have any metal implants. He was being forced to go through x-ray and he refused. He asked for law enforcement and they backed down and gave him a patdown. The TSO was aggressive and hurt him in his private area. He had to purchase new diabetic supplies. He called for a supervisor, (b)(6) (b)(6) who backed his agent and would not listen to the caller. He will be reporting this to the embassy in Washington DC. He states he was treated like a herd of cattle, the airport security is out of control. He saw one pick up a child by one arm.

Hello,

Just traveled to Kona, Hawaii.
While going though the airport home I noticed your AIT. I asked a TSA agent that if I don't want to go through the X-Ray I can get patted down. She told me I was correct. After putting my bags on the belt to go through the bag x-ray a different agent agent (male) came up to me and instructed to proceed into the full body scanner. I said I don't want to. He asked me how old I was which I replied 16. He then said that you've switched to "Sonic" detectors. I proceeded to go through the AIT.

After looking this up online I have failed to see any evidence you have switched to "Sonic" full body scanners. Do these exist and if so is it being used at this airport.

If they don't exist or are not being used at this airport I was lied to by the Male TSA agent after I opted OUT of using the full body scanner and asking for the pat down, forcing me to go through the full body x-ray machine.

This incident happened at the Kona Intl, Airport on Friday 15th at around 6:30pm Kona Time.

3/17/2013 1:20:22 PM

Thank you,

(b)(6)

(b)(6)

Sent from my iPhone

Hello,

About 45 minutes ago I was in line for security at San Francisco Airport when a gentleman in front of me gently but firmly protested the use of the bodyscatter machine (which was the only machine open at this checkpoint.) The agent in charge said there was no alternative available and he would have to get out of line in order to let the rest of us go through. I was under the impression, however, that bodyscatter is optional, and that one who does not wish to go through the machine can opt to receive a pat-down instead - as the board next to the machine clearly read. Why, then, was this gentleman told that bodyscatter was the only way of going through the checkpoint?

3/17/2013 1:20:36 PM

Thanks for your time.

(b)(6)

I am six months pregnant and I specifically asked for a pat-down at the Omaha Nebraska airport today. The officer that was directing passengers said not to worry about it that the machine was broken and had me walk through. Little did he know I had forgotten my cell phone was in my pocket and an alarm was set off. Two other TSA employees were present when he made that comment including a woman with blue gloves on whom I presume was doing the pat downs. Please tell me why I was denied my right and lied to when TSA specifically states, "Q. Can I choose the way I would like to be screened?
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough paldown. Signs are posted in front of each AIT location advising passengers of this right."

3/17/2013 1:20:38 PM

Thank you,

(b)(6)

The caller wants to know if she can carry on baby formula for an infant. I explained that:

3/17/2013 4:54:58 PM

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

3/17/2013 5:01:38 PM

The caller was obviously upset that the policy gives the TSOs the authority to require containers to be opened because she uses formula that is perishable after 2 hours. When I explained the alternative of secondary screening she didn't feel that that was a valid alternative.
Caller said that his wife just had a issue in Phoenix where she asked not to go through the AIT machine and they told her she would have to receive a patdown instead. But when they was in Houston they just let her go through the WTMD instead. He asked if what Phoenix said is the correct protocol because even the supervisor at Phoenix said that it was.

Response- I told him that is the correct protocol for when you opt out of the AIT machine.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/17/2013 5:39:03 PM

3/17/2013 7:07:32 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):CI 0003 China Airlines, San Francisco airport, International departure gate A9
Comments:Dear Customer Service Management,

My 60th birthday present from TSA was having my worse experience in going through TSA screening @ approximately 2330 3/15/2013 at SFO.
My flight was CI 0003 to Taipei.

My husband & I opted out of going through your ProVision screening for our own reasons, mine I will detail later. I travel at least four times/ year either locally in the U.S.A. or overseas & I always opt out of having any Xray screening. I am very familiar with the pat down procedure & what the exam should be.

On this occasion my hand luggage went through the screening & I was told to wait since I had opted out. However, after waiting for a while, no one appeared. In the meantime my husband had his opt out process completed so I shouted for him to retrieve my belongings as there was $2000 in my purse plus my IPad in a bin. I then asked again if someone was coming to do the opt out procedure. I was told to wait, someone would be there. After now waiting for about 10 mins., I was noticed by a Manager, (b)(6) & she called for a female TSA screener to help me.I waited almost another 10 mins. before someone showed up. (b)(6) did apologize for the delay.(a total of

3/17/2013 7:07:43 PM

Feedback Type : Complaint
Categories : Disability Complaint; Screening Current Date/Time : 3/17/2013 6:12:57 PM Airport : DEN - Denver International Date/Time of Travel : 03/17/2013 4:04 PM Airline & Flight Number : Delta 2016 Checkpoint/Area of Airport : South TSA Employee: (If Known) :
Comment : I am an Air Force active duty Lt Col and went thru the pre screen because it was supposed to be quick and easy. I am a wounded warrior and wear a brace on my leg. Because of the brace I received an extremely thorough pat down. If I went thru back scatter I would have been only swabbed.
It took three times as long.
Pre screen for military wounded is a huge failure Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 3/18/2013 2:36:34 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/15/2013 7:30 AM Airline & Flight Number : DL3299 Checkpoint/Area of Airport : TSA Checkpoint through AIT screener TSA Employee: (If Known) :
Comment : I went through the scanner as I do about 4 times a week every week for the past 15 years and made sure all my pockets were empty, I always hold my cash visibly in my hands. Upon exciting the machine the female TSA agent asked me to hand over my money for 'inspection, pat down and counting'. I refused asking her 'Since when have people been required to hand over their money to TSA agents?' She yelled at me to comply. I refused saying she had no right to count my money or to ask me to hand over the cash in my hand. I told her I would show her what it was and that was as good as it was going to get. She replied that ' I was going to miss my plane then, because unless you hand over the money for pat down then you ain't getting on that plane'.

I refused and she yelled at her supervisor to come over and he yelled at me to 'comply or face the police, criminal action and be detained' if I didn't hand over the cash for inspection. I told him the same thing I told the other TSA 'agent' - that they had no right to demand my money (it was only about $450) and he replied 'do it or be arrested'. I tossed it to him and went to get my bags saying to him 'Great you keep it if you guys are so desperate to get money off everyone'. The female TSA agent yelled at me so loud everyone stopped 'Do not move! Do not touch your bags until I give you permission to touch a damn thing!' I turned and she threw the money at me and I took my bags. We traded insults for a second about her lack of a GED and

3/18/2013 8:28:15 AM customer service skills and her calling me an 'asshole.'

I left to get my flight and as I walked passed the cop who was watching he said 'She can't ask you for your money, she was out of line, you should complain.'

So here I am, making a complaint. I am stunned that a TSA agent would ask for my cash, nobody has every done that in all my travel - and I travel, I travel about a million miles a year so I have been through TSA checkpoints more times than most TSA agents.

Please clarify the rules on what the TSA agents are allowed to search and what the rules are regarding cash amounts like I was carrying - about $450. I would also like to lodge a complaint about the TSA agent and her supervisor with regards to their behaviour and threats.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/17/2013 10:44:21 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/14/2013 2:15 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a traveling mom still breastfeeding my little one. For that reason I always carry my pump, cooler, cool packs, and breast milk when come back home. I noted that the knowledge of TSA personnel about breast milk rules is sometimes very limited. On March 14 I travelled from MSP and the agent in the front was everything but polite and was saying that I was not authorize to pass breastmilk and if somebody let me pass the milk before was because they did not care about their jobs

3/18/2013 8:28:24 AM and did not knew the rules!! When I told him the rules posted on TSA were clear about the topic he said that the information in the website was probably old! I have to tell that I feel bad about his bulling attitude. Fortunately, the supervisor came and saved the day. He knew the rules and we did the process as the rules say without any problem. Actually, he and the agent that made the pat down were very nice and diligent. We lactating moms have enough with leave our children every week to get the money and pay the bills, we have enough with an "unsupporting" system that make us see like breastfeeding is just a luxury and not a necessity for healthier future for our kids. We do not need TSA bullying at us after an exhausting week because he/she do not know the rules. It just takes better and continuos training to give a better service. Thanks for your service (because the majority of you do a great job!) and this can help to make it better.
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 traveled through John Wayne Airport on 3 1 13. She was asked to take out her iPad from it s carrying case. Whenever she retrieved it from the bin, and attempted to use it on her flight, it was damaged. The screen was damaged and the sides were bent.

I apologized to the caller for the damage done to her iPad. I advised her that I could send a report to the CSM at John Wayne airport and let them know that her property was damaged.

3/18/2013 1:58:29 PM The caller does not remember where the incident occurred. She was flying on United and her flight left at 6:55AM enroute to IAH. She believes that she went through security at approximately 6:00AM.

I told the caller that I would forward her some claim forms so that she could file a claim for the damage done to her Ipad.

The caller also stated that she thought that she traveled through Oakland once before and had an issue with a patdown. She wasn t sure where it occurred but she thinks that it was at Oakland. She stated that she recently had back surgery at this particular time and the person who performed a patdown was a bit rough. The caller was not sure of the date and did not want to make a complaint.

3/18/2013 3:13:59 PM	Caller stated that they frequently travel from Santo Domingo, Dominican Republic to the US where they usually come through BOS as the port-of-entry. Caller stated that the last time they entered, they were treated very badly due to being in the process of transgendered surgery. Caller said that when they were scanned through the checkpoint the TSO said that a patdown was required and took the caller to a private room and didnot explain any of the process they were conducting, nor would they explain why the patdown was required. Caller said that they believe they were sexually profiled and wanted to know how avoid this on future flights. Caller went into greater detail about their medical condition, as the sex change procedure was only half completed as well. Apologized to caller for any inappropriate treatment they experienced on the flight and explained that if they feel that they were specifically profiled due to sex or medical condition we could transfer them to the Multicultural Branch for further assistance and to submit a complaint to the appropriate office. Caller said that they did not wish to submit a complaint at this time but instead to avoid any inappropriate treatment in the future. Advised caller that TSOs are trained to properly screen passengers and maintain a high level of customer service, and to explain what is going to happen in each process. Suggested that if the traveler has any issues, they should request to speak to the supervisor TSO on duty or even the CSM at the location. Suggested as well if they are timid about the screening process they can ask for the STSO or CSM prior to beginning the screening process. Advised caller to contact the TCC in any event they have an issue with their screening so that we may handle the complaint appropriately.
3/18/2013 4:44:50 PM	Caller had a NOI inside of his baggage. He was flying out of FLL. He had a TSA approved lock on his baggage. When he got his baggage back his lock was broken. Also when he was going through screening at FLL he and his wife requested a patdown whlie waiting on the patdown their baggage got out of their line of sight and now his wifes hat is missing he wants a claim form for his broken lock and the stolen hat. Generally, TSA has no role in prioritizing, sorting, or transporting checked baggage. We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short, though it varies depending upon the operational conditions at each airport. In addition, TSA has found that many locks break off in airport baggage conveyor systems. To learn more about TSA's damaged locks, travelers should visit http: www.tsa.gov traveler-information protect-your-property. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If a traveler decides to file a claim, it will be processed in accordance with the Federal Tort Claims Act. 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.
3/18/2013 4:45:00 PM	Disability Description: Caller s daughter has Cerebral Palsy and is paralyzed on her left side. She wears braces on her feet as well. Response Details: I apologized to the caller and told her that all passengers must be screened and everyone may be subject to a patdown. Children 12 and under receive a modified version of the patdown. Our security officers are trained to treat everyone with dignity and respect. If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. I sent her the information about filing a disability related complaint. Incident Details: Caller wants to know what the age limit of a passenger for a patdown. They had flown from Missouri to California. Caller was flagged and received a patdown. On the way back they used an airline wheelchair hoping to not get a patdown. Her daughter ended up having a patdown and her hands swabbed. She is 12 years old and in a wheelchair. Her daughter is very cognitive and knew everything that was happening. Caller thought it was the most undignified thing that she has ever seen. They would not allow the caller to take her daughter s braces off and let her daughter go through the AIT. That was not even offered. They did not patdown the twin and her other sister. She believed that her daughter was flagged because she is in a wheelchair. She flew on March 17th from LAX to Kansas City via Southwest flight number 629. She did not know the gate or terminal.

1. Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Brookings OR 97415

Email: HYPERLINK (b)(6)

3/18/2013 8:01:12 PM

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

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Brookings OR 97415

3. What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I am starting a formal complaint on behalf of my wife and will forward contact information of representation once decided upon.

My wife and I were flying Hawaiian Airlines, originally Flight HA299, form KOA to OGG, on Friday March 15, 2013. At Approximately 0930 we were directed to an alternative security screening checkpoint at the airport along with fifty or so other people to expedite the process of getting to flights on time. It should be noted that the lines were ridiculously long and apparently poorly ran. I asked my pregnant wife, with her in agreement to opt out of the body scan, and receive a clothed body search. I

Hello

I want to bring to your attention to an incident at the Jacksonville airport that I thought was very unprofessional, abusive and humiliating. This matter occurred on Thursday, March 14 at approximately 9 am as I was checking in for my flight with Delta to Atlanta.

As I was checking in at the TSA checkpoint, there was no TSA Pre, so I was directed to the body scan machine. I opted out and was told to step to side and wait for a TSA agent to conduct a pat down. I am very familiar with the procedure and would rather go through this ritual then go through the body scan. It took a few minutes for the agent to meet me and when he greeted me he pulled a clipboard off the wall and held in front of me to read a short paragraph about being subject to a pat down. I scanned it quickly and told him I do this all the time and was fine with proceeding. He then snarls at me to "shut my mouth, that he would read it to me" Now I should point out that he was holding the clipboard in front of me as if he wanted me to read it. I told him he didn't have to get an attitude and I could read it just fine. He pointed to a camera behind him and stated we were on video and he had to read it so shut my mouth. At this point I waved at the camera as he read it to me, when he finished I stated to him that this must be a real power trip for him to which he replied he was just doing his job. This is the only time at any airport that this procedure of reading from a prepared script has been done that I have gone through. He opened the gate and had me enter the secured area. I pointed out my bags but he told me to leave them that I could see them from his search area.

3/18/2013 10:05:09 PM

Now I must point out that when he approached me at the beginning of this process he was wearing a set of gloves. When he started the pat down he gave a very brief speech but did not cover all the topics normally addressed by the agents. He started to conduct the pat down and I asked him if he was going to change his gloves? All agents go through this procedure in front of me without being asked; it seemed automatic (many of them will tell me to wait while they change their gloves as it is required). He then told me for the third time to shut my mouth and he did not have to change them. At this point he seemed out of control and very upset so I allowed him unfortunately to proceed (though he would have gone forward with the process whether I condone it or not). His pat down was very forceful and rough with no comparisons to others I received. When he finished he walked over to the machine and wiped his gloves and for the first time smiled at me. A moment later I was told there was unknown residue detected and that my bags would need to be completely checked. All my bags were opened and wiped down and everything was checked by two different agents (who were very courteous). As I was waiting I mentioned to the new agents that the original agent did not change his gloves. He heard me and became agitated saying he did not have to change them. I told him he should at least know the procedures if he was going to work there. He stated he was following his correct procedures. I then told him that I would accept his apology for handling this process badly. He yelled that he was not apologizing and walked off. A minute later he walked back and picked up some baskets and told me again that he was not going to apologize.

The two agents finished inspecting my personal belongings and then informed me that I was required to do another pat down. I asked why and couldn't understand why this was happening – asking again why the original agent did not change his gloves because if he had this would not be happening. I was escorted to a private screening room with my belongings and once again went through a pat down with two lead officers. I asked them about why the original agent had not changed his gloves and I was asked if I had made the request. I told them yes, they looked at each other with a concern on their faces and then told me next time to ask for a supervisor and it would be done. I told them that sure didn't help me this time and this was very embarrassing as I had a colleague waiting for me and being forced to take all these unnecessary steps. The two lead officers were very professional and helpful and I thanked them for that. As far as my residue search results, I know you have deducted by now that it came up clean with nothing be detected.

I travel over 160,000 miles a year in the US and have on a whole good experience with the process at the airports. I cannot understand how this agent in Jacksonville can be what you are hoping to present to the traveling public. What he put me Caller stated that she was going through security at Dallas Love Field but for got to check her bags. She was cleared by security, had her hands tested for trace explosives, and was cleared to enter the sterile area. She then had to leave the sterile area to check her bags with the airline. She then proceeded to go back through the security checkpoint and be screened a second time. They again tested her hands with the ETD and this time it alarmed causing her to have to be subjected to a full body patdown. She has not fired any weapons or touched any explosive materials and she had just been tested by the same machine with no alarm. She wants to know why this happened. She is very unhappy with her screening experience and would like to make a complaint to the CSM. All this occured on 03-19-2013 around 6:45am. She is going to be flying on Southwest Airlines flight 1636. She thinks the machine may have malfunctioned.

3/19/2013 8:08:14 AM

Apologized to caller and advised:

TSOs are required to preform a patdown to resolve any alarms that might come from the ETD.

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.

Call came in on the ombudsman line and was transferred to agent.
Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.
Caller was asking the screening procedures if not making through the screening process?
Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.
Caller states her mother was crying and told her daughter she was told to remove all of her clothing.
Flying from LGA, with United, via ORD to Colorado Springs, CO.
(b)(6) is her mother s name.
Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:
Screening Complaint and Information

Incident Date Time
3-19-13 8:30 AM

3/19/2013 9:45:27 AM

Flight Details (if applicable):

1. Airport: LGA
2. Airline: United
3. Flight #1707
4. Gate: C9
5. Terminal: B
6. Baggage Claim # NA
7. NOI included? (Yes or No) NA

Call Resolution:
Apologized to caller for her mothers experience and advised information would be forwarded to the CSM at LGA for review.
Explained general patdown procedures to caller.
One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.
Just wanted to let you thieves know another reason why Americans despise the TSA, and always will.

My wife has bone cancer and we live in Rio de Janeiro. She had to make a special trip to the US for some medical procedures. While she was there, she also picked up some pain medication that is very hard to get in Brazil. She had a prescription for all of it, and put 2 of the 3 bottles in her carry-on since the TSA is well known for stealing medication from bags. But she was afraid to put it all in her carry-on since TSA is also well known for making citizens throw things away from carry-ons at security check points. Maybe the slack-jawed, gum-snapping idiots at the check point know and obey the law… maybe not. They just tell you to throw something away and even if they are wrong, you have to do it.

So of course what she put in her bag was stolen. Asking public servants not to routinely steal from the public is apparently a bit too much. Hopefully she can get it replaced locally before she is crippled by spinal pain again. It would be nice if this were the first time something like this has happened to us.

3/19/2013 10:03:14 AM

I cannot begin to express the depths of my loathing for the TSA and its agents. You have done nothing helpful for America… only wasted tax money to humiliate and steal from untold numbers of citizens. I look forward to the day that the inevitable budget disaster causes you all to lose your jobs. Until then, enjoy your stolen pain medication… if there were any way for me to find out who stole it, they would really need it.

I am sure this email makes me a suspected terrorist in the disordered mind of the TSA, and I will be flagged for genital pat down next time I fly. Just don't steal my wife's pain medication while you are feeling my balls and we'll get along just fine.

(b)(6)

Caller says that he noticed on his last trip that the screening seems to be different at each airport. He says there is no consistency. The screening equipment and instructions are different. He says that he expected it to be the same process at both airports, but it was not.

CAK did not require him to totally empty his pockets. He left some papers and his wallet in his pockets. He says that here he had to remove his belt.

DEN required him to totally empty his pockets, but he did not have to remove his belt. He says that here he was told he did not have to remove his belt. He went through screening and still had his papers, which were just small scraps of paper, and wallet in his pockets because he was permitted to do so at CAK. He says that the officer directed him to the side and done a patdown on the pocket area and the groin. He says that he was upset and objected to this because he felt touching the groin area, especially in front of everyone, was inappropriate. He says that it was not groping or anything, but he feels this was inappropriate. Caller says that a gentleman with TSA at DEN gave him a card with our number on it to call.

Flight Details CAK to DEN:
Airport: CAK
Airline: Southwest
Flight: 344
Date: 03 10 13
3/19/2013 10:36:18 AM Time through checkpoint: 5 a.m.
Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Flight Details DEN to CAK:
Airport: DEN
Airline: Southwest
Flight: 2671
Date: 03 16 13
Time through checkpoint: 9 a.m.
Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Advised caller:
I advised the caller that I would send to the CSMs at these airports to make them aware of the inconsistency, so they can address the situation at their individual airports. I thanked the caller for calling and letting us know about the inconsistency.

Note: Caller did not want to provide an e-mail address.

Caller says that he noticed on his last trip that the screening seems to be different at each airport. He says there is no consistency. The screening equipment and instructions are different. He says that he expected it to be the same process at both airports, but it was not.

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Date: 03 10 13
3/19/2013 10:36:18 AM Time through checkpoint: 5 a.m.
Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Flight Details DEN to CAK:
Airport: DEN
Airline: Southwest
Flight: 2671
Date: 03 16 13
Time through checkpoint: 9 a.m.
Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Advised caller:
I advised the caller that I would send to the CSMs at these airports to make them aware of the inconsistency, so they can address the situation at their individual airports. I thanked the caller for calling and letting us know about the inconsistency.

Note: Caller did not want to provide an e-mail address.

3/19/2013 11:12:17 AM

Caller flew on 2 27 2013 from Buffalo to RSW. He then flew on 3 09 2012 from RSW back to Buffalo on AirTran Airways. He did not have the flight number. He is a diabetic and had a kidney transplant. He put his liquid medication in the bin at RSW. It set off the alarm. The officer asked if he could take the label off the bottle. The passenger said yes. The officer then opened the $300 bottle of kidney medication and tested it. The TSO asked the passenger if he could do a body scan. The passenger said yes. He said that the officer used the same gloves to test the medication that he had used for the patdown. His medication was contaminated. He asked the officer to change his gloves and he refused. The officer told him they can go in the back. The caller said he did not have time to do that. He and his wife had three carry-on bags with them. Only two of the bags were checked. He stated that none of the bags set off an alarm. The only alarm was the medication. He went through terminal 4. He was not sure what gate he went through. He wanted to know why only two of the bags were checked. He said that he wants to feel safe when he is flying.

I advised the caller that bag that set off alarms are opened and inspected. I told him I do not know why only two of the bags were inspected. I advised him that I would forward his record to the CSM at RSW for review.

3/19/2013 12:16:48 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/19/2013 11:44:24 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/07/2013 12:00 PM Airline & Flight Number : Southwest. Flight 828 Checkpoint/Area of Airport : Security/Screening TSA Employee: (If Known) :
Comment : Thank you for replying to my first complaint but I was not satisfied with your generalized response. Specifically I asked if my husband and I are on a watch list and if so, why? Also I want to know why we are always randomly selected and how could that be if it is randomly. Lastly how can we stop this especially pat downs and luggage inspection? We are African American and senior citizens why does TSA think we are terrorists or a threat to our country?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/19/2013 12:16:58 PM

Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 3/19/2013 10:11:49 AM Airport : DEN - Denver International Date/Time of Travel : 03/18/2013 4:45 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : A concourse TSA Employee: (If Known) :
Comment : I have arthritis and deformities in both my hands and the TSA checkpoint employee demanded that I place my fingers in the loop of my pants to hold them up while he did leg pat-down.

This caused moderate pain to my hands and great embarrassment when the TSA employee berated me and threatened to take away my ticket for not complying and holding my pants up they way he wanted with my deformed hands.

The experience left me in shock, the TSA agent is the classic bully, that my 5th graders are taught about in school.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/19/2013 2:07:33 PM

To Whom it may concern:

On March 7th I was coming back from Flight Path, which is a non-uniform company mandated meeting, through the PDX airport. I wasn't in uniform when I came through security. They told me I couldn't have my full size product if I wasn't in uniform, so I was escorted back out of security and all I had with me was my uniform tops. So I changed into them, but I was still wearing my black jeans and black shoes, and went through security again. I was asked if I was on duty and I told them yes. They let me through, no problem. I had my tags around my neck and crew tags on my suitcase. I was sitting in A gates waiting to deadhead back to Boise and 4 TSA agents and a policeman came up and said 'There you are, please come with us". I asked them what was going on and they said I was a security breach and they had to shut down the line I was in because of it. They escorted me back upstairs to security. They had me give them my suitcase, ID tags, and purse and had me stand in the footprints and I was given a body full pat down. They didn't' ask me if I would like to do this in private. They re-X-rayed my bag and then took it apart completely in front of everyone coming thru security and took my $15 bottle of hairspray and $10 dollar bottle of body wash. I told them had I known it would be an issue I would have brought my uniform or left my product home. I came through every other security check point out of uniform just fine on my way to Portland. Being a newer flight attendant, I didn't know PDX security is different from other TSA.
I am a flight attendant for Horizon Air with all my credentials on me.
The police officer took my name and number and address and the TSA supervisor did the same. I was so shaken up, I didn't get names. But the TSA supervisor who had me tracked down like a common criminal was a short, blonde woman with moles on her face. I believe her last name started with MC....
I am appalled that being a Flight attendant with everything but uniform pants, I was hunted down like a dog by 5 people and escorted like a criminal through the airport and treated this way. I had my Known Crew tag, my Horizon employee ID, drivers license and FAA card all stating who I was. I felt humiliated and degraded. I almost missed my flight because of this.
This was an extreme abuse of power. I understand the rules and abide by them without complaint. I remained calm and compliant with everything they wanted, but I was madder than hell. I understand TSA's position and what they deal with on a day to day basis, but I am an airline employee with all the credentials. There was no reason other than having the wrong pants on for them to treat me this way.

(b)(6)

Complaint Information:

Name: (b)(6)

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

Mailing Address: (b)(6) Prescott AZ 86305

Email: HYPERLINK (b)(6)

What Happened?

3/19/2013 2:07:40 PM

I was travelling on Southwest Airlines on Thursday, March 14, 2013. My destination was San Diego. My flight # was 4805 and my flight departed at 9:20 pm. At approximately 7:45 pm I approached the security checkpoint at Sky Harbor Airport in Phoenix, AZ. The line was short. As I approached the conveyor belt to place my luggage on it, I removed from my Quart-sized Ziploc baggie 4-15ml bottles of doTerra essential oils and asked the attendant to keep the bottles from going through the x-ray machine. The x-ray can damage the oils, which are expensive d which I use as alternative medicine. The attendant said that I could do that, but that I would have to have a "pat down". I said I was willing to do that to save the oils. I was taken aside by two female TSA agents who explained the "pat down" process. At the conclusion of the explanation they offered me a private screening, which I accepted. The two female TSA agents led me to a small room and conducted the "pat down". At the conclusion, the one who did the "pat down" went to check if there was anything "on her gloves". When there wasn't anything found, I was told that I was cleared and free to go to my gate. I left Security and headed toward gate C-19. Once I located my gate, I used the restroom and then bought a couple of tacos at Sir Vezas restaurant. I no sooner began to eat my dinner when 3 TSA agents surrounded my table and told me I needed to return to Security. When I asked why, none of the TSA agents could give me an answer. They took my stuff, not letting me gather my things myself. We all walked back to the Security check-point area. A lady agent approached me and asked for my boarding pass and my ID. I gave her both. She then directed me to the x-ray machine again, where my things were put on the conveyor belt AGAIN. There seemed to be a lot of commotion and no one was communicating with me. I was left standing there, dinner getting cold, and no direction from anyone. The original TSA agent (who was about to clock out) said she had no idea what was going on. Finally the agent who looked in charge said, "Passenger has been cleared, I was permitted to gather my belongings and head back to my gate. It was very embarrassing and frustrating to have to go back and do what already had been done. My food was cold now. No one bothered to apologize or ask if they could assist me back to my gate.

I found a place to eat my dinner, used the restroom again and got in line to board the plane. I boarded the plane, found an aisle seat (I was A-32 boarding pass) and put my carry-on in the stowaway bin above me. I buckled my seat belt and then immediately heard the Southwest attendant call my name over the loud speaker. I identified myself and he asked me to remove my carry-on luggage and exit the plane. This was even more humiliating than the second time. I was met by two TSA agents at the entrance to the plane. They told me they needed to search my bag and swab it. They made me open my luggage in the waiting area and did 5 swab passes of my luggage and shoes. One agent stayed with me, the second took the swabs and left. The plane was now boarded and waiting for me to get on so they could take off. A Southwest employee asked the TSA agent with me if they should wait, which thankfully he replied "yes". A few minutes later the TSA agent I was with received a phone call I had been "cleared" and I was finally allowed to board the plane. I lost my seat and had to sit next to a woman who reeked of alcohol. By then I was completely frustrated and stressed by all the commotion caused by my not wanting the oils to be x-rayed. This situation was absolutely ridiculous.

3/19/2013 4:05:22 PM

Hello,

I was just given a pat down at the Moline airport. I have traveled quite often and I have never had a TSA agent reach inside my pants. I feel very violated and embarrassed as I was traveling with coworkers. I don't mind being patted down as I know it's an extra security measure, but reaching inside my pants (which were tight fitting) was inappropriate and it completely embarrassed me. I understand airport security is an important part of our national security and I am happy to comply with TSA regulations, but I feel that was going too far. Thanks.

(b)(6)

3/19/2013 4:06:06 PM

Date: 3/1/13Time: 2:15 PMAirport: IAH
Date/Time of Travel: 3/1/13 3:31 PM Airline & flight number: United UA5289 Checkpoint/Area of Airport: TSA agent (b)(6) was unprofessional and disrespectful. She was discourteous by being impolite and delaying my pat-down. I explained I was pregnant and she confirmed to be inconsiderate. Agent (b)(6) and Supervisor (b)(6) got involved and resolved my frustrations with agent Isom. She should be fired!
Passenger's Name (b)(6)
Email (b)(6)
03/01/13 STSO (b)(6)
IAH TSO (b)(6)

-----Original Message-----
From: (b)(6)
Sent: Tuesday, March 19, 2013 3:40 PM
To: TSA-ContactCenter
Subject: TSA screening experience - complaint

3/19/2013 4:06:34 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/19/2013 1:58:22 PM Airport : MCO - Orlando International Date/Time of Travel : 03/18/2013 7:40 AM Airline & Flight Number : SWA Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Due to a glut of spring break travelers the airport was experiencing I had very little time to spare to get to my flight and was subject to a very thuggish patdown by a large menacing black man who gave me no explanation.

This thug was treating me like a criminal and was behaving in a menacing way. If I touched someone the way he did me, I would rightfully be arrested. Why is it ok for him?

Although he did not use any racial slurs I do suspect his behavior had a racial component. Again, that is only a suspicion on my part.

I could not tolerate his hands on me any more and started to take my pants off so he could examine them without molesting me further.

This triggered what I view to be an extreme overreaction where I was subjected to police interrogation, intentionally delayed long enough to miss my flight, and treated like a criminal.

I want to know "why" he and his supervisor are not in prison.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/19/2013 5:03:10 PM

Caller is wanting to make a complaint for a screening incident that happened to her on her flight from DFW to Vegas. The officers pulled her aside and did a patdown to her hair. Since she is an African American woman, she feels that she was discriminated against because of her race since they singled her about becuase of her hair texture and style.

CCR informed her:

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

CCR transferred her through to the MB branch at x(b)(6) - Rusty

Caller flew from DFW to LAS. Caller went through the body scan, after going through she was told that they needed to patdown her hair. Caller states that this has never happened to her before. She states that this did not happening to anyone else. She believes that this occured due to her being an african american, with naturally curly hair. She states that this occured on 3 14 13.

Caller states that when she flew from LAS she went through the AIT there as well. She states that after going through the AIT, the female TSO that was conducting the screening patted down her behind and cupped it. She did not describe to the caller what she was doing, that she was doing it, nor gave a reason for this.

LAS to DFW
3 17 13 6:45 AM American Air

Advised caller that I would email her a RFI regarding her complaint of discrimination. Advised caller that it must be in writing to be formal. Advised caller that she should place as much information as she can into the complaint; what she told me, and any other information she can remember.

Advised caller that I would forward her complaint regarding the patdown to the CSM at LAS, to have them check and see if this was done appropriately or not.

3/19/2013 6:11:10 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Disability Current Date/Time : 3/19/2013 4:09:21 PM Airport : BGM - Binghamton Regional Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why can't people be given the choice to have a handheld scanner screening instead of a pat down? People with artificial joints, etc., do not object to the walk through, but obviously will not pass it. The pat down is embarrassing and sometime humiliating.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants file a complaint about how things were handle flight.
Caller packed everything in clear plastic bags. Everything was in disarray and she is missing clothing. There is no NOI.
In Milwaulkie the caller left her keys in her pocket and was subject to a patdown. She recently had surgery and informed the TSO but they patdown that area anyway which she said caused her unintentional bruising. They also kept her purse at least 15 feet out of her reach and she is now missing $100.00.
Her water was tested at another leg of her flight and she saw a chemical drop in her water.

Information concerning the Patdown:
Milwakee, TSO name was not notated, but she was a supervisor.
Brown hair with a ponytail.

3/19/2013 8:02:55 PM

Apologised to 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.
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. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

The below statement posted on your TSA site must be the generic response all for all of your inappropriate discretion, did you provide this statement to the active duty marine you treated inappropriately and with disrespect?

(b)(6)

Your inattention to detail and bad procedures in addition to a lack of common sense is a reflection on those involved and the TSA at large. You people should be ashamed of yourselves.

3/19/2013 8:04:48 PM

TSA Statement

"TSA regrets inaccurate guidance was provided to this family during screening and offers its apology. We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect. While no pat-down was performed, we will address specific concerns with our workforce."

The caller traveled from SEA to SNA on 3 15 13 with Alaska Airlines. She doesn t have the flight number. She departed from Gate N6. The flight was scheduled to depart at 5:15pm, however it was delayed until 5:55pm. She was at the checkpoint at 3pm.

The caller indicated that she has a knee brace and was in a wheelchair. The scanner beeped when she passed through.. The TSO asked if she could remove the brace. The caller indicated that she could not. The TSO advised that she would have to receive a pat down. The TSO placed her hand to near the scanner during the pat down and it beeped. She was advised that her carry on bag would have to be physically inspected. Another female TSO was called over at this time. She indicated that all of her items were removed carelessly from her carry on bag and haphazardously thrown into the bin.

The female TSO responded rudely to her after the caller asked that she be careful with her items.

The female TSO stated that she had too many liquid and gel items and some would be have to be discarded. The caller indicated that these items were in adherance to the 311 Rule. The items included:

2 small tubes of toothpaste
tiny bottles of mouthwash
lotion, shampoos and conditions
was for eyes
and other liquid and gel items.

3/19/2013 8:13:29 PM

The caller asked to speak with a supervisor. The female TSO indicated that she was the supervisor and did not get anyone else for her. The caller knows that everyone has a boss.

The caller indicated that when they were finished with the physical inspection she was advised by the TSO Supervisor advised that she would have to patted down again. The caller indicated that the pat down was conducted inappropriately. The TSO groped her. She thinks that she was a nasty lesbian.

The screening was not completed until 4:48pm. Her flight was scheduled to board at 4:45pm and they still had to travel to the boarding gate.

She felt that the additional screening was done purposely make her miss her flight.

She only made her flight because the flight departure time was delayed until 5:45pm.

The caller indicated that the TSO Supervisor, who she believes to be named (b)(6) was on a power trip.

She indicated that a curling iron was broken and her bag was such a mess that it will take days to sort out.

Feedback Type : Civil Rights/Liberties
Categories : Age; Speech
Current Date/Time : 3/19/2013 9:08:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/19/2013 11:30 AM Airline & Flight Number : United Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : middle-aged white male, middle-aged white female, middle-aged Hispanic male (names unknown) Comment : To Whom It May Concern:

I was travelling from Houston, Texas (IAH) to San Antonio, Texas (SAT) on Tuesday, March 19, 2013. At approximately 11:30am, I entered the TSA checkpoint in terminal C. Upon approaching the screening process, I was directed to the AIT. I told the woman directing the procedures that I would like to opt out. I have done this on multiple occasions before and am fully aware of what I am doing. I am 16 years old, but I am cognizant of my civil liberties and rights as a U.S. citizen and traveler. After she called for a male assist, a white male who appeared to be in his 50's approached me and asked my age. When I responded, he laughed and then began to lecture me about how the machine did not emit radiation and attempted to persuade me not to opt out. I told him that I was fundamentally opposed to the screening process and he laughed once again. I was then directed to the other side of the AIT where I was given an extremely thorough pat-down by a trainee--no major complaints there, I understand the procedure. However, my mother, who was travelling with me, took a picture of the pat-down from a distance, in line with her rights as a traveler (published on TSA's website) and as an American citizen. The middle-aged white male got extremely angry, told the trainee to halt the pat-down, and called for a supervisor. I told him that she had the right to take a picture; he denied this. After the supervisor arrived, she called for the manager of security, a middle-aged Hispanic male. He arrived and said something along the lines of, "this is MY security checkpoint and I am NOT going to allow photography" when I explained that it was her First Amendment right, decided by Gilk v. Cunniffe, to photograph or film as long as she did not directly interfere with the process. A middle-aged white woman also involved herself in the process, and began to rummage through our carry-on luggage without even informing us that she would be conducting a search. One item in our bags was not complaint with 3-1-1 and she ridiculed us, saying something along the lines of, "I thought y'all were so knowledgeable about the rules." My pat-down, which felt quite aggressive after this incident, continued, and the middle-aged white female and male both seemed very eager to make our travel experience as difficult as possible simply because I opted out and my mother exercised her First Amendment rights.

3/19/2013 10:01:33 PM

Please remind your screeners at IAH, particularly those individuals working in terminal C this morning, that filming and photography are permissible within the checkpoint and that belittling of their clientele is not only bad customer service but is blatantly unconstitutional, especially when done so based on age or political affiliation.

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

From (b)(6)
Sent: Tuesday, March 19, 2013 11:04 PM
To: TSAExternalCompliance@dhs.gov
Subject: pat-down due to baby food

Hello,

3/20/2013 10:07:15 AM

On Sunday evening (March 17, 2013) I flew out of EWR on United Flight 1152 at 7:10 pm. When I went through the security checkpoint for Terminal C around 5:00 pm, I was told that the 8 ounce container of vacuum packed milk and the squeeze pack of pureed fruit that I had in my carry-on luggage for my baby daughter were allowed items, but because they could not be tested, I had to submit to a pat-down in order to take them with me. The TSA agents were polite, and the pat-down was fine, but I don t understand the logic of the pat-down. What does patting me down have to do with the contents of the packages of food? This is the second time that this has happened to me at Newark, but not at any other airport, PDX and MIA being the airports that I frequent most often. It smacks of harassment of passengers to demand that they submit to a pat-down in order to take allowed items on board.

Sincerely,

(b)(6)

(b)(6)

New York, Y 10007

(b)(6)

HYPERLINK (b)(6)

3/20/2013 12:10:45 PM

To whom it may concern,
I have been keeping track on the many instances where you DARE to take away a disabled girls stuffed toy,you humiliated a veteran by doing a unnesscessary rough pat down & all the other numerous idiotic thing you have done.
I as many other TRUE AMERICANS will see your organization abolished & you & your employees without jobs,homeless,& without guns etc. to defend themselves,then you will have no one to cry to,as none of US will not protect you nor your incompetent slaves.
Sincerely,
A Amercian patriot

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 3/20/2013 1:21:42 PM

3/20/2013 2:05:58 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:TEAM SEXUAL ASSAULT DISHONORED ANOTHER WOUNDED MARINE AT PHOENIX SKY AIRPORT! IT SEEMS THAT COMMON SENSE IS NOT SOMETHING TSA HAS. BETWEEN THE RAPE OF YOUR BOSSES (ALL AIRLINE PASSENGERS) BY NAZI GOONS AND THEFT, YOU HAVE NOT LEARNED A THING. OF COURSE THE MUSLIM BROTHERHOOD AND OTHER TERRORISTS MUST BE PLEASED. YOU ARE ATTACKING AMERICANS NOT TERRORISTS! TOO BAD THERE IS STILL AN AIRLINE INDUSTRY! YOU COULD BE OUT OF A JOB. CRIMINALS AND SEXUAL PERVERTS ARE ALSO BEING EMPLOYED BY YOU TOO! I WILL NEVER FLY AGAIN AS LONG AS YOU EXIST! YOUR TACTICS FRIGHTEN AMERICANS ESPECIALLY ME!!

Caller flew from ATL to TPA on 2-18 and had a backpack that contained her cell phone inside a pocket. She laid her backpack on the conveyor belt and she felt to ensure the phone was in the correct pocket. She has had a knee replacement and always has to have a patdown. Caller states that someone stole her cell phone while she was receiving her patdown.

She is flying again from TPA to ATL and will place in her purse this time. She asked if there is a lost and found she could check with for her phone. She said her brother in law had his coat stolen while he was going through screening by another passenger at another airport, so, she knows that these things happen.

She departed at 12:45 PM, Flight # 155, Gate # not available, Terminal C, Airtran.
Approximately 10 AM when she went through security checkpoint.
The phone is a black Samsung, looked like a blackberry. The cover is pink and gray with flowers on the back.
Caller asked if she could retrieve her items before she has the patdown?

3/20/2013 2:11:46 PM

Response:
TSA regrets that you found items missing and or damaged from your carry-on luggage.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Atlanta
Hartsfield International Airport
404-530-2100 ext. 0

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process. In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties.
Greetings,

I am writing to complain about the way that I was treated when going through security at LAX Terminal 6 on March 15, 2013 at approximately 7:45pm. In preparing for my trip, I read TSA's website for information on bring my contact solution in my carryon luggage and discovered that it should be ok being larger than 3 ounces as it is medically necessary.

My bag was scanned at the airport and pulled for a bag check. I was informed that they needed to test both my saline solution and my contact disinfectant solution. My saline solution passed the initial test but my contact disinfectant solution did not. At this point, I was informed that I would have to have an enhanced patdown and that both my of bags needed to be searched. During my patdown with my back to my bags, I noticed that another agent began to search my bags. At this point, I became alarmed and notified the agent that he should not be searching my bags without me watching. The female agent searching me then sarcastically remarked that I could see my bags so it was ok in spite of my back being turned. After the bag search was complete, I expected that my solution would be given back to me and I would be fine as no one had completely explained the procedure to me. It was at this point that the supervisor then sarcastically asked me if I was aware that my solution would not be allowed to go. I expressed that I was not as my solution is medically necessary for me to clean my contacts. He then asked me if I would like to for him to call the specialists to test my solution and I readily agreed. I waited around 10 -15 minutes for the specialists to show up. Frankly, I was a little frightened when they did show up as their shirts read explosive specialists and I couldn't imagine that my contact disinfectant solution required calling what appeared to be TSA's equivalent of the bomb squad. While the specialists were preparing to test my solution, I looked up and was surrounded by approximately 6 different TSA agents. My solution was finally cleared by the specialist and I was released and allowed to go to my flight. The overall process took approximately 45 minutes.

3/20/2013 4:06:47 PM

There were two agents that attempted to help me through the process. First was what I believe is the OSS agent that was on duty that evening who attempted to comfort me and gave me information on how to file a complaint. Second was the overall supervisor who attempted to explain that the agents were simply following procedure. I told him that I understand procedure but was shocked to learn that this was the procedure for contact disinfectant solution as many people need to carry it with them in their carry-on luggage. He had no response for this.

The entire process left me in tears and feeling humiliated for simply trying to bring my contact disinfectant solution in my carry-on bag. I also suffered from a lack of information at each step and was treated with disrespect with agents speaking to me rudely and laughing at me. I have several upcoming trips this year and am terrified of this happening each time, I attempt to fly. I believe that there are several resolutions to this. I understand needing to test medically necessary liquids for explosive materials. However the process taking as long as it did with me is unacceptable as is the way that I was treated.

1. The explosive specialists should be posted in each security area or no further than 5 minutes away so that the liquid can be quickly tested and the passenger can be cleared. If this is not feasible, then the supervisors located in each security area should be trained in how to test the liquid so as not to further delay passengers.

2. The entire process should be explained to the passenger so that the passenger is informed and not unnecessarily frightened.

3. At the very least, TSA should update its website and warn passengers who carry medically necessary liquid that is more than 3 ounces that their screening may take significantly more time and should arrive at the airport 2 1/2 to 3 hours early. If I had not been at the airport 3 hours early because that was the only time that I could get a ride to the airport, I would have been in real danger of missing my flight.

Finally, I urge you to train your agents to treat passengers going through additional screening with respect and kindness.

Disability Description: Caller s disabled son is in a wheelchair. Normally when the wheelchair alarms the TSOs have the caller pat him down.

In ORD, the machine beeped when the wheelchair went through. She put their bags on the conveyor belt. The TSOs took the child to do the patdown without the caller. Nothing beeped on the conveyor belt but the TSOs told her that not only did the child need a patdown, but so did she and their luggage. She told them that that is not how the screening had been done in the past. They basically told her to shut up. Caller talked to the supervisor and asked why they were doing this. They made her feel like a criminal. She wants to file a complaint.

Response Details: I gave her the following information:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or vis postal mail to:

3/20/2013 4:51:25 PM

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I told her I could take her information but it will not be a formal complaint unless she puts it in writing. She said she would write in the complaint.

Incident Details: She said if he was not in a wheelchair they would not have been put in that position.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or vis postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Caller just arrived from a flight and noticed that his bag has been inspected. There is a NOI in the bag and a line on it that he believes may be a signature. He says it looks like a squiggley line. Caller says that he had a lock on his bag, but it was just for show. He says that it was only through one of the zipper tabs. He says that the handle that was connected to the zipper and the lock are gone. He says that if the officer had looked, they would have seent that it was not actually locked. Caller is very upset about this. He says that he flies all of the time for work and his bag has never been searched before. He says that he doesn t have anything in his bag this time that he doesn t have any other time. He says that it is just his clothing and deodorant in the bag. He wants to know why it was inspected and what can cause the scanner to alarm. He wants to know why it isn t against the law for us to remove his lock, if it isn t against the law for him to lock his bag. He wants to understand the laws governing this.

Advised caller:

3/20/2013 5:43:49 PM

I explained to the caller that if an alarm sounds on the scanner, we have to conduct a lawful inspection. If a hand inspection is required and the bag is locked, we have to cut the lock from the bag. I explained that it is required by law that all passengers and their luggage have to be screened before going onboard a commercial aircraft. If the bag alarms, a hand inspection has to be done to clear the alarm. this is part of the screening process. He is permitted to lock his bag, with the knowing that if a hand inspection is required, the lock will be removed. I explained that this is similar to the screening of passengers. If a passenger uses the WTMD or AIT and an alarm sounds, they have a patdown. All alarms have to be cleared. I explained to the caller that we are not liable for locks and luggage if we have to open them to conduct a lawful inspection. I advised the caller that we suggest that passengers leave their bags unlocked. There are locks that we have master keys to, which are Travel Sentry and Safe Skies. We can unlock and lock these back for him. We also do random inspection to keep everything with inspections random, so no one learns the procedures of TSA.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

The caller traveled from MSY with 30 ounces of breast milk. However, after going through the x-ray machine, the TSO decided to test the milk using a bottled liquid scanner. Some of the containers set off the alarm, while others did not. A supervisor was called over, and she decided that the milk should be tested again using another machine. When the passenger asked the supervisor had ever breastfed a child, or if she knew how important the process was, she rolled her eyes. Then the supervisor indicated that the passenger, although she had already underwent security screening, would have to undergo a patdown. In addition, she informed the caller that her bags would have to be rescreened.

The passenger was asked to remove her shoes, and the supervisor conducted the patdown in a rough manner, and the passenger indicated that she was made to feel uncomfortable when sensitive areas were screened. The supervisor slid her hand in that area two separate times. Another supervisor walked over, and the passenger asked if they normally test the milk in this manner, and they informed her that the machines were not perfect. The caller wanted to know if there should be consistency between airports, as other airports including HOU and BWI do not even request that the breast milk be separated from other belongings or placed in the bin. Additionally, she asked if screeners should wear gloves while screening the liquids, because they did not at MSY. The passenger also requested information regarding the general procedures for screening the liquid, and indicated that she would contact the CSM, but wanted me to file a complaint regarding consistency as well.

Flight Information:

Date and Time of Flight: March 20, 2013; 6:30 PM
Departure Airport: MSY
Airline: Southwest Airlines
Flight Number: Not Provided

3/20/2013 8:49:39 PM Description of Employees Involved: The caller indicated that the supervisors name was (b)(6) and the last name of the other supervisor was (b)(6)

Advised Caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

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.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

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.

Feedback Type : Request for Information
Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 3/20/2013 8:24:42 PM Airport : LGA - LaGuardia Date/Time of Travel : 03/18/2013 6:15 AM Airline & Flight Number : Delta Shuttle Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have been selected for SSSS every time I fly for no reason. I am a frequent flyer and recently been approved to TSA pre check but still it didnt resolve the issue.

3/20/2013 8:58:57 PM My known traveller # is: (b)(6)

I contacted my airline (delta) but they are unable to resolve this issue. Can you please un-SSSS me?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that at approximately 11:10pm today, he was passing through the security checkpoint at JFK, JetBlue Terminal 5, lane 2. He flys very frequently and always opts out of the AIT. He understands that this requires for him to have undergo a patdown and is completely fine with that, however, on this particular occurance he feels as though he has been violated. He stated that he is very familiar with the patdown procedures and has endured hundreds of them but this time as the officer was approaching his genital area his hand seemed to linger for a period of 2-3 seconds. He stated while this may not seem like much time. It is a very long time when someone is touching your genitals. The patdown was so aggressive the officer was almost able to close his hands around the passengers thigh and buttock. Instead of stopping when he felt resistance he seemed to jam his hand between the passenger s genitals and inner thigh. He did this both in the front and back. He was very upset and would like some sort of action taken against this employee. He was the very last person in the line before the lane closed.

3/21/2013 11:30:43 AM Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

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.

I offered to send him the claim forms but he said he would get them off the website.

This is both a report and a request for guidance re proper procedure.

Issue:

I want to report that my nearly brand new (end of January 2013) MacBook Pro was dropped from a bin onto the floor by TSA personnel. I have not yet had the laptop checked by Apple diagnostics to determine if there was any damage, but this is notice of the incident. If there is another procedure by which I should report this incident, please notify me and I will do so.

Specific information:

My name is (b)(6) On Wednesday, March 20, 2013, I was traveling from Houston, Texas (George Bush International Airport), to Seattle, Washington, on Alaska Airlines Flight 731, departing at 5:35 p.m. The Houston airport gate assignment for the flight was A 11. I requested a personal putdown. The agent assigned to pat me down was (b)(6) who proceeded to pick up the bins with my belongings and move them to a nearby screening area. In the process of (b)(6) putting the bins onto the tabletop, the top bin, containing my MacBook Pro, slid off and my computer slid out of the bin and fell onto the floor. (b)(6) gave me a card with her name, the date, and the location of the checkpoint (A North), so that I could report the matter accurately.

3/21/2013 2:17:26 PM

(b)(6) was very pleasant and very professional and thorough in her patdown.

Please advise me how to proceed.

Thank you,
(b)(6)

(b)(6)

Bellingham, WA 98229

From: (b)(6)
Sent: Thursday, March 21, 2013 1:15 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Violation of Constitutional Rights - 3A

3/21/2013 2:17:34 PM

First off I would like to say I will not be giving you my personal information because I feel the TSA has already violated my privacy and rights enough. I was boarding a flight to Miami and refused your "X-Ray Body Scanner," I was told to go to the side and wait for a pat down. I moved to the side and was approached by two TSA employees who explained the procedure, I consented to the body search or else I wouldn't of been able to fly this day. After feeling every inch of my body they go to the testing machine 5 ft away from me and the alarm goes off. They told me they found "explosive residue," On my pants by my groin. They then escorted me to a private screening room. Another TSA employe came and explained to me they had to do another search and feel up my body again. I asked the TSA employee "How many people have to violate me and search me?" Of course his response was "just following protocol," like the stupid sheep the TSA and its employees are. So 30 minutes later and 3 men violating me, I was cleared to fly. I asked the TSA employee who searched me last "What was the explosive residue you found on my pants?" The TSA employee then said "I was not part of the analysis,it was a false reading, I dont know." So the TSA harasses me, holds me up for 30 minutes because I had "explosive residue on my pants," and then when I ask them what it was they cant even tell me? the TSA is the biggest infringement of privacy and the constitution of the United States. The fourth Amendment of the constitution states clearly.""

"The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized."

The TSA violated the 4th amendment when they halted me for an un reasonable search and seizure without probable cause other then their faulty machine detecting "explosive residue," this agency is an insult to the United States of America the Constitution and the freedom it stands for. This agency deserves to be charged with treason from the acts of tyranny it commits daily. From the virtual body scanner infringing on peoples privacy and the un reasonable searches and seizures. Everyone who works for this Agency should be ashamed of themselves. If you think a man in a blue shirt with latex gloves on is going to stop "terrorists," then your sadly mistaken. United States of America, land of the police state.

Feedback Type : Request for Information
Categories : Other; Screening (AIT, Patdown) Current Date/Time : 3/21/2013 1:16:07 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/21/2013 2:17:46 PM

Comment : Hello, on March 3rd 2013 I took a flight from Newark international to Schipol airport (amsterdam). At Newark international the TSA representative made two or three extra checks to my macbook pro after it was processed through the xray device. Since that event I have continued to have severe hardware issues with my 2011 Macbook pro. Prior to going through the security checkpoint at Newark my Macbook pro functioned properly. My computer was completely shut off when processed and did not have any hardware issues. The macbook pro at this time continues to freeze up completely, requiring restart. And or my macbook pro completely unexpectedly shuts off completely. ie, blackscreen, no fan or lights, no response. I would like to know who or how I may be able to find support in this matter. And what materials would I need to produce in order to document for TSA these issues following my flight. I would like to seek some form of credit or compensation for this matter in hopes of correcting my computer troubles following the TSA official's examination of my macbook pro device.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/21/2013 6:06:28 PM

Hello,

I'm writing to report a "hair pat down" that I experienced at Denver International Airport on Wednesday March 20th around 3PM MT. On this date I proceeded through security as normal, went through the scanner, etc. However, I was subjected to a "hair pat down" that I feel I can safely assume was an instance of racial profiling due to the fact 1. My hair was not pulled into a complicated style, it was simply pulled up with a very, very small plastic clip 2. I don't have a great volume of hair 3. No one around me (including women with much thicker/curly hair in larger hairstyles) was subjected to such a pat down. I am aware this issue has gained national attention for instances of racial profiling.

This practice goes beyond the realm of what I consider to be a dignified way of ensuring passenger safety. It is one thing to be scanned or patted down on the legs, waist, or arms, it is quite another to be subjected to someone touching my hair/sensitive facial areas, especially in public view, and especially given that everyone isn't subjected to this. I consider this practice to be degrading and wanted to formally express my discontent with this and file a complaint.

Sincerely,
(b)(6)
(b)(6)

3/22/2013 10:40:42 AM

Disability Description: The caller s traveling companion is 85 years old, has a cane, and is hearing impaired.

Response Details: Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures.

I told the caller that since the passenger herself is unable to write in her complaint, and the caller is unwilling, I will forward the complaint to the disability branch for review.

I tried to provide information about how the caller can have the passenger write in her complaint:
Be filed within 180 days of the alleged act of discrimination;
Be in writing;

Caller declined the information and declined the email with instructions on how to do this.

Incident Details: The caller wants to issue a complaint. She stated that she came in from PIT on Sunday March, 17th, with another woman companion. She stated that they did a search on her traveling companion that was just awful. She made a complaint to the supervisor and was given a comment card at the checkpoint.

She is not interested in filing a complaint on a card. She stated that the passenger is 85 years old, had a cane, hard of hearing, and had a patdown out in the open in view of the public. She feels that TSA failed to accommodate to her traveling companion based on her disabilities. She doesn t want to see anybody have to go through this. He stated that you can tell that she is elderly by looking at her, and this was unnecessary.. She told the officers that she is hard of hearing.

Caller does not want (b)(6) to know that she is reporting this. She does not want to upset her. She stated that she has authorized herself to file the complaint on this other person s behalf. She does not want the passenger (b)(6) contacted.

The caller stated that the passenger involved is elderly and unable to write in the complaint on her own. She does not know that the caller is filing a complaint. She does not want her to know.

Details:
Airport: PIT
Airline: Airtran
Flight Number: 781

3/22/2013 12:06:30 PM

To whom it may concern:
I am not sure how to lodge a complaint about a TSA agent at Detroit Metro airport, so I will start with this email.

On March 16th I flew from Detroit to Las Vegas on Delta Airlines. I went thru the screening line around 7 am. I went thru the machine where you hold your arms up (scanner) and when I came out, the agent must have said for me to wait there but I didn't hear her and started to walk. She abruptly said 'I said to wait here!' and I said I'm sorry I didn't hear you to which she replied 'Why do think I'm standing here?' I said there was no need for her to be so nasty and she smiled and said 'I'm not being nasty' and I said 'you kind of are'. She said you will need to wait for a pat down. I said, 'can I grab my purse' because my work computer, work credit card and all of my cash were on that belt, to which she said 'No you may not!' After taking her time, she did the pat down and then yelled 'hand swipe!'. So then another agent comes over and says walk this way for a hand swipe and I said, can I take my purse and he says, no but we can do it here (at the end of the belt my stuff was on). He did the swipe and I asked him what prompted this and he said I don't know, maybe cuz you have a little glitter on your shirt (which I firmly believe it's because the agent in the line was angry that I challenged her nasty attitude). In any event, I asked for a complaint form and he couldn't find one or a supervisor so he told me to go on line and gave me the name of the TSA agent (b)(6) Believe me, I understand these people have a lot to deal with and I'm not one of the people who complain about a pat down or scanner – I believe it keeps us safer but some of these people just don't understand how to treat people. When you travel, you are in a stressed state to begin with and add to that the lines and crowds, it doesn't help for a TSA agent or anyone in the airport for that matter, to treat you like they own you.

Thank you.

3/22/2013 12:07:12 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/22/2013 11:44:09 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/20/2013 8:00 AM Airline & Flight Number : Southwest #1026 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) : Not Known Comment : Traveling from Phoenix Sky Harbor to Kansas City with spouse and 3 children. I live in KS and have a KS DL. I (b)(6) only was held up by TSA because of an issue with my KS drivers license identification. I just has my DL renewed a week prior to my trip and in KS, when you renew your license, they snip off about 1/3 of your DL and return the other 2/3 to you plus a paper DL renewal. When the KS DL employee proceeded to snip my DL, I inquired if this would be a problem with TSA as I was flying the following week and she assured me it would not and it was not an issue flying from KC to Phoenix. However, on 3/20 when returning from Phoenix to KS it was an issue. Upon going through TSA security at the PHX airport, I provided TSA with my snipped DL (which still shows my picture, DL no., signature) as well as the renewal KS DL paper copy (which has my picture, DL no., signature). The TSA agent advised me of issues with my ID since it has been snipped and she said she had never seen that before. I was then pulled aside for additional questioning by a supervisor (who was apparently taking instructions from her supervisor), including phone calls to someone who had the TSA agent ask me questions trying to verify my identification. I had no other form of identification that satisfied TSA. After getting past the questioning, I went through the body scan, body pat down, and had my luggage fully swiped and was cleared to board. Overall, it took me 45 minutes to get through TSA security. I called the KS DL department and complained about how in KS they snip the DL and the problems it caused with TSA. The KS DL department told me that their is nothing wrong with their process, and they have people fly all over with a sniped DL/paper DL renewal and blamed it on over zealous TSA agents. In any case, it seems to me that TSA needs to get together with the KS DL department and work out a process that satisfies both. I know TSA is just trying to do their job, and I am not overaly upset. But if I had missed my flight, I would feel differently. 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

3/22/2013 12:26:08 PM

Disability Description: Caller has lost his left hand and has a hook and cable prosthetic and he normally takes his arm off and puts it through the metal detector with his other carry on items. He went through the screening checkpoint at Boise Airport yesterday and he and he was told that he should not do this and should not have to take his arm off for screening.

He stated that he went through the screening process in Spokane and he left his arm on and he received a patdown and that was very invasive and he does not want to have to go through this again so he just started taking his arm off for screening. Concourse C at Spokane Airport Alaska Airlines to Boise at 7:00 am Wednesday Feb 20 flight 695.

Incident Details: Caller stated that he does not feel discriminated against and that he just believes that the TSO that conducted the patdown at Spokane was very poorly trained and he hopes that they will receive additional training on how to conduct a patdown screening.

I regret that this was his screening experience and advised him that I will forward his complaint to the CSM at Spokane so they will be aware of the issue.

3/22/2013 1:41:05 PM

Caller states her daughter is 12 years old and has cerebral palsy. When they went through screening her daughter had a patdown and she was told 12 year olds did not need a patdown. She states she is ready to go to the media with this, and congress. Her daughter was frisked, this was demeaning, and irritating. She wanted to know why she did not receive her email as she was promised. She can walk without her braces and they denied them to even take off her shoes. She wants it noted she wants to file a formal complaint. Caller states her daughter is a twin and her twin was not screened. No one else received a patdown only her daughter in the wheelchair. She wants to know who is the one to supply the wheelchair. She is going to let the media know how people with disabilities are treated.

Airport: LAX to Kansas City
Airline: Southwest
Flight: 629
Terminal: unknow
Date: March 17, 2013
email: (b)(6)

Advised Caller:

The email was sent to your address. You need to check your spam. I will resend the form to your email. I do apologize your experience was not a pleasant one. TSOs are trained to treat everyone with respect and diginty. The airline are the ones who assist with the wheelchairs. I resent the form via email.

Disability Description: Caller uses an insulin pump that he is able to temporarily disconnect from but it is affected by the AIT scanners. An AIT will shut the pump off.

Response Details: Explained to caller that our information states that passengers can be screened without having to disconnect from the pump and they may be screened via WTMD, AIT, or a patdown. However we do not have any information stating that passengers who can disconnect from their medical device may be screened seperately from the pump and what the process would entail. Advised him that I would forward his inquiry to the appropriate office for review and request a response. He stated he may be contacted by phone or email in the event anyone needs his most recent flight information from March 10th.

3/22/2013 1:55:33 PM

Caller is also curious why he has never been offered the option to disconnect from the pump. TSOs always assume he can not do this.

Incident Details: The caller stated that he typically travels from ALB- Albany to MCO-Orlando roundtrip for business. He is calling because he wears an insulin pump that he can disconnect from temporarily. His issue is that he offers to disconnect the pump and pass through the AIT, because if he wears the device through the AIT, it will shut down the pump and he must have it reset. He states that the TSOs at ALB and sometimes other airports will not let him disconnect the device and have it screened while he goes through the AIT; instead they just require he have a full body patdown and ETD screening which he states always substantially delays him. He is requesting information on the procedures and wanted to know why this is not a possibility for him.

The caller traveled from DTW to PHX with US Airways flight # 261 departing at 5:35pm from gate D25. She went through screening at approx. 4:30 - 5:00pm and says that she opted out of AIT for a patdown. During the patdown her belongings went through secondary screening and now she has found that she is missing a bank envelope, she thinks came from Telcom bank, with $600-$700 dollars is missing from her laptop bag.

3/22/2013 3:30:15 PM

She doesn t remember exactly how much was in the envelope or which bank the envelope was from.

I explained that I would forward her information to the CSM at DTW for review.

Edit:
The caller called back and told another agent that the bank was Vibe Credit Union and the envelope held $480.
Hello,

I left a written comment card at the checkpoint, but I'd like to follow up via email to ensure that my experience is recorded.

The incident took place at SJC Terminal A, Lane 4, on Mar. 22 at 10:30 AM. I was flying DL 2279 to MSP.

Upon reaching the checkpoint, I politely opted out of the AIT and was attended to by an agent (b)(6) The agent was extremely brusque from the moment of first contact, repeatedly and incredulously questioning my decision to opt-out:

"Do you understand that this is not an X-Ray?"

"Yes, sir."

3/22/2013 4:15:09 PM

"There are no health or safety concerns, and you want to opt out?"

"Yes, sir."

"You know this safer than your cell phone?"

"Yes, sir."

"And you *still* want to opt out?"

"Absolutely."

As he began patting me down, he clearly muttered under his breath "Less than 1/10th of a cell phone. Stupid!"

When I asked for clarification, he asserted that "I didn't say you were stupid, I said opting out was stupid."

3/22/2013 5:35:53 PM

The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn t feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor s supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman s body and if he hadn t told them that he was a transgender male they wouldn t have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident.
Attachment 1:

Name: (b)(6)
Cell Phone: (b)(6)
Work: (b)(6)
Address: (b)(6) Austin, TX 78705
What happened?: See attachment
When did this happen?: This happened from approximately 3:45pm to 4:30 pm on March 21, 2013.
Where did this happen?: Dallas Love Field, Dallas, TX Who treated you unfairly?:
Agent (b)(6) : white male, middle aged, overweight, full goatee and mustache Lower level supervisor: 50s, African American male, short dark hair Supervisor (b)(6) African American female, 40s, slim, approximately 5 4
TSA Explosive Expert: white mail, 30s, muscular, short military haircut

I have attempted to contact the TSA Customer Service Manager for Dallas Love Field using the number I obtained from the automated voice system sponsored by the TSA Office of Civil Rights. That number connects to a general Dallas Love Field operator number that is unstaffed. Since I do not know the Love Field Customer Service Managers extension, I am unable to reach him her.

3/22/2013 6:10:42 PM

Is there any other information you want us to know about or consider?:
The last time I filed a TSA complaint regarding treatment in the Atlanta airport I was never contacted despite my request. I want to know both the local resolution of this matter but I also want to know what will be done to prevent this from happening to other transgender travelers. Additionally, I want to discuss what can be done to ensure that this never happens to me again in Love Field or any other airport.

Attachment 2:

Question 3:

On March 21, 2013 I arrived at Dallas Love Field to fly from Dallas to Austin, TX on Southwest Airlines WN0040 departing at 5:30 pm. I entered the screening area at approximately 3:45 pm and, after placing my items in the bins to be scanned, stated that I was opting out of screening through the scanner. I was escorted to a station for a pat down. When asked by Agent (b)(6) if I wore any prosthetic devices, I explained that, as a pre---operative transgendered man, I wear a heavy compression vest and that he should expect to encounter some resistance when patting down my torso. I fly for business on a regular basis and have learned from experience that agents always flag the resistance they feel from my compression vest which is why I respectfully explained this to Agent (b)(6) He called over a supervisor and they decided that they needed to escort me to a private screening area. Again, this often happens and I was expecting the request and had no problems complying. This was one reason why I had arrived at the airport early so there would be adequate time to complete screening if a secondary pat down was required.

Upon entering the private screening area I provided the supervisor (who never introduced himself and I was unable to read his badge) with a copy of my court order showing the legal change in my name and gender as evidence that I am a transgendered man. The two agents seemed confused by this and were unclear on whether or not they should pat me down. The supervisor informed that I should have gone through the body imaging scanner so this wouldn't have been a problem. I explained that there was a strong likelihood that anomalies due to the chest compression would have been flagged (many transgendered men have experienced this) and I would have had to undergo secondary screening. By opting out, which is my

3/22/2013 7:01:58 PM

The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn t feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor s supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman s body and if he hadn t told them that he was a transgender male they wouldn t have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident.

3/22/2013 8:02:22 PM

Why are individuals with medical implants (pacemakers, etc.) targeted by the TSA for pat downs? Clearly, the device is an obvious "anomaly" that should be easily recognized by even minimally trained agents. Pushing on the device causes discomfort both physically and emotionally. Kindly reply to this email without using a form letter.

(b)(6)

Disability Description: The caller was very upset when she called because of her handicapped father in laws screening experience.

Information Request: The caller and her family recently traveled from IAH to JAN. The caller s father in law is in a wheelchair. He went through the checkpoint he was asked to stand for the AIT screening. The caller and a sister in law was assisting father in law but did not tell the TSO agents that her father in law could not stand on his own and required physical assistance. The caller said the screening was a complete hazard, partially because no one advised the TSO of the assistance needed and the sister in law did not understand the screening process of someone in a wheelchair. The caller said they wanted to get a complete understanding of the screening process for a passenger in a wheelchair before the return flight home.
The callers concern is that they will be traveling from JAN back home to IAH and want to make sure they are prepared for the return flight.

Response Details: I apologized to the caller for the experience and advised the caller I would take her information regarding the experience and would also send her documents to file a formal complaint if she wished. I also advised the caller I wanted to prevent the same experience form happening again and would like to assist her.

The caller stated they did not want to file a complaint they just needed to be prepared for the screening process and her other family members had not flew before and didn t know what to do. They just wanted help to get him through the checkpoint and make it easier on all concerned, so they are requesting assistance for the return flight.

3/22/2013 9:59:10 PM

The screening process for a wheelchair or scooter is determined by a passenger s ability to stand and walk, although a passenger can be screened without standing, walking, or being required out of a wheelchair. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
A companion, assistant, or family member may accompany a passenger to assist him.

I advised the caller I was going to send a request for assistance for her father in law for the return flight to make the process a much more pleasant one. I again apologized to the caller.

I obtained the flight itinerary for the passengers return flight and a told the caller I would send a request for a Disability specialist to contact her and make adequate arrangements.
I told the caller the specialist may contact her with information via email or phone.

I again apologized to the caller and adivsed if she had any additional questions or concerns to call back.

TSA,

I would like to take a minute to thank you all for what you do. You guys continually take a beating in the media for "problems" with screenings. I for one understand that the few isolated "horror stories" pale in comparison to the millions of travelers screened each year. I understand that you have some great agents and some less than perfect, as does any profession. In my not so humble opinion, you need to be vigilante and pat down or swab whomever needs it. Kids, people with disabilities, the elderly and me if need be. Our enemies both foreign and domestic are continually looking at new ways to hurt us and if anyone believes for a second that they are not considering using the aforementioned people (minus me) to further their agenda, they are sadly mistaken. True evil knows no boundaries. I would like to thank you for taking a thankless job standing on the front lines in our defense. My family and I will be traveling next month and I rest easy knowing you are all doing your job.

3/23/2013 9:10:16 AM

I would me remiss if I didn't mention the fact that I am not very pleased about the fact that you are going to be allowing knives aboard again. I don't care how small they are, it is a bad idea. It seems someone in the administration has dropped the ball. None the less thank you and keep up the good work.

(b)(6)

TSA,

I sent an email to you in October 2012. I received a response back December 22, 2012 that said my email was forwarded to the "customer service manager at the given airport". It is now 3 months later and I still have not received a anything. I would like a response ASAP.

This is a copy of the email that I sent you:

Dear TSA,

We had an experience that happened to us on December 28th 2011. This did happen quite a while back and we were very upset at the time, but as life goes on I put the incident aside. Since I still often think about this and it still angers me. I thought I'd finally write this letter. This involved my daughter, age 23, and me. Please understand that in the telling of this, my daughter and I have now talked to each other about what we saw and felt. At the time neither one of us realized the one was feeling the same thing. I will apologize in advance of the length of this letter but I would like you to understand some of what we felt happened.

3/23/2013 9:10:34 AM

I am a recently retired Delta airlines employee and my daughter (b)(6) have traveled hundreds of flights. My husband works for Delta at the ticket counter in SLC and I worked at the gates so we are quite familiar with TSA.

We checked a bag at 5:39 am for a 6:30 am flight (verified by Delta's computer). We went directly to the security line, which in Fargo takes less than 30 seconds. For sake of argument and that I really do not exaggerate, I will give us 3 minutes to get there. We were in line 47 minutes before departure time. I am very use to working in minutes and I watch the clock a lot because my job at the gates in SLC was dependent on exact timing.

Fargo is by far the slowest in screening compared to any airport I've been in and the line was slow moving but we had no reason to think we would not get though in time for the flight. As a few minutes ticked by and more people got in line behind us, talk started up amongst the passengers about getting to their flight on time. We really try to not get involved with anything to do with flying or the airports, so we just listened to the banter. A few people asked to go in front of other people and it was soon determined we were all on the same flight. We did start talking to the lady in front of us because she spoke to us specifically. She was complaining of how slow the line was going and we reassured her that even though they are slow, we have not missed a flight due to it. As you well know how a crowd can get, people started to get very vocal and agitated. Finally after hearing a panicked "they are calling my flight" (b)(6) pointed over to our gate and said that they couldn't be because there were no agents there. The people just needed some reassurance that they were going to make it and (b)(6) sounded like she was knowledgeable so they seemed to listen to her and she was positive sounding. Every couple of minutes the people got stirred up and she would say various things like: It's ok; I'm sure we will make it; We've never missed a flight yet; etc… Someone finally said "They are doing a final boarding call". Again she pointed at the gate and showed them that the two pilots were just arriving so they couldn't be in final boarding and that in fact they hadn't even started boarding. A lady who seemed to only speak Spanish was quite nervous. We would tell her OK over and over. A little while later she got out of line and went to the front of the line and they let her go before them. This seemed to upset a few people and again (b)(6) said "that's ok, she doesn't understand English". During all this time I had noticed the TSA agent that was stationed at the exit kept looking at us. I thought maybe he just looked in our area but I couldn't help but feel it was at (b)(6) and me. (b)(6) s a nice looking girl and she does get stares from guys so I just chalked it up to that. It turns out that (b)(6) was seeing the same thing; the guy looking at us or her and she felt the same as me. By time we reached the agent that checks our ID, people had settled and we had over 20 minutes before departure time. As this is old hat to us (b)(6) and I had not said anything to each other for a while. Even when we put our belongings on the table we did not even acknowledge each other. When (b)(6) went thru the body scanner she was immediately pulled aside for extra screening. I thought she got dinged as random. I was next and imagine my surprise when I was pulled aside for extra screening. When the lady came over to me to do the pat down, I asked if this was just random. She said "No, I just come over when they tell me to". Odd but ok. As soon as I was told I needed to do extra screening, I never gave (b)(6) another thought. I was focused on myself and what I needed to do.

3/23/2013 10:58:44 AM

Dear TSA Contact Center:

I will NEVER fly while you exist. TSA personnel deserve to rot in hell.

Your "people" are sick, contemptible, would-be dictators who do not hesitate to:

(1) grope old ladies who can barely function and who cannot defend themselves
(2) humiliate, embarrass, and steal from disabled VETERANS who keep you free!
(3) grope children in wheelchairs, for God's sake
)4) dump out of a container the ashes of loved ones that are on the way home
(5) force the removal of even the most personal prosthetics from everyone, including those of airlines empoloyees
(6) use the full body scans to leer at the naked bodies of everyone, including their personal parts--do that to yourselves sometime
(7) steal property from passengers whenever you can
(8) subject sick people to the most humiliating and unnecessary examinations and body scans

Every one of your employees deserves to be jailed for breaking the law, abusing American citizens, and shunned for the rest of their natural lives--and that includes your administration and management personnel because they condone and encourage such perversity.

Don't write back. Anything you have to say is of no interest--unless you are going out of existence.

Enjoy your day making life hell for others,

(b)(6)

Liberalism - when moochers elect looters to steal from producers

Destruction of Freedom - when Muslims, Communists, Marxists, Socialists, and anarchists infiltrate, contaminate, and corrupt every level of government

3/23/2013 10:58:49 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/23/2013 10:27:14 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/21/2013 3:15 PM Airline & Flight Number : Delta 1643 Checkpoint/Area of Airport : Delta Security for Gate 2/3 TSA Employee: (If Known) :
Comment : On Saturday, March 21, 2013, I went through security at JFK, Delta Terminal, en route to Seattle. As I walked out of the scanner, the TSA agent started patting down my chest without saying a word. I said "I don't want to be patted down", she said "You have to, there is an anomaly". I told her she needed to say something to me before initiating a pat down to which she did not respond. I complained to her supervisor who spoke to her as I watched.
I am a breast cancer survivor. I have a couple of titanium markers in my breasts as tumor markers. This is the first time the screen picked up anything. I appreciate the work of the TSA but CLEARLY some agents need more training. I cringe every time I go into the scanner because I know I am adding more radiation to my body. I do not want any strangers touching me unless absolutely necessary. At the least, I expect common courtesy and respect from the TSA and not to have someone put their hands all over me without saying a word.
I have shared this with my representatives, but wanted to share with you because this is a training issue that needs to be addressed.
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

The caller thinks that she was discriminated against because she had to undergo a patdown due to her hair extensions. She is African American and her colleagues are white. They wear hair extensions, but were not patted down. The airport is LAS.

ABaker completed the record

3/23/2013 11:49:24 AM

Caller stated that on March 22, 2013 she went through the checkpoint around 530-630 pm through terminal E-15. She stated that when she went through the checkpoint she was with her caucasian colleagues who each had hair extensions. However she being a woman of color with extensions was the only one who had her hair patted down. The first TSO gentleman was of Latin descent. The female was also of Latin descent having dark hair, heavy set with a stalky build.

Advised caller:

We take these complaints very seriously. What is need however is the complaint to be submitted in writing. We can send this information to be sent via email. You would just need to fill it out and send it back in to the address provided.

Caller flew from Montgomery AL to Columbus OH. Caller states that the TSO was very hostile. Caller says the he requested a patdown and was asked why. He states that he said it was for medical reasons, since he has had lots of radiological tests. Caller said that it made him nervous, because the TSO stared at him closely and was a big guy. Caller says that a lady supervisor also questioned him and he felt shaken. Caller states that the TSO picked up his jacket and dropped it. Caller is concerned that other Koreans may also be receiving adverse treatment.

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

3/23/2013 12:23:25 PM

Flight information:
Flight Path: Montgomery to ATL to Columbus OH
Flight date time: 3 22 1250 155 and 720
Flight #: 5102 and 1030
Airline: Delta
Airport: Montgomery
Gate Terminal: (only one) and S9
Email (b)(6)

Good Morning-

I am writing to file a complaint against the Denver International Airport TSA. On Friday March 15, 2013 at approximately 11:10pm, I was traveling from Denver to Orlando with a service animal, which was a small dog. This is not the first time I have traveled with a service animal, so I was accustom to the procedure of going through the metal detector and then having my hands swabbed. On this occasion however, I apparently failed the hand swab. My belongings were moved to another table and the male TSA agent explained that my hand swab had failed, explaining that it was likely the dog had walked through something which allowed transfer to my hands and subsequent fail of the test. He was polite as he did his work and I had no complaint with him, as he was professional and explained what was going on.

It was the female supervising agent and her female counter part who angered me and in my opinion were HIGHLY unprofessional. Apparently, my bag swab also failed because with NO explanation my belongings and I were silently escorted into a small room, the door was closed, I was given orders and then I received an entire body pat down, including inside my waist band. I felt violated and like I was in a foreign country not America because surely in the United States of America I could expect that before being escorted away into a private room by two female TSA officers, that the situation would be explained to me that both my hands and bags had failed the swab test and that I would be taken to a private room and what would happen once in that room. These two female officers said nothing to me as they escorted me to this room and only barked orders at me like I was a dog. I was not treated with respect or dignity, nor was I given the common courtesy of an explanation of what was going to happen.

3/23/2013 12:58:40 PM

I have no issue with TSA doing their job but I do take issue when things are not explained to passengers, so they may understand what is going on and what to expect. Explaining to me that my two initial swabs had failed and that I would be taken into a private room, patted down and the agents gloves tested again does NOT pose a threat to our national security or release security sensitive information, so why your two agents chose to be rude and unprofessional is beyond me. It is experiences like this that leave a bad taste in the mouth of American citizens. I would ask that ALL your agents receive a reminder of how to communicate with the public and how situations like this should be handled.

Again the date was Friday March 15, 2013 at approximately 11:10pm and it was at the South Security check point, I believe. It was the check point nearest the security checkpoint for terminal A, which was closed due to the late hour, prompting me to go down the escalator to the checkpoint below. I went through in approximately the middle of the lanes.

I would appreciate a follow up to this email.

Thank you.

(b)(6)

From: (b)(6)
Sent: Thursday, March 21, 2013 7:48 PM
To: TSAExternalCompliance@dhs.gov
Subject: Incident with pat down at Dulles Airport, following the Inauguration

3/23/2013 12:59:03 PM

My name is (b)(6) and I am writing to you at the advice of my Congressman Timothy J. Walz of Minnesota. It concerns an incident that happened to me following the Inauguration of President Obama on my return home from Dulles airport. My flight was on Delta at 6:23 pm, departing at 7:03, flight DL2077, to Minneapolis Saint Paul. I arrived at Dulles around 4:30 pm with plenty of time to check a bag and then get in the security line. When it came for my turn to come through the security I emptied all my pockets, took off my shoes and belt--everything required by the TSA. I proceeded to the full body scan. Apparently something was not quite right and I was flagged for a pat down. The TSA agent said to me, Do you have something in your pocket? Sure enough I had failed to pull out a tissue from the bottom of my pocket. The TSA agent said to me, I still need to give you a pat down. I asked him to please don't do that. I said it rather forcefully. The Agent said again with a smile on his face, I still have to pat you down. I asked the agent again to please refrain from doing so. He told me I would not get on the plane unless he patted me down. I gave in.

Gentleman, I did not receive a pat down from the agent---quite frankly and putting it rather crassly, I received a full groping of my genitals. I told him to stop and he just smiled. I have Post Traumatic Stress Disorder having been abused as a child and young adult. Perhaps you could try and imagine the amount of work I have done to put my life back in order, but his inappropriate touch created a flash back, humiliation and my desire to flee. In fact, I grabbed my stuff and ran. Gentleman, I am a 62 year old Lutheran pastor and the TSA have hired a person who should not being doing the job he does. It is my expectation that you will track down this person based on my flight time and the possible time I came though the body scan and have a very serious conversation with him. It is my expectation that the TSA will actively investigate what I am reporting to you, and you will report back to me what your actions were considering this person. A copy of your investigation will be sent to Congressman Tim Walz who is equally interested in your response.

Sincerely,

(b)(6)

(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Saturday, March 23, 2013 12:22 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

3/23/2013 3:00:23 PM

Today is March 22, 2013 and I just went through security at Honolulu international airport Gold Land by Gate 12 at approximately 6pm. I have submitted to the body scan to avoid the pat down and I still subjected to having the TSA screener touch my hair. It was in a ponytail. My objections are that she did not do this to men nor women with short hair as I went to observe for a few minutes.

First of all, I wash my hair prior to a flight so as not to attract lice. She did not change her glove and touched several other women. This is a health hazard and unwarranted. Why bother going through the scan if we are going to have to be touched?

Please address this as the procedure is NOT listed on the TSA website and this was a first. I have gone through security many times and have just had to shake my hair out of clips thus, the pony tail this time. There was no reason for the touch. Travel has become a stripping of a person's constitutional rights. Please offer an explanation or change procedure as it is discriminatory for individuals who choose to have long hair- women.

(b)(6)

On February 22, 2013 my husband and I arrived at SeaTac Airport about 7:20 PM for an Alaska Airlines flight to Fort Lauderdale Florida at 9:50 PM. My husband is seven years into early on-set dementia. Alaska Airlines had offered a wheelchair for my husband to get to the boarding gate, but he said he was fine to walk the distance to concourse C and we did have the time. As it turned out, that was a bad decision on our part.

When we approached the scanner, I said to the attendant that my husband has dementia and would need additional help understanding the directions about what to do in the scanner. I continued through first with no problems. I noticed during my scan that the platform that we had to stand on is black with dark blue rectangular boxes for foot placement. People with dementia/ALZ see "black" as a hole and are often fearful to step on the surface. There was little chance he was going to see the dark blue lines for his foot placement. As his scan continued to take more time than it should have, I repeated to the other attendant near me that my husband has dementia and might be confused by the directions to be scanned. He went over and talked with the scanner. He then pulled my husband aside and began talking to him. I asked what was happening, and he replied that my husband moved during the scan and they could not get a clear picture. So he would need a pat down. As soon as he completed that, two other TSA employees came forth and asked which luggage was my husband's. I explained that we both had belongings in both carry-on pieces. They said that something was sensed during the pat down and they needed to search our luggage. My husband was wearing depends because of the length of our flight and the time of night we had to fly! I wonder if that what was sensed. Or maybe his fright from being in the scanner and the commotion it caused. After they scanned our luggage with some kind of tape, it was determined that there was cause for a more invasive search. The two agents took my husband to a room where the strip search was conducted. By the time he was returned to me, my husband was highly distressed. He did not understand what was going on and why. At no time did any one of the TSA employees mention to me that I had the right to ask for a "Passenger Support Specialist" or ask if I would like special assistance. Even though two times I told them my husband has dementia and would need help understanding the directions in the scanner. Unfortunately, it was only today, in trying to find contact information for TSA, were these special assisstance terms came to my attention - after the fact and on your website.

3/23/2013 6:06:37 PM

I would like to request that you have a Support Specialish available on each shift at SeaTac as well as all airports. That way when a passenger expresses the need for assistance, there is someone trained to provide it. Is it possible for the scanner surface could be gray with bright yellow lines for foot placement? Things your trained scanners should know about dementia/ALZ: Patients see black as a hole and feel fear having to step on that surface. Patients do not see white - it just can't be focused on, it's not there. Later in the day, dementia patients fall into sundowners - their already diminished thinking and reasoning skills fall even farther and there is increased confusion. And dementia patients do not just bounce back from uncomfortable situations like a strip search. The affects lasted several days, and into what was to be a wonderful 42nd anniversary cruise to the Caribbean. My goal for TSA would be, next time we fly and need to go through security, to see a large, visible sign as we approach the security station indicating the availability of a Support Specialist upon request. I wonder if other travelers have thought to visit your website before flying to find out this kind of information. I know I didn't.

I would like to hear back from TSA that you received this communication about my concerns with scanner technician training to handle special populations through security. Just to hear that you read this and maybe understand my frustration at SeaTac February 22 would mean a lot to me. I also forwarded this communication to my care associate at the ALZ Association and to the facilitator for my Caregiver Support Group, as I have expressed my concerns with her since the incident. I thank you for your time to hear me out.

Very Sincerely,
(b)(6)

I can be reached at: (b)(6) Arlington, WA, 98223 or by phone at (b)(6) My e-mail is HYPERLINK (b)(6)

Aloha,

Per your own website, Natve American tribal IDs are an acceptable form of identification. If this is true, then the Office of Hawaiian Affiars Hawaiian registry ID is an acceptable form of identification. Since the Federal government has redefined Native Americans to include Native Hawaiians, then I am unclear as to why TSA agents would not accept such an ID as an acceptable form of identification.

I consider this a horrifying act of racism, especially when enforced in my native lands. What is more frustratingly unbelievable, is the fact that there is absolutely no consistency between the TSA security checkpoints of the airports of Hawaii. In Honolulu, obviously, the agents there understand Native American tribal IDs, and if they and I am mistaken, then your office should clearly state what TSA means by "Native American Tribal ID." So that there is clear understanding regarding your own requirements!

I look forward to receiving your response regarding this matter, meaning, I expext a response to this email and my request for a clear definition of what this branch of the Federal government considers Native American.

This is regarding the need for "a more thorough security pat down" because I had a temporary State of Hawaii drivers license and my Office of Hawaiian Affairs Native Hawaiian registry ID, plus a major credit card with my picture at the Hilo International Airport on Saturday, March 23, 2013 at approximately 14:45.

3/24/2013 9:07:21 AM

Sent from my iPad...e kala mai no typos.

'O wau me ka ha'aha'a,
(b)(6)

This message is the property of Kamehameha Schools and any attachments are confidential to the intended recipient at the e-mail address to which it has been addressed. If you are not the intended recipient, you may not copy, forward, disclose or use any part of this message or its attachments. If you received this transmission in error please notify the sender immediately by e-mail or contact (b)(6) and then delete this message from your system.

Disability Description: Caller has a Tens Unit and claims TSO doesn t know what it is.

Response Details: I told the caller effective April 25, 2013 he can bring 2 golf clubs in his carry-on baggage. I told the caller to inform the officers he has a TENSunit and where it is located.

(b)(6) Notes:

3/24/2013 11:11:57 AM

He wears a TENS Unit when he travels. He says he gets frisked when traveling. He is complaining that a lot of agents doesn t know what a tens unit is. He says Kennedy and LaGuardia are both problems when traveling with a TENS unit because none of the agents know what tens unit is. He says the agents there don t know what a unit is and taking it through screening is a horrible experience. He went through the checkpoint at Kennedy at the end of February flying with Jet Blue and not even the supervisor knew what a TENS unit was. I told him the wires could cause a patdown. He would like a call back from one of the CSM s or ODPO. I told him it must be submitted in writing. He declined to give me his e-mail address. He did give me his phone number He would like a call back from the CSM at that airport.

Incident Details: The caller wanted to know if he can bring a golf club in carry-on baggage. The caller said he called the airline and was told he was not allowed to bring the item as carry-on. The caller also stated he was stopped at the airport because he was wearing a TENS unit. The caller said the officer and the supervisor did not know what the device was and he was stopped for additional screening. The caller believes the officers are not properly trained. The caller wanted to know what he needs to do the next time he fly s. The caller requested to speak with a supervisor.

3/24/2013 12:58:24 PM

Dear TSA:

I am just a little puzzled about the operation of the Trusted Traveler Program. And what exactly I bought for my $100 fee.
http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2/tsa-pre-check-TM-how-it-works

Your website indicates that it is operative for a very small subset of airports, terminals and airlines.
How long would it take to provide instructions to EVERY TSA officer at every airport in the country? A week? Two weeks?

Reading my Global Entry card is surely no more challenging than examining a driver license. And the TSA officer at JFK Terminal 4 accepted that as ID on March 16.
Yet, after being pre-approved for expedited screening (shoes, 311 compliance, laptop, jacket, belt), he insisted that none of that applied.
In fact, I do not think that he was even aware of the program.

As a university professor who flies frequently, in the U.S. and overseas, I join the many who think that it is a good idea for TSA to become a little more focussed in airport screening.
You have yet to find anything suspicious in my laptop or shoes or explosive residue on my clothing in spite of numerous opportunities and pat-downs.
Perhaps it is time to agree that such repeated screening is a waste of your resources as well as aggravating. At all airports, and all terminals.

And if the Trusted Traveler Program/Global Entry continues not to provide any benefit to me (I have a trip to the UK in May), perhaps you would be so good as to return the $100.

Sincerely,

(b)(6)
Professor of Earth and Environmental Sciences Lamont-Doherty Earth Observatory of Columbia University Palisades, New York 10964, USA

3/24/2013 12:58:26 PM

To whom it may concern,

Today March 24th 2013 I have experienced the worst service provided by TSA in my entire life. I was flying our of Pearson International airport, and because of TSA I missed my flight. I would not be as angry if it did not involve a hold up involving my pregnant wife and a 2 year old. The TSA agents at this airport are inadequately trained and have poor communication skills amongst each other. They held my pregnant wife for medicine they apparently don't know, which were basic pre-natel vitamins and a anti biotic. These medications are pretty standard and should not incur a 40 minutes hold up. On top of that madness my daughters stroller was flagged and as result they wanted to search my 2 year old and her bags, yes a 2 year was patted down by moronic TSA agents. As result I realized I needed to go to the gate to hold the plane as I was cleared, however I was called back because apparently I can't leave my wife even though I was cleared. If you can please explain your policy to obtain a 2 year old for a pat down and a reason of poor communication amongst your TSA staff at Pearson International it would be greatly appreciated. They really need to be properly trained in communication skills and howl interact with public. I witnessed in multiple incident of poor communications by the same employee, after missing my flight i went back to get the employees name and any other form of identification but he was already gone. Honestly I feel this incident needs to be made more public and I will make it aware to everyone through whatever social media channels necessary. I am beyond furious at what occurred and really will use what ever resources I have to make this incident public knowledge.

Sincerely,

(b)(6)

I wear an underwire bra. I travel in/out of SMF twice weekly on business. I FREQUENTLY have problems getting through security at SMF, and today missed my flight. I had to wait TEN minutes after the alarm triggered before a female officer was available for a pat-down. Then during the pat-down, Officer (b)(6) reached for her cell phone in her pocket and tried to REPEAT the pat-down. I insisted that the other officer do the second pat-down.

3/24/2013 5:03:20 PM

I HATE traveling through SMF as a buxom woman veteran business traveler.

(b)(6)

Greetings-

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my nde home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

Never have I ever witnessed an apparent woman, dressed in feminine attire and presumptively presenting with identification documents illustrating a name consistent with what the eye beholds, groped/searched/patted down as to their breasts. Today, in full view of God and everyone, I endured a man feeling my breasts, all in the name of "I am going to have to conduct a pat down search." I was not asked. I was told the way it would occur and in seconds it had happened.

3/24/2013 6:08:30 PM

I was in such shock, mortification, embarrassment and utter emotional turmoil I did not jot down the name of the man who searched me. I know he was operating the single "puffer" machine at that airport location in Rochester, New York at approximately 3:55 p.m. Eastern Time on 22 March 2013. Your own operational log entries and personnel rosters of that place and time will illustrate to you the identity of the individual of whose conduct I complain, by whose hands I was molested.

Just now I have only finally finished my journey home and am reliving the emotional hurt of having my breasts groped. I am weighing what to do regarding the discriminatory and sexually harassing behavior to which I was subjected today. You, at the very least, have a need for determination whether your conduct "patting down" the breasts of anyone falls within the operational protocols of your protection processes.

Your own website details purported compassionate concern for transgendered travellers who may present with prosthetic devices which might scan anomalously. Your words provide:

"TSA recognizes the concerns members of the transgender community may have with undergoing the security screening process at our Nation's airports and is committed to conducting screening in a dignified and respectful manner. These travel tips will explain the various screening processes and technologies travelers may encounter at security checkpoints.

Preparing for Travel

Greetings-

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my ride home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

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Preparing for Travel

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

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Remote Client IP: (b)(6)
Date Time: 3/24/2013 5:05:28 PM

3/24/2013 6:08:39 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:While I recognize the necessity to appropriately screen passengers, I am concerned by the apparent lack of situational awareness and respect among TSA officers — specifically when it comes to the treatment of war wounded. I am hopeful you will give this situation the attention it deserves.

Feedback Type : Request for Information
Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 3/24/2013 9:24:38 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello, I have two inquiries about recent trip I took from Nashville, TN, to Raleigh, NC.

3/25/2013 9:08:40 AM

I noticed at the security checkpoint that families with children get to go through the metal detector; the children as well as the parents. I have seen this at several airports. If this is risk-based flexibility, then why do other low-risk groups such as the elderly and women need to go through the body scanner?

As I was waiting in the line at the gate, the TSA went down the line and asked to see into all the women's purses. When approached, I asked what the reason for this was, since I was already screened once. The TSA agents (2 of them approached me) did not answer my question, stating that "it needs to be done". They also opened up my carry-on bag. This baffled me as the security checkpoint is supposed to be thorough and effective. Can you please tell me the reason (please include data if available) for the second screening I received? What could someone obtain in the secure area that would be forbidden if it is truly secure? I feel fine about getting a pat-down at the security check, but I must say that it felt quite invasive when it occurred outside of that area.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The callers parents flew from LAX to LAS. His father is 73 and has a feeding tube. They went through screening at terminal 1 around 4:00pm.

Response Details: Prescription, over-the-counter, and homeopathic medications (liquids, gels, and aerosols) for medical purposes are not limited in amount or volume in checked or carry-on baggage. However, if these items are in carry-on luggage and in containers that exceed 3.4 ounces, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer.

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.

Prescription, over-the-counter, and homeopathic medications (liquids, gels, and aerosols) for medical purposes are not limited in amount or volume in checked or carry-on baggage. However, if these items are in carry-on luggage and in containers that exceed 3.4 ounces, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer.

3/25/2013 11:30:25 AM

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.

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I emailed the caller the information. Caller stated he would submit this complaint in writing.

Incident Details: The caller states that his parents flew from LAX to LAS with Southwest on 3-24-13 and went through terminal 1 at approx. 4:00pm for a 5:30pm flight. The caller states that his father is 76 and was in a wheelchair and has a feeding tube. The caller states the TSA officers made his father walk to an area to be patted down. The officer (b)(6) was trying to deny his father his liquid nutrition, for his feeding tube, in carry-on. Once his mother found out the flight was going to be delayed she went back and explained to (b)(6) that her husband could not do without his liquid nutrition that long. (b)(6) made the callers mother open the container of nutrition before she would allow her to bring it in carry-on for his father. The caller states that the officers made his father walk even though he was in a wheelchair. The caller states that his father was only able to take very few steps and that was why he had the wheelchair. The caller is upset that (b)(6) was denying his father his nutrition when he knows that liquid nutrition was permitted in carry-on. The son did not know the flight number.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/25/2013 9:58:57 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/01/2013 8:40 AM Airline & Flight Number : US Air Checkpoint/Area of Airport : Far left as you enter the airport TSA Employee: (If Known) : African American female about 5'3" regular weight Comment : Dear TSA Customer Service,

I would like to register a general observation about the treatment of individuals who choose to receive a pat down versus going through the xray machine.
I have been treated like a criminal at either airport - they TSA staff have to request a person to pat me down, and the treatment I receive as an ordinary passenger is that I am a criminal. These are the actions TSA agents take as a seemingly general procedure:

you not allowed to touch your belonging you are made to get the pat down and advised in a manner that presumes you have something guilty about you you must look at your luggage at all times you must not move until they put their gloves through a chemical tester.

If you go through the xray, you are treated like a regular passenger, no don't touch your luggage, no harsh demands to not look anywhere else, no chemical testing.

3/25/2013 12:00:38 PM

It is not a rationale approach. I go through a pat down because I have had too many X-rays in the past year and do not wish to get exposed to more. Hence I am treated like I am guilty of something until proved innocent otherwise.

Please change your approach to people who take pat downs.
I would like to register a complaint about a female agent on this recent trip: Feb 1st, 2013 Washington, DC. Ronald Reagen Airport, departing at 9:50. I entered the security line at approximately 8:40 AM

I had to wait about 7 minutes for an agent. A black female agent treated me very poorly. Barking demands not to touch anything. I had about three bins and just pointing them out she yelled at me not to touch them. I wasn't near them. Then she placed them on either side of me and told me to look at my bags at all time. Given they were in front and in back of me, I was not sure which ones to look at. She yelled at me saying look at the one on her side (as if I were stupid) , not the other agent;s side who had taken some of the bins.
She was very aggressive in her pat down, more than I have ever experienced. I had not provoked any such actions. She simply seemed like an angry agent. Then , again as if I were a criminal. she barked "Do not move until I am done" and she tested her gloves.

It was an excessive abusive experience and it is not necessary for people who choose to receive a pat down to be treated as a criminal.

Please take action towards this TSA agent working in the AM of Feb 1st. Also please forward this general complaint about pat down treatment to higher ups.
Would you like a response? : True
Passenger's Name :
Phone Number :

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herneated discs in her back that prevent her from wearing a bra. When going through the AIT machine he backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passengers breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unecessary. She asked what she could do in the future to make her experience less stressful.

There was also an incident in January when she was flying out of Dayton where she was asked to remove her TENS unit which is very difficult for her. It almost caused her to miss her flight.

Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will

3/25/2013 12:53:18 PM

happen next in the process. TSA regrets if this was not your experience.

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

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

In the future I advised that you communicate with the TSO at the time of screening to let her know what your concerns are and how she can make the experience less stressful for you. They cannot screen you properly if they do not know what bothers you and what your main concerns are.

-----Original Message-----
From: (b)(6)
Sent: Monday, March 25, 2013 1:49 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA screening procedures

To whom it may concern:

this email is not a complaint as such, though more some comments about the changes to airport scanning procedures. I opt out of the full body scans (I feel it is invasive, and also I don't trust the medical safety of the process quite yet, or at least the evidence still does not persuade me that it is a risk-less scan). As such I receive the "pat down" (excuse me that I don't know the proper word for it) whenever I fly.

In general, after some bad stories concerning these pat downs, TSA has improved immensely in the procedure. Personally I think the person doing the physical search is always professional and communicates what he is doing. In regard to the physical pat down, despite thinking it is a overboard and that the past pat down procedure was sufficient, I have no quibbles.

3/25/2013 4:02:36 PM

The attitude of some (and only some, I would roughly quantify it is as 50%) of TSA agents while I wait to be patted down is why I am writing today. There is a lot of commotion at airport security but one concern travelers have it keeping their eyes on their bags. (Indeed, as the public service announcements remind everyone, this is also a concern and desire for the TSA.) Because there is a wait time between when an opt out is requested and when someone is available, often when I fly my bags go through the x-ray scanner and out the other end where I lose sight of them. In JFK this Sunday past this happened, and the TSA agent rebuked me for trying to stand where I could see them.
(Actually, he told me that "losing sight of my bags was the price I pay for an opt out.") I explained the reasoning to him and he did allow me to stand where I could see them, though this took some prodding from me and was not very easy.

So, in sum, the goal of my email is to ask that TSA consider a different procedure so that travelers who opt out can see their bags at all times. Also, I think some TSA agents could be more polite, though I am fairly understanding that it is a stressful job and this affects their behavior.

I am Spanish, though travel to the States every couple of months. If you require further information I would be more than happy to cooperate.

With kind regards,

(b)(6)

Dear TSA staff,

This is in regards to my screening at John Wayne Airport in Santa Ana, CA. I was asked to be screened at time of boarding. I believe this was to be done earlier but this was missed. Eventually I was cleared after a lengthy procedure including pat down. I was unable to board as the flight had closed and I missed my flight. I was put on a next flight with my final destination landing delay by 3 hours.

I would like to avoid this in the future. I believe my boarding pass designated that I should be screened. I want to find out how I can be cleared for additional screening in the future?

3/25/2013 6:16:33 PM

Please advise.

Regds,

(b)(6)

To Whom It May Concern,
I would like to register a complaint with the SeaTac TSA. While traveling with three small children, the toddler car seat somehow did not pass inspection through the detector. As a result, instead of wanding the seat or physically checking out the seat, the TSA person said I needed to have a pat down. The woman who did the pat down was friendly and professional, but the need for a pat down was unnecessary. My question is if the car seat is the problem, then why did I receive the pat down? I did my best to calm my children as my oldest started to get a little upset by watching this woman pat down his mother in front of him. I have not had any problems with the TSA in SeaTac before so this really took me by suprise.
Please contact me to let me know you have received my email and that my concern is being taken seriously. I would like to know in the future, as I travel back to SeaTac, if I can refuse a pat down if my toddler car seat does not pass inspection through the machine again.
Sincerely,

3/25/2013 9:08:41 PM (b)(6)

--
HYPERLINK (b)(6)
are you wretched enough to be saved?
(b)(6)
comptetent counseling

Disability Description: Caller is in a wheelchair. She opted to have a patdown. She is a diabetic. She had her water in the quart sized bag. She told the TSO that the water was for medical reasons. Later when she picked up her items the water was missing. She asked the TSO where her water was and he said that he threw it away. The TSO told the caller that he advised her that the water was being thrown away and she said Ok. She stated that she did not say it was okay to throw her water away. She said that she needs the water to take her medication. She wanted to file a complaint. She does not have an email address.
She went through the checkpoint at El Paso about 5 am. She was flying on Southwest Airlines flight 3334 to Houston and then to Jackson, MS. She stated that she is still in the aiport at El Paso and she would like her water replaced.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

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

3/26/2013 8:01:43 AM To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If you prefer to file a complaint via postal mail, please send it to:

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

Incident Details: Caller is in a wheelchair. She opted to have a patdown. She is a diabetic. She had her water in the quart sized bag. She told the TSO that the water was for medical reasons. Later when she picked up her items the water was missing. She asked the TSO where her water was and he said that he threw it away. The TSO told the caller that he advised her that the water was being thrown away and she said Ok. She stated that she did not say it was okay to throw her water away. She said that she needs the water to take her medication. She wanted to file a complaint. She does not have an email address.
She went through the checkpoint at El Paso about 5 am. She was flying on Southwest Airlines flight 3334 to Houston and then to Jackson, MS. She stated that she is still in the aiport at El Paso and she would like her water replaced.
I advised the caller that I can email her the information. She did not have an email address.

Caller stated that on March 21st she was going through the Phoenix airport at approximately 10:20am. She has to use an injectable medication that uses a pen similar to that of an EpiPen but at the same time a little different. It is called Forteo and cannot be x-rayed because it may cause damage to the medication. She explained this to the officer when she was delcaring the medication but they insisted that it must be x-rayed. She told them that she has flown out of Columbus and Ft. Myer and they always perform a physical inspection of her medication. On this particular event they kept insisting that she put her medication through the x-ray and kept referring to it as an EpiPen even though she showed them her prescription and explained to them what it was and how it could not be x-rayed. The female officer then told her she was going to have to receive a patdown and have all of her bags physically inpsected. At that time the passenger requested a private room. Everything was then removed from her purse and backpack and she was given a pat down. All because her medication cannot be x-rayed. She wants to know why she was put through this and if the officer s actions were correct.

Apologized and advised caller:

Although there is no scientific evidence to support or confirm effects of x-ray screening on medication, as a customer service initiative, the Transportation Security Administration (TSA) augmented its screening procedures by adding alternatives for screening medications and associated supplies.

3/26/2013 10:00:17 AM

If you do not wish for your medication to be x-rayed we have alternative ways to screen it.

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

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

Caller recently flew out of DCA with her infant child. She had a 4oz bottle of formula along with juice and other necessary liquids for her baby. All the other liquids besides the formula pass the BLS test. The formula did not pass. The TSOs had her waiting there for a very long time, subjecting her to a patdown and making her feel very embarrassed. She asked them to just pour out the formula so she should go and catch her flight but they would not do it. She missed her flight because of being held for so long. She feels as though she was treated as if she were a criminal. The supervisor s name is (b)(6)

Apologized to caller and advised:

3/26/2013 10:23:43 AM

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

I cannot tell you why the formula alarmed but we will look into the incident.

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

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.

Dear TSA:

Given that neither of your generic responses took care of my inquiry, I wonder whether you could give it another shot?

Why doesn't the Truster Traveler Program apply to every U.S. airport, terminal, airline? The training of all TSA employees couldn't possible take more than a few days.
And if Trusted Traveler/Global Entry proves not to provide any tangible benefit to most travelers (I have a trip to the UK in May), on what basis do you retain the $100 application fee?

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

From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>
Date: March 26, 2013 6:51:36 AM EDT
To (b)(6)
Subject: RE: Trusted Traveler Program

3/26/2013 12:23:42 PM

Thank you for contacting the Transportation Security Administration.
While many routine inquiries can be responded to in less than 48 hours,
some responses that require additional information may take longer.
The Contact Center's frequently asked questions <http://www.tsa.gov/contact-transportation-security-administration>
page has answers to the most common inquiries we receive from the public.
If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov homepage. Just type in the item name into the box, hit the "submit"
button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.
The Travelers <http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips 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 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.

3/26/2013 12:23:47 PM

Subject: Large Breasted Women Veteran Business Travelers NOT Welcome at SMF
I am a large breasted woman veteran business traveler. I fly in/out of SMF twice weekly on business. I ALWAYS have problems getting through security. Frequently my underwire bra triggers an alarm. Other times, other unknown things trigger an alarm. Findings: 1. TSA staff are undersourced with regard to available women officers for additional screening of women travelers. 2. There's apparently a little known secret that women travelers with underwire bras may elect to be screened through one type of machine vs another. This is now openly disclosed to women travelers until AFTER they trigger the alarm on one of the machines. 3. Staff do NOT follow SOPs when doing personal pat-downs. 4. SMF TSA staff are rude rude rude. Experience: Today on 24Mar2013 at 11:47 AM, I had to wait TEN minutes before female staff were available to do additional screening after my underwire bra alerted the alarm. During the private pat-down session, Officer (b)(6) interrupted her pat-down of me (she'd already completed 30% of the pat-down) to reach for her ringing cell phone, pull it out of her pocket, and place it on the table. I was then required to submit to a REPEAT pat-down of my personal parts, a VERY UNPLEASANT experience. Then, I missed my flight. An even MORE very unpleasant experience.

Inquirer Details:
Full name: (b)(6)
Email Address: HYPERLINK (b)(6)
Phone: Cell (b)(6)

3/26/2013 5:23:06 PM

-----Original Message-----
From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>
To: (b)(6)
Sent: Mon, Mar 25, 2013 8:11 am
Subject: RE: Buxom Women Veteran Business Travelers NOT Welcome at SMF
Caller is flying from Logan to Buffalo. Caller states that when he arrived at the checkpoint he provided he person checking the ID began questioning him. Caller was not happy about the questions being asked of him such as when he was returning. Caller was not satisfied that they asked him if his work cared. He was asked why he did not have a return flight scheduled. Caller states that he was not happy that the officers searched every inch of his body.
Sup. (b)(6) told him to call.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

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

The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. TSA Behavior Detection Officers (BDOs) are specially trained in the operational SPOT process to identify and screen travelers of interest.

The Expanded Behavior Detection pilot program recognizes the importance of risk-based security by using scientifically proven behavioral observation techniques and interaction to mitigate risk by identifying potentially high-risk travelers and referring them for additional screening at the security checkpoint.

(b)(6)

(b)(6)

HYPERLINK (b)(6)

What Happened:

3/26/2013 5:59:21 PM

At Ohare Airport on March 17 2013 I was subjected to a private patdown in a private room with 2 TSA agents present despite my repeated insistence that I did not feel comfortable being alone with government agents. This occurred at about 12:30 PM. I opted out of the scan and asked for a patdown. The woman who did the pat down failed to check her gloves so I ended up erroneously testing positive for explosives. They and her told me I would have to get a more thorough pat-down in a private room. I said I did not feel comfortable with that and I would rather have a 2nd patdown in public or go through the machine. They forced me to have a secret patdown say that I couldn't fly otherwise. I felt completely violated. I did nothing wrong. They were the ones who failed to test their gloves. Shame on you for violating constitutional rights. This is an outrage. If you don't test your gloves before a patdown it is wrong to subject me, the innocent passenger to a private heightened patdown, telling me I am not forced to get a patdown because I can chose not to fly is ridiculous. Anyone with a brain knows that is no choice at all. You forced me to go in a private room with 2 govt agents for the privilege of getting home.

Where did this happen?

Ohare, United terminal Chicago, IL US

Who treated you unfairly?

Two female agents and the male that forced me to get a secret pat down.

(b)(6)

(b)(6)

(b)(6)

(b)(6) Warwick, Rhode Island 02888

HYPERLINK "(b)(6)

What happened?

3/26/2013 5:59:23 PM

Yesterday, March 25, 2013, I was at Cyril E. King Airport in St. Thomas, VI trying to return home from a vacation. I am an airline employee and was not in uniform but had my badges with me. I am also noticeably pregnant, a little over 5 months. When I went to go through the X-ray machine, I informed the TSA agent that I didn't want to go through the X-ray machine due to the fact that I was pregnant. He told me that I would have to be patted down and I said okay. Normally at other airports I just go through the other machine with no problems. All of my items went through the scanners and I still had my badges and was escorted to the area where they would do the patting down procedure. The female TSA agent then proceeded to describe the patting down process and asked if I was sensitive in any areas and I told her that I was pregnant and that was all. She said okay acknowledging what I had told her. The TSA agent then proceeded with the pat down starting with my backside. She rubbed down my back enough to know that I was not wearing a bra. I was simply wearing a light strapless black cotton dress. She patted down both of my legs with her hands going up my dress. If this wasn't bad enough, when she came around to my front side she was extremely rough! I had to hold up my dress with both hands very tightly so it wouldn't fall off. She rubbed my breasts as though I had an under wire bra on or something of the sort. It was very invasive. Then she proceeded to push firmly on my stomach, enough so to cause me discomfort and pain for the rest of the day. And if that wasn't enough, she then searched my legs again and hit me very hard with her hand in the crotch area. It was such a hit that it dislodged my underwear and put it in places that it did not belong. Also causing me to have pain and an immediate discharge. I was in such shock that I couldn't believe what had just happened. I told the TSA that this is the first time that this has ever happened like this and she responded with "That is how we do it!" I proceeded to grab my stuff and leave. My fiancée meanwhile had seen the whole thing and was wondering if I was okay. This happened in an open area for all to watch and see. So not only was this a painful experience, it was embarrassing. I was barely able to sleep last night due to the mental anguish that I was in due to this event. Pregnant women should not be treated like this because they do not want to go through the x-ray.

I expect an explanation for this type of behavior by the TSA agent because as far as I am concerned, this was a violation of my body and my private space as well as being uncalled for. If you think a pregnant lady that is wearing a sundress and has badges proving she works for an airline a threat, then maybe you need to evaluate your process or the loop holes that seem to be extremely apparent.

Good grief. I would not bother a third time were this response not quite as unhelpful as it is.
My two previous messages make it perfectly clear that I am ALREADY a member of Global Entry/ Trusted Traveler.
My Known Traveler Number WAS included in my airline booking/ boarding pass. I produced my Global Entry ID for the TSA officer at JFK.
There was no expedited screening. The TSA officer was utterly clueless.
My inquiry, for a third time, concerns the TSA basis for keeping my $100 application fee if the program doesn't actually result in any tangible benefit for most travelers at most airports on most airlines.
Please be so good as to forward my inquiry to someone at TSA qualified to provide a real response.

(b)(6)

On Mar 26, 2013, at 7:30 PM, tsatcc_do_not_reply@senture.com wrote:

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

3/26/2013 8:59:38 PM

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™ for U.S. citizens who are members of CBP's Trusted Traveler programs (such as Global Entry, NEXUS, and SENTRI) and eligible frequent flyers who are traveling domestically.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at http: www.globalentry.gov . TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Spring TX 77388

Email: HYPERLINK (b)(6)

What happened?

I fly nearly every week. I elect to "opt out" from the scanning machines and thus get patted down. I have probably done this ~60 times in the past year. My experience on March 25th was most certainly the most invasive that I have ever had. I was flying home to Houston from Orlando on Southwest flight.

3/27/2013 10:04:26 AM The screen (b)(6) gave the normal speech. When doing the pat down up my leg until he "met resistance" he made sure he went all the way up to underneath my scrotum, touching between my scrotum and my anus. This was repeated a total of 4 times while patting down each of my legs front and back.

Eventually he asked to swab my hands. I have NEVER been requested this in 50+ pat downs. After already feeling violated I then asked for a supervisor. (b)(6) came out and explained that was the rules and to deal with it. I explained that I have never done this before and he said he did not care. I asked if I could see the rules in order to see that a standard pat down called for this and he said no and that I could look them up online. He proceeded to say that I either allow this or I will not be flying. Being that I basically did not have a choice, I complied. I have no clue if that is part of the "standard pat down", but I know that my rights were violated and I was not treated with respect.

This occurred on 3/25/13 at approximately 4:25pm

Where did this happen?

Place: MCO

Caller said her niece is 6 months pregnant and flew from PHX to STL on flight #672. She boarded at gate C7, departing at 12:10 PM flying with Southwest Airlines.
Caller states her niece was jerked out of line without any explanation and an x-ray was performed on her. She had a quarter in her pocket and had to have a patdown. The patdown was done in view of other passengers and a private screening area wasn t offered. Caller wasn t traveling with her niece, she is just calling on her behalf.

She wants something to be done about this and for the TSO agent who jerked her niece out of line to be reprimanded. Caller states this is the first time her niece had traveled and didn t know she could opt-out of the screening technology.
When the TSO realized her niece was pregnant she completely changed her tone, and went from being very aggressive to being concerned.
The niece went through the AIT at approximately 11;15 AM.
The female TSO was an older lady with short hair and her niece said the screener had a loud pushy voice, not really yelling at her, just telling her to stand here, put her hands up, etc.

Caller is ultimately concerned that her niece was not offered a private screening or the option to opt out of AIT despite being pregnant.

Response:
Apologized to caller that for the experience her niece encountered and explained the following:
3/27/2013 11:33:09 AM AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
Asked caller if she wanted to address her complaint in writing and she asked if it could be done from the website?
Provided information to caller via email.

3/27/2013 12:07:10 PM

Hi my name is (b)(6) In the last three weeks-- march 7th-12th I traveled Southwest Airlines. When leaving lambert airport the told me I would have to open my "sealed" premade baby bottles. I had two of them which I was going to use for the trip back home. The TSA attendant said that was policy they had to test what was in the sealed container. So those bottles had to be thrown out in 24 hrs so I had no bottle to travel home with. Secondly all they did in Detroit airport was put my baby food pouches in a machine. A week later I traveled to Florida via Delta airlines leaving from lambert airport again. This time no premade sealed bottles were open... And no food pouches were examined. When I left Pensacola airport yesterday(3/26) it was the WORST experience ever!!! Traveling with an infant for one is not easy... But when they tell me they have to open up and test every food pouch(had 7 of them) which cost 1.68 a piece I refuse.. Because its for back up for my son. And if the food is not eaten within 24 hrs its wasted! So the lady told me they would have to do a complete body pat down of EVERYTHING! It wouldn't have been so bad but my sister n law was traveling with me.. With her 1 yr old child also... And the same things did not apply! Please tell me what all the guidelines are for traveling with an infant because I feel like I was harassed for NO REASON!!! Just because I refused to open up every SEALED pouch of food!!! Please respond with an explanation!!

3/27/2013 2:02:29 PM

I travelled through Fort Lauderdale Intl airport this past week and my hair was patted down by an agent. I didn't have a problem with that. What I do have a problem with is the unsanitary way it is done. I strongly feel gloves should be changed each time this is done. How does one know if the 5 people whose head was patted before theirs has lice, ringworm, open sores, etc? The other thing I noticed was only African-American or brown skin women were selected for this unsanitary procedure.

Please instruct your agents to change gloves for each intrusive head pat down. Thank you.

3/27/2013 2:02:59 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/27/2013 12:26:05 PM Airport : CLT - Charlotte/Douglas International Date/Time of Travel : 03/25/2013 8:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Checkpoint E TSA Employee: (If Known) :
Comment : On Friday morning, when I went through security, my hands were tested because I was traveling with a pet. The machine alarmed so I was subject to an extreme pat down as well as having everything unpacked and searched in my luggage. I was humiliated watching them removed everything out of my bag and having it fall on the floor as they placed everything in bins. I had strategically packed my carry-on so it was now completely in disarray when it was repacked. Approximately 5 TSA employees were passing all my belongings amongst themselves. I was asked if I put lotion on in the morning. As most women do, of course I had put lotion on in the morning. I was told lotion tends to set off the machine. Just because I put lotion on my hands in the morning, I was subject to humiliation and 30 minutes of intrusive screening. I found this completely ridiculous. I had arrived to the airport 1.5 hours prior to my flight and was one of the last passengers to board the flight because of this hassle and embarrassment. I believe the search was intrusive and humiliating and all because of remnants of lotion on my hands. Please improve this process so I don't have to experience this horrible process everytime I travel with my pet.
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

3/27/2013 3:01:12 PM

Disability Description: Caller wanted to make a complaint about the screening she received.

Response Details: Advised caller the following information:

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Advised caller I would send to the appropriate office for review.

Incident Details: Caller stated she has a complaint about the screening process. Caller stated this occurred during her screening on Saturday March 23,2013 at Phoenix Sky Harbor to Oakland California on Southwest Airlines flight number 859. Caller stated she is 77 years old and she knows she doesn t have to remove her shoes because she has Rheumatoid Arthritis. Caller stated at 08:00am at security point D and she went through the screening and the alarm went and she was told to remove her shoes. The caller stated she couldnt remove her shoes and was standing with no support. She put her hand on something to have stability and the TSO told her to remove her hands and other passengers helped her take her shoes off. Caller stated she went AIT and found out later she was could have gone through the AIT. Caller stated her shoes through the machine and because of her shoes there are metal and that why the alarm went off. Caller stated she went up to other screeners at the airport and they wasnt any help.

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

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

Caller stated the incident was simply poor customer service not being discriminated against because of her disability or medical condition or a failure to accomodate to her disability

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone#: Cell: (b)(6)

Mailing Address: (b)(6) MERIDIAN, ID 83646

Email: HYPERLINK (b)(6)

What happened?

3/27/2013 4:12:33 PM

I was traveling from PDX to BOI on Monday, March 25, 2013 through security at 2:00pm. I chose to opt out for my 2 year old daughter and myself. I had no issues with this on my travel to BOI to PDX on March 15, 2013. I was pulled aside and approached by a supervisor named (b)(6) He questioned me as to why I was opting out. I advised that I informed the TSA agent I would be opting out. He started making me feel uncomfortable and trying to question my reason as to why I would not go through any of the scanners. I informed him that I was opting out for medical reasons, and did not need to provide any further details. He then informed me that I must make my daughter go through the scanners. I informed him that I chose to opt out. He told me that they cannot do a pat down on my minor child. I advised that

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell (b)(6)

Mailing Address: (b)(6) Providence, RI 02906

Email: HYPERLINK (b)(6)

What happened?

3/27/2013 4:12:39 PM

On 3/25/2013 at approximately 10:00 am at ATL I cleared TSA screening. I was video recording my pregnant girlfriend as she received a pat-down in lieu of an x-ray screening due to her pregnancy. She previously felt violated by the TSA in PVD on 3/21/2013 at approximately 12:00 pm when her vagina was felt multiple times by the TSA agent. During that screening she emitted a frightened, loud "woah" because of the violation. While I was taping at ATL, a large, female, African American TSA employee began shouting at me "Stop recording! Stop recording!". I responded, "Why?". She responded, "Why?! Why?! Because I SAID so!". I asked, "Is it illegal?" She responded again, "Stop recording! This is serious!". I stopped recording and asked again, "Is it illegal?". She then approached me and told me to delete the video. I asked why and she said again that it was serious and she blocked my exit until I

Caller wants to make a complaint regarding his screening experience at MCO at the checkpoint. He was required to have a paldown and the TSO agent was patting his body inside his waistband because the machines showed he may have something metallic in that area. During the patdown, his zipper accidentally came open and he felt offended. Caller stated he opened the zipper to assist the process and the TSO told him he would call the police for indecent exposure.

Caller thought the TSO was inappropriate when he mentioned he would contact the police for indecent exposure. Caller stated the TSO didn t offer him a private area for screening. At that point he requested to speak with a supervisor and the supervisor, SPSO (b)(6) addressed the issue. Caller is very disappointed with the employee who did his patdown. Caller s pants dropped a little and he thinks if the TSO needed to reach inside his pants near his genitals he should have been taken to a private area. The supervisor and another TSO agent took caller to a private area and completed the patdown and he has calmed down but wants to voice his side of the incident.

Flight # 1783, Gate # not sure, Terminal:B Jetblue
Caller states he doesn t want anyone to get in trouble, but, would like to see the procedures improved.
He was not aware he could request a private screening.

3/27/2013 4:38:49 PM

Response:
Apologized to caller for his experience and explained following:
Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Last Thursday, March 21st 2013, I was going to catch a plane from Intercontinental Airport – Houston early morning (my flight was at 7 am) and refused to go through the machine.
The officer in charge asked for a female assistant to check me out.

This assistant looking very angry, called me and after carrying my things over, gave me the usual speech about the procedure. I told her that I knew how it works because I fly so much.

She snapped something back and then asked me if I had any sensitive parts. I told her that I had had breast cancer, broken my ribs and had just had a skin biopsy, all on the right side.
Then she told me to open my legs. I did, but that wasn't enough for her: she made me spread my legs almost 2 feet apart. I am 68 years' old, short legs and have arthritis and kept slipping because of my socks.

She also kept telling me to lift my right arm higher and I told her that I couldn't do it because it hurt, but she ignored me.

She patted me so hard on my crotch that I got tears in my eyes. When I tried to bring them a bit together, she shouted at me to open them.

3/27/2013 6:04:03 PM

My husband stood there helplessly, watching his wife being abused by this woman.

Then she told me to lift my sweater. When I did it, she told me that I shouldn't show my skin. I had no idea what she was talking about, because either I lift my top so she can feel my waist or if I didn't, she would be angry at me!!!

When she came to the front she patted me so hard on the left side of my chest, that I said: Aih!!! it hurts and I took a step back.

She called the supervisor, (b)(and complained that she hadn't even patted me on the right side and I was already complaining.

I explained that she had hurt me while patting me and I was afraid of being hurt again. The supervisor understood what I said and told her to be careful

I had to stand there for almost 15 minutes with my legs spread apart and being abused by this woman. She took forever and I had to ask her a couple of times to hurry up because I might miss my plane.

When she finished with me, I was in pain and had problems to walk because of hard pat down on my crotch and keeping my legs spread apart for too long, so I had to take (b)(6) for the rest of the day.

I don't understand why, if we refuse to go through the X-ray machines, why can't we go through the regular ones and if it doesn't beep, we are good to go.

Some people have too many medical problems to be forced to go through more radiation than it is necessary: I personally, besides the cancer, biopsy, broken ribs,a couple of times, bronchitis, sinuses, dentistry and a few more things that require X-

Caller states that she filed a complaint on Sunday about a screening on the 17th. Caller states that she got no reply and in her outbox the form that she filled out was empty. Caller states that she included her contact information in the record, but I was unable to find any record of the complaint in the database. Caller would like to make a complaint over the phone or find out what has happened with the complaint since she filed it if it has been received.

Caller states that she flew out of TF Green Airport in Providence, RI on Sunday, March 17, 2013 to Orlando on a 1:20 PM flight with Southwest. After his belongings were screened and her body scan was complete she was told by a TSO that she was clear. She was later approached by another TSO who told her that she would now need a patdown and that would involve touching private parts. Caller was informed that the patdown could be carried out in private at her request. Caller states that she requested a private screening and the female TSO rolled her eyes at her and treated her rudely. Caller was very upset about being asked to leave belongings behind in the bins that had already been screened so that someone could come and steal them. Caller states that when the patdown was complete she saw that many female passengers were also getting a patdown in public, then at the departure gate random screenings were also conducted. Caller flies several times a year and has never experienced such a lack of professionalism at other airport screenings. Caller did not get name or badge numbers by the female agents who conducted the patdown, but one was bleach blonde and one had short dark hair. Caller was very upset about what happened and wants to know that the situation has been looked into by a supervisor. Caller will be in touch with the CSM if not contacted first, to ensure that corrective action is taken.

3/27/2013 7:02:05 PM

Advised caller:

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

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

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

There is no response on this matter, but standard letters.

Please, do call

Thanks

(b)(6)

HYPERLINK (b)(6)

3/27/2013 9:02:13 PM

From: (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

I have knitted dress on and the skirt, she want me to raise my dress up to see belt on my skirt, I was put in the position to choose to lift my dress or take off my skirt so she can see my belt. I took of my skirt and for my surprise she was not interested in the belt anymore. She told me I do not cooperate and supervisor was called

j Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

Name:

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

3/27/2013 10:02:08 PM

First and Middle Last

Phone #: Cell: (b)(6)

Mailing Address:

Good Morning,

Other than an automated reply from TSA- I have not heard back from anyone regarding this issue. I'm traveling again next week and I would like some sense for how this is going to be handled moving forward.

Thanks Very Much,

(b)(6)

3/28/2013 8:13:56 AM

From: (b)(6)
Sent: Monday, March 04, 2013 7:56 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: A screening problem for working moms with infants

Good Morning,

I would like to share a very stressful and frustrating experience with the security screening process in the Cincinnati (CVG) airport that has become a routine/repeat situation.

I am a frequent traveler- usually from CVG to DCA- bi weekly and a new mother of a 4 month baby. I am trying to continue to breast feed my child- and the use of a breast pump is essential while on travel, as well as the time required to actually pump before boarding my flight. My experience this morning at security was absurd. And, this has become a reoccurring situation as well- my third time with this same experience now to be exact. My breast pump – a standard make/model- apparently causes the alarm feature in security to go off- which then requires the following: my bags to be open/exposed and searched/ a re-run of my bag through the scanners, a personal pat down of me, a search through all of my other bags/computer equipment/purse, etc. All the while- I'm losing precious time to actually pump before boarding my plane. I cannot emphasize how 1) embarrassing this is- to have your breast pump exposed to the entire airport and 2) how stressful it is when you are a working mother who only has so much time in the day to actually pump- which if you do not pump in the right window- your milk will dry up. The stress alone will cause your milk to diminish. I have not had this issue in any other airport that I frequently fly to- DCA and MSP, for example. While I am not blaming the staff, I know they are just trying to do their job, I am asking for some permanent remedy to this ridiculous process that does not allow staff to use their common sense. I am confident that working mothers everywhere who have had, or will have a similar experience, would also very much appreciate a solution to this issue.

3/28/2013 10:04:00 AM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 3/28/2013 8:54:25 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I traveled from Kansas City, MO on 22 March to Cleveland, OH on United Airlines Flight 5230 at 1145 am. I had a small carryon bag that contained an IPAD among other items. My bag was screened at the TSA screening station. Later, I could not locate my IPAD. Was it perhaps removed and found at the TSA area in Kansas City? It was in a light gray cover, and is an IPAD 2. It has personal value to me. Pease contact me at (b)(6) or via email (b)(6) 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

3/28/2013 12:07:31 PM

The caller flew from Chicago to DCA yesterday. She was subjected to additional screening because she presented alternative ID in the fom of an expired drivers license,expired since 2011, and a disabled veterans benefit card. She did not understand why she was subjected to additional screening of herself and her carry on luggage. She did not understand that these documents are not acceptable forms of ID and are considered alternative ID. She wanted to be guaranteed that she would not be subject to additional screening when she flies back to Chicago from DCA. She also has a bus card with her photo on it that she uses to ride the buses in Chicago for free.

I told her that this is common procedure because passengers who present alternative ID may receive additional screening, such as a patdown and an inspection of their carry on luggage. i explained this to her several times. I also told her several times that I cannot guarantee anyone that they will not be subject to additional screening because everyone that goes through the TSA checkpoint is subject to additional screening.

3/28/2013 12:11:23 PM

Caller read that we are going to take comments about the body scanners. Caller said that he has not flown since we started the AIT. His wife does not want to get a patdown or go through the scanners and show everything she has. He wants the country back that he used to have. He said that TSA can check their luggage or handwand them. He stated that they are not getting to travel like they would like to. He is 71 and can not drive his wife to ME.and she will not fly. He said that they are not the enemy of American although they are being treated as if they are. He said that he will put up with the danger. He wants TSA to get rid of the AIT and the patdown. He wanted to know if we have been taking these comments for awhile and what kind of comments we are receiving. He said that in Israel they talk to passengers and are able to recognize passengers who may present a problem. He said that they do not want to stand in front of a radiation spewing machine or be groped.

I gave the following information: The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals.
I advised the caller that this is the first comment that I have received and I do not know what kinds of comments are being made.
Caller wants to know the documentation that supports the method TSA uses for patdown.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

3/28/2013 4:11:13 PM

Escalation Notes: (b)(6)
The caller has a complaint about our patdown procedures.
1. She wants documentation explaining in more detail the patdown
2. Let the public no the expectation of a patdown
She states that she has found no documentation that explains what she is looking for and that the TSOs that she questions cant even say the word vagina. She stated that she has called the ATL airport CSM and no one has got back to her. The caller flys about 16 to 20 times a year and she opts out of the AIT and gets a private patdown. There is no documentation in the room that gives the private patdown of what is expected of the passenger. She states that 100% of the time they touch her vagina.

I advised the caller that the contact center cant address policy issues but we can provide Mr. Pistoles address.

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

I also told the caller we would email this information to her. I am sending this to the CSM at ATL for their review.

(b)(6)

(b)(6)

(b)(6) Clovis, CA 93611

HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible,

including the name of the air carrier, if this occurred at an airport.

3/28/2013 4:13:15 PM

Agent (b)(6) was assigned to do my secondary screening and was obviously frustrated by my refusal to go through the scanner. He raised his voice a number of times when I did not move fast enough to the screening area. At one point during his pat down I lowered my hands too soon and he yelled at me loud enough to cause all the passengers within 15 feet of us to look in our direction.

Once in the secondary screening area he advised me to "not move" (which is appropriate) while he patted me down. Agent (b)(6) then shoved me during the pat down hard enough that I had to take a half-step backwards to avoid falling. He then yelled at me to "not move" again because of my half-step. At this stage a passenger stepped up to intervene and I asked for a supervisor. Agent (b)(6) and (b)(6) witnessed the event and (b)(6) asked (b)(6) to "calm down" but took no further actions.

When did this happen? Please provide the approximate time of the experience. If

ongoing, please indicate when the problem began.

On March 12, 2013 at approximately 5:30am I was going through screening at Fresno Yosemite International. I am an airline pilot for Skywest Airlines and have been going through this same security checkpoint for 12+ years now without incident. I

From: (b)(6)
Sent: Thursday, March 28, 2013 2:03 PM
To: TSAExternalCompliance@dhs.gov
Subject: Your response to me on March 14

I received your form letter response of March 14 in regard to my complaint sent to you on March 13.

3/28/2013 4:13:18 PM

I understand that all passengers need to be screened and have the opportunity to ask for a supervisor to facilitate the process. However, I was approached at A-30 in the passenger line at Southwest Gate 15 in Philadelphia, THREE MINUTES before boarding and 20 minutes before takeoff for a RANDOM PUBLIC PAT DOWN after already submitting to a full PAT DOWN in the security line earlier for threads in my sweater vest. If I chose to have the assistance of a supervisor for this "surprise attack" at Gate 15 I would have missed my flight. There is no way TSA would have provided assistance in time for me to get on my flight. It is general knowledge how "challenging" passengers are treated by TSA.

According to your TSA Guidelines for Passengers (03 December 12) "How to Get Through The Line Faster,"

3/28/2013 8:12:40 PM

Hello TSA Manager

I am working for IBM as a Managing Consultant and travel a lot to various clients. I am doing this for last 1 1/2 year without any issue and able to check in on my I-Phone and go through with security without any issues. I observed recently a change and they put my name in the extra screening. I think it triggers when I went to back home after six years and just came back on 16th March, 2013 at JFK Airport from PIA (Pakistan International Airline).

I live in Shrewsbury MA and travel from Boston Airport to Minneapolis, MN after every alternative week and I observed when I traveled on this Monday 25th March from Boston, I was not able to check-in using my phone. I collected the boarding pass from Delta Agent and later noticed that they have selected me for special screening. The concerned officials told me that it would be only for this flight and it is random. But today when I was coming back from Minneapolis, MN to Boston, MA it was the same protocol and I was pat down and my stuff is checked again. I request you as I travel a lot from my job, please take me out from this or let me know the formality involved in there as it is not only time consuming but embarrassing experience.

I hope you or someone will get back to me with details and resolution of this issue. I will be really grateful and appreciate any help to resolve this situation as it will improve my job travel which I do every other week.

Best regards

(b)(6)

To whom it may concern,

My name is (b)(6) and I wish to register a complaint against a TSA Officer and his supervisor for how I was treated.
I am a very frequent flier, I have a Global Entry pass etc. I also have an artificial hip and am regularly screened and have pat downs a lot.
(b)(6)

Here are the specifics of my complaint.
My complaint is with TSO (b)(6) and LTSO (b)(6)
I was traveling on March 4, 2013 on USAir from Boston to Washington, DC.
I went through the metal detector at Checkpoint B2 on March 4, 2013 at approximately 5:00PM. As usual, I set off the metal detector and was selected for a pat down.
LTO (b)(6) (if I mixed them up it was LTSO (b)(6) did a professional job of explaining what he was going to do and asking for my consent and permission.
3/28/2013 8:12:56 PM The problem began with his pat down. As he stood behind me and ran his hand up my legs, he slammed hard into the joint on both sides, crushing my testicles. As he passed in front of me, I said, "Can you please not slam your hand into my testicles." He told me that he had to do it that way and that he was doing his job. I told him that I have a huge body of experience with pat downs and that no one else had ever applied such force to my testicles in any other airport. He argued with me and I asked for a supervisor.

When LTSO (b)(6) came over, I explained what had happened and she told me that TSO (b)(6) had been qualified, passed a test and was therefore doing it correctly.
I said, please hear me, he may have passed a test but he is not doing this right. We went back and forth, with me asking to be treated with decency and respect, and LTSO (b)(6) telling me that TSO (b)(6) was doing it right. She never offered me an apology, or recognized that it may be possible that TSO (b)(6) did it wrong this time. TSO (b)(6) refused to complete the pat down, therefore eliminating the possibility of any direct observation. TSO (b)(6) was hostile, and LTSO (b)(was in total denial of my experience and refused to offer even the least of respect to what I was saying. She kept insisting that TSO (b)(6) had been approved and therefore was infallible.

At that point, LTSO (b)(6) boss appeared. He actually listened to me, apologized for the experience I had and asked how he could help. He also supervised the individual who eventually came over, restarted and finally finished my pat down.

Staff are not machines, and there has to be a way to accommodate feedback and adjust. To insist that because someone took a test and passed that they will always do their job perfectly or the right way is to deny that humans make mistakes. It also invalidates and disrespects each persons experience.

Please let me know what recourse I have and please tell me that I will not have to endure someone slamming his hand into my testicles again, nor a supervisor denying my experience, and finally a complete refusal to take feedback or accountability for action.

Regards and respect,
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: 3/29/2013 6:41:33 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Departed from NEWARK, NEW JERSEY (EWR)
3/29/2013 8:10:17 AM American Airlines Flight #119
January 14, 2013 at 6:12 pm (EST)
TERMINAL A
GATES: 30-35
Comments: I exited the (Privacy infringement) scanner when a female African American TSA agent quickly placed her hands down my pants. She then proceeded to grope me and pressed against my stomach and abdomen. Then she moved her fingers to my genital area until I stopped her and asked another agent for her supervisor.
The supervisor stated (she is a middle aged, Caucasian lady with short blonde hair) that a gentle slide of the hand on the OUTSIDE OF CLOTHING is the proper procedure.
I informed the supervisor that was not how the TSA agent treated me nor did she inform me how she planned to search me.
It was a violation and a molestation of my person.
Since I have not heard from this supervisor at Newark International Airport, nor have I heard from the Department of Homeland Security (DHS), nor the Transportation and Safety Administration (TSA), it is necessary to submit this email as a formal complaint against this TSA worker.

Depending on your response and the outcome of my formal written complaint, I will decide if I will begin legal proceedings against this TSA worker.

(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 3/29/2013 6:41:33 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Departed from NEWARK, NEW JERSEY (EWR)

3/29/2013 8:10:17 AM

American Airlines Flight #119
January 14, 2013 at 6:12 pm (EST)
TERMINAL A
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(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/29/2013 1:19:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

3/29/2013 2:07:01 PM

TSA Employee: (If Known) :
Comment : Please restore at least one body scanner to the Atlanta airport Pre-Check area, in addition to the metal detectors now there.

Often, I am Pre-Check eligible and use that area when I depart from ATL (almost every week). But because I have an artificial knee, I must have a pat down when my implant raises the detectors' alarm.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Complaint 1
Caller said at Palm Springs, when she went through the AIT, she had a wristband on and no one asked her to remove it. Caller went through the AIT and said the TSO did a patdown and did swabs on her. Caller said she is upset because she felt the TSO should have asked her to remove the wristband instead of her having to go through that screening. Caller stated she did see the sign that said all items should be removed. Caller flew on United Airlines 5652.

Complaint 2
Caller said her husband found a womans dirty underwear inside his suitcase. Caller said she has already reported this to Palm Springs, but said she was disgusted this happened. Caller said there was more than one pair.

3/29/2013 2:38:04 PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller recently went thru DFW for an AA flight and this was the first time he was not selected for PreCheck. He wanted to know why he was selected for a full body search. The TSO told him only about 70 percent of passengers are selected for PreCheck. He stated many times he was not complaining and that security had done a fine job and the patdown was not anything to make him feel violated in anyway and that the TSOs were very polite. He did not know that PreCheck was random and appreciated the clarification.

3/29/2013 3:26:40 PM

Advised caller:
TSAs main role in PreCheck is to make sure there is a screener at the checkpoint. Precheck selection is completely random and never gauranteed for security purposes.
Precheck is not available for any international flight.

Per lead, (b)(6) mark as information not complaint.

From: (b)(6)
Sent: Friday, March 29, 2013 1:54 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

3/29/2013 4:00:53 PM

Contact Information:

(b)(6)

(b)(6)

Frisco, Texas 75034

HYPERLINK (b)(6)

Location: Greensboro, North Carolina

Time: Approximately 1:00 PM on 3/29/13

Airline: American Airlines

Good afternoon

As a frequent almost weekly traveler I encounter multiple security checkpoints at many airports. Some are extremely professional others, unfortunately not so much. I am a nursing mother and choose to pump while away from my son. I travel with a breastpump, cooler block, and containers.

For the most part, officers are knowledgable and extremely courteous, it is the experience I had at the Albany, New York airport that makes traveling as a nursing mother a hassle and almost degrading.

My cooler block, as is stated on the web page was okay and as it often is after a day of travel, partially frozen. Numerous other airports have encountered my cooler block and have tested it and I have been on my merry way to the gate.

Albany TSA assembled 3 men and 2 women to give me a through pat down and inspect all my bags not just the cooler block that your website and so many other airport TSA staff either know what this is and screen or pass through as a nursing item.

3/29/2013 6:02:27 PM

They were even ignorant as to the fact that pump mechanisms are not to be removed from the bag.

I am shocked at their pat down and treatment of a partially frozen cooler block that is clearly allowed by their own regulations. Perhaps you should conduct additional training of the staff working at Albany on March 29, 2012 at 315 pm.

I continue to be shocked at the inconsistent treatment of breastmilk and nursing items by your agency.

(b)(6)

Sent from my iPhone

3/29/2013 6:02:53 PM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groan and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assualt.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/29/2013 6:02:53 PM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groan and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assualt.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller traveled to New York back to Florida and then to California to visit his children a year ago it dawned on him that he has a defibrillator. The caller cannot go through the metal detector and has to have a patdown. The caller states that no one ever looks at his defibrillator cards or swabs his defibrillator to see if there is any explosive material and it bothers him that no one ever swabs his defibrillator or his hands for GSR. The caller sent in an email about a year ago and received a thank you response and no one ever bothered to contact him regarding his complaint. The caller is concerned that someone will try to disguise a bomb as a defibrillator. The caller states he wants to be safe and wants other passanger to be safe as well.

3/29/2013 8:53:34 PM

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

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

I returned from Mexico while on a business trip on Wednesday March 27 thru IAH. As always I opt out of the scanners in order to avoid the excess radiation as I am traveling by air weekly. The lines were very light however I had to wait over 10 minutes before an agent came to take me for my pat down. Where I had to wait was on the opposite side from where my bags were screened making it very difficult to keep an eye on my bag, laptop and clothing. By the time an agent came we had to run to the belt as a woman was taking my laptop. I travel thru Houston quite often and this was the worst I saw it. After screening I used the restroom close to this area and there were 4 agents in there looking at pictures on a cell phone. They remained there at least 15 minutes. So the problem isn't the number of available agents. Just whether they work.

3/29/2013 9:11:31 PM

(b)(6)

Caller went on 3 legs of her journey and her ID was accepted ok. She has a temporary paper license, a copy of her old licenxe, and a birth certificate. Is a patdown required to be given as part of the process in that situation?

3/29/2013 10:32:00 PM

Advised caller:
You may be subject to additional screening.

Caller is complaining for the second time and this has happened in the last 2 yrs at LAX.
She is 81 years old good shape and she feels discriminated because of age and her being White and she stated that every person at checkpoint was African American and she is concerned and annoyed
she intends to make her complaint formal.

She flew on United Express Airline. It happened last Friday morning 9:15 or 9:30.

3/30/2013 9:49:58 AM

She got up to the TSO who was checking boarding pass and ID and didn t have to take her shoes off due to being age 81. When she put her stuff in bins she had little rain jacket, taking everything off but that. She wore the same outfit she has on other occasions. When she got into the AIT having her hands above her head she said they had to do check her repeatedly. After finishing she got out and they told her that they had to check her again, which kept her standing there a long time waiting for a felamle officer. Eventually a female TSO came and was very curt and she told her she would have to touch her groin with a pat down. The caller then told her she had to have her purse with her first, they went to another room where another lady TSO was waiting. The caller told the TSO s that she didn t have any metal in her crotch and asked them *what do you want me to do*. one lady left and caller said to other TSO *do you like your job*, who responded, *it s a job* When the TSO came back, the caller offered to drop her underwear so that they could see more clearly. She said that she did this because she simply didn t want to be touched. The TSO s told her to go on and didn t pat her down. She said that they said it must have been a seam on her pants that alarmed on the AIT.

She actually said that she feels discriminated against due to her age. When she got to her destination airport she went to the Customer Service airline and she told them she wanted to talk to someone with TSA and she couldn t find TSA person to speak with.

I transferred the call to an MB Specialist:

To whom it may concern,

I am a million milers with Delta plus a Diamond and I cannot use pre trip because if I do, I still have to get a pat down due to my metal hip implant. I even have shown my joint card issued to me by doctor to the TSA agents and they don't care…won't even look at it. To this date, they have yet to confirm my implant.

How can I use pre trip to speed my security check when I get stop by TSA Now?

3/30/2013 10:58:14 AM Pls adv (b)(6)

(b)(6)

(b)(6)

Phone/Fax (b)(6)
The caller is at the PIT going through screening now. He wants to know why he and his wife was ask to open their child baby food or his wife will have to have a pat down. He wants to know how it wife recieving a patdown will make a difference to the on why they would open the baby food. The caller stated that his wife had to be touched because they have a child and wants to know why.

Advised Caller:

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.
Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

Explained:

3/30/2013 2:09:27 PM

• The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The caller stated that that we will be contacting his congressman and Senator Rand Paul about this situation. He stated that he will not have his wife touched for no other reason than the fact that have to carry food for their child.

Advised Caller:

You may want to request to speak with the supervisor at the checkpoint to address this situation. You can call the TCC back at 1-866-289-9673, press option 5, and enter the airport code. Also, TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

To whom will probably never read this,

My wife was patted down by one of your TSA, flunked high school and couldn't get a job as a physical education teacher, employees. The TSA thug, I mean employee, groped her chest in a very demoralizing and sexual way that was completely uncalled for. This occurred in the Kahului, Hawaii airport. This behavior by your employees is unacceptable, but I'm assuming your standards are kept rather low considering the amount of respect shown to innocent bystanders.

She is patted down literally every time we fly and we don't know why. We believe its due to her tattoos, but honestly why don't you racial profile the appropriate people and stop being so politically correct. This organization, like many government organizations, is done with complete inconsistency and lack of training and preparation, it is no wonder the TSA is made such a mockery.

3/31/2013 4:41:02 PM (b)(6)

(b)(6)

To whom will probably never read this,

My wife was patted down by one of your TSA, flunked high school and couldn't get a job as a physical education teacher, employees. The TSA thug, I mean employee, groped her chest in a very demoralizing and sexual way that was completely uncalled for. This occurred in the Kahului, Hawaii airport. This behavior by your employees is unacceptable, but I'm assuming your standards are kept rather low considering the amount of respect shown to innocent bystanders.

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3/31/2013 4:41:02 PM (b)(6)

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(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 3/30/2013 11:18:36 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/17/2013 8:30 PM Airline & Flight Number : United 480 Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) : (b)(6) Comment : Very unprofessional conduct -- when I explained to the TSA agent that my bag on my prior flight was lost, causing me to be running late for my second flight, I very politely asked him to quickly go through the TSA pat down procedure, or better yet dispense with altogether, as I was waiving any right to complain. Instead of helping, (b)(6) became argumentative and very purposefully slowed down his description to a painfully slow talk, giving far more detail then was necessary to explain the pat down process. It was clear that he was not interested in providing service, but instead trying to punish me because I dared to challenge him purposefully going so slow. the more I asked him to please hurry so I did not miss my flight, the more he slowed down. It was clear he was on a power trip. Such behavior is unprofessional, and in my years of getting pat downs from TSA agents, I have never experienced such rude behavior.

3/31/2013 4:41:45 PM

TSA agents are there to serve a vital function, by keeping us safe from terrorist threats. For (b)(6) to take a painfully slow approach with me is a waste of TSA's time and limited resources. Such unprofessional manner should not be tolerated.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

My boyfriend was sexually assaulted by an agent at the Port of Miami while disembarking our cruise. A drug enforcement dog took interest in his bag, he was taken to a private room, and the length and head of his penis was grabbed and stroked, his testicles groped. The agent then forced his fingers into my boyfriend's ass through his jeans, then vigorously ran his hand up and down between his ass cheeks. Another agent was present in the room, grabbing his crotch, snorting, and clearing his throat the whole time (both agents were named (b)(6) . This all happened BEFORE checking his bags OR finding out we were California residents with valid medical marijuana IDs. We had 5 medicated lozenges in his backpack (not the initial bag in which the dog took interest), prescribed by a doctor. The agents did not search any other part of him; did not ask him to remove his sweater; did not check his pockets (neither in his pants nor shirt), not his collared shirt with rolled-up sleeves, nor his dreadlocks. They only sexually violated him in a private intimidation room.

This is unconscionable! This was our second cruise; last year we traveled with similar medicated lozenges (also legally prescribed) upon disembarking. We were not touched physically at all last year; this year my boyfriend was raped. We cannot ever leave from Port of Miami again; I hope we can get past this to even travel and experience life at all because we will not support this disgusting perversion of power. There are so many crimes against humanity in this situation. Miami is notorious for human trafficking and sexual abuse on an official level, but I cannot believe this happened to us. I'm sorry this happened at all (and continues to happen). Our American rights have been egregiously violated! Why? Because they thought my California-citizen boyfriend with a medical license had stashed so much weed up his ass and around his penis (and nowhere else, and no other substance except marijuana) that he is going to bring down America? Bullshit! This is unethical and inexcusable! We are pitting brother against brother by giving unprecedented power to corruptible individuals – individuals turned ugly by power. The (b)(6) sexual perversion of power is a shining example. This is unjust and unAmerican! We now have fear over the very entity supposedly protecting us. Instead of protecting, it is sexually violating us. How has America has been saved by all these fingers up the assholes of our citizens? We have rights, we are people, and you are people! Instead, everyone is treated like a psychotic terrorist, and nothing else. We are equal, and we will stand up for our fucking rights! We have a right to live our lives without fingers up our asses, without transport workers perving on our naked scans or fondling our most intimate parts. We must stop this perverted abuse of power now!

3/31/2013 5:06:13 PM

Sincerely,
(b)(6)

My boyfriend was sexually assaulted by an agent at the Port of Miami while disembarking our cruise. A drug enforcement dog took interest in his bag, he was taken to a private room, and the length and head of his penis was grabbed and stroked, his testicles groped. The agent then forced his fingers into my boyfriend's ass through his jeans, then vigorously ran his hand up and down between his ass cheeks. Another agent was present in the room, grabbing his crotch, snorting, and clearing his throat the whole time (both agents were named (b)(6) . This all happened BEFORE checking his bags OR finding out we were California residents with valid medical marijuana IDs. We had 5 medicated lozenges in his backpack (not the initial bag in which the dog took interest), prescribed by a doctor. The agents did not search any other part of him; did not ask him to remove his sweater; did not check his pockets (neither in his pants nor shirt), not his collared shirt with rolled-up sleeves, nor his dreadlocks. They only sexually violated him in a private intimidation room.

This is unconscionable! This was our second cruise; last year we traveled with similar medicated lozenges (also legally prescribed) upon disembarking. We were not touched physically at all last year; this year my boyfriend was raped. We cannot ever leave from Port of Miami again; I hope we can get past this to even travel and experience life at all because we will not support this disgusting perversion of power. There are so many crimes against humanity in this situation. Miami is notorious for human trafficking and sexual abuse on an official level, but I cannot believe this happened to us. I'm sorry this happened at all (and continues to happen). Our American rights have been egregiously violated! Why? Because they thought my California-citizen boyfriend with a medical license had stashed so much weed up his ass and around his penis (and nowhere else, and no other substance except marijuana) that he is going to bring down America? Bullshit! This is unethical and inexcusable! We are pitting brother against brother by giving unprecedented power to corruptible individuals – individuals turned ugly by power. The (b)(6) sexual perversion of power is a shining example. This is unjust and unAmerican! We now have fear over the very entity supposedly protecting us. Instead of protecting, it is sexually violating us. How has America has been saved by all these fingers up the assholes of our citizens? We have rights, we are people, and you are people! Instead, everyone is treated like a psychotic terrorist, and nothing else. We are equal, and we will stand up for our fucking rights! We have a right to live our lives without fingers up our asses, without transport workers perving on our naked scans or fondling our most intimate parts. We must stop this perverted abuse of power now!

3/31/2013 5:06:13 PM

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 3/31/2013 1:51:16 PM Airport : LGA - LaGuardia Date/Time of Travel : 03/26/2013 6:00 AM Airline & Flight Number : Southwest #430 Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) ?
Comment : This is a complaint re (b)(6) badge number (b)(6)
On Tuesday morning, March 26 I arrived at Laguardia Airport at 4:05 AM. The line at Southwest Airlines was very long and we moved very slowly and I became concerned about missing my flight. At 5:00 additional agents started and all seemed ok. The line at the inspection stations was not unsualy long and I felt relieved. When I got to the scanner (b)(6) told me to take off my shoes. I told him I was 77 years old and that was not required. He stated that in this case it was. I grumbled and took off my shoes. Meanwhile the supervisor told him that he should send people of a certain age to another station. This, while I put my shoes on the belt.
I passed through the scanner and into a glass enclosure and was then summoned out by (b)(6) . I am not a "frequent Flyer" and do take a half dozen flights a year and, since I wear suspenders, almost always patted down. Never have I received the type of pat down that he administered. Additionally, I observed that other inspectors patted down 3 people while he was patting me down. I asked for his name and number on a piece of paper. He responded by asking for my identification and boarding pass. I would like to know why he has a right to do this.
I handed him my license and boarding pass. The put on my shoes (a struggle) packed up my laptop, collected my keys, cell phone, etc. and looked for (b)(6) I did not see him and asked the supervisor where he was. The supervisor pointed to a desk. I went to the desk and asked for my license and boarding pass and the piece of paper with his information. He had not even started writing. It was now 5:49 and I was anxious since Southwest states that if you are3 not at the gate 10 minutes prior to departure your reservation may not be honored. I looked to the supervisor for help and all he told me was to calm down. Finally (b)(6) handed me my documents and his name scribbled (I have scanned the paper and there seems no way to attach it to this form)without his badge number. Upon my request he added that. I then ran as fast as someone with emphysema can to the gate.
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

3/31/2013 5:07:01 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/31/2013 5:31:41 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 03/31/2013 1:30 PM Airline & Flight Number : American 1628 Checkpoint/Area of Airport : Security Checkpoint for All Gates TSA Employee: (If Known) : (b)(6) Comment : March 31, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Screener (b)(6) (Badge No (b)(6) who retaliated against me after I requested a hand inspection of my wallet.

At approximately 1:30 pm PDT on March 31, 2013, I entered the security checkpoint for all gates at Palm Springs Airport (PSP) on the way to my flight, American 1628 to Dallas. After opting out of the body scanner, I was escorted to the pat down screening area by Screener (b)(6) (Badge No. (b)(6)). Before starting the pat down, (b)(6) asked if I had anything in my pockets. I acknowledged that I did, removed my wallet, and explained to (b)(6) that because my wallet had a significant amount of cash inside, I did not wish to send it through the x-ray machine because it would be out of my view and at risk of theft by other screeners. I told (b)(6) he was welcome to hand inspect it, which he did, pronouncing "looks like an ordinary wallet."

3/31/2013 7:12:40 PM

Screener (b)(6) then came over, became angry that the wallet had not been x-rayed, and insisted that it be sent through the x-ray machine. I explained to (b)(6) that a hand inspection had already been completed, and that if the wallet was taken out of my view and sent through x-ray, I would have no choice but to file a complaint. After stating that he "could not stop me from filing a complaint" (b)(6) escorted me to a private screening room, where (b)(6) performed a pat down search.

(b)(6) completed the search, tested his gloves, and informed me that the scan came back clean and I was good to go. Before I could pack up my personal property, Screener (b)(6) grabbed my wallet, rifled through it, and began writing down the information from my driver's license. I told (b)(6) that he did not have permission to take down my personal information. (b)(6) ignored my statement and continued to write down the information from my driver's license. He then threatened me that he could "prevent me from flying."

(b)(6) actions were both unprofessional and retaliatory. He threatened me and recorded my personal information in retaliation for expressing my intent to file a complaint. I am also concerned that (b)(6) will use the information he recorded to steal my identity or take other retaliatory actions against me.

I want this letter added to Screener (b)(6) personnel file, so that it may serve as a record of misconduct. I would also like the Federal Security Director at Palm Springs Airport to remind (b)(6) that it is acceptable for a passenger to request a hand inspection of a wallet during the screening process, and to ensure that the personal information (b)(6) captured is not used to retaliate against me.

I request a written response to this complaint from the airport federal security director.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/1/2013 8:23:14 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/29/2013 5:00 PM Airline & Flight Number : Delta 1630 Checkpoint/Area of Airport : Security screening entry to Delta terminal TSA Employee: (If Known) : checking the people coming out of the xray machine Comment : I was wearing a blouse with sequins on it. After I go through the machine, and I am waiting for clearance to get my luggage, an african american, female TSA agent tells me to turn around and look at the image display. She says, "Look at the screen!", " That is you!".
Of course, I don't know what I am looking at or for, although I see yellow on the image. She then proceeds to pat me down, without warning me or explaining what it going on. And this is a full on pat down where she is touching on and around my breasts. And not with the back of her hands! After she is done, she says, "DO NOT EVER WEAR THAT BLOUSE THROUGH A SCREEN AGAIN!"

4/1/2013 10:00:46 AM

I travel very often for business. She was downright rude and could have done a better job of explaining. Yes, they are rushing to get people through, but, she should have still used some customer services skills. The average person does not realize that "sequins" might set off an incident!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 4/1/2013 12:53:24 PM

4/1/2013 1:59:25 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA3557, United, Terminal B, Gate 31, Port Columbus Airport
Comments:I am filing a complaint against TSA supervisor (b)(6). I was flagged for a pat down. I understand that it is for everyones safety, but I am extremely allergic to (b)(which is used in TSA rubber gloves. I informed the screener of this and that I had been informed previously that TSA Port Columbus also had Latex gloves that they could use instead. (b)(6), the supervisor, then came to the screener and said that I was to either get pat down with the (b)(gloves or that I was not getting on my airplane. The screener offered to pat me down without gloves and sterillized hands but (b)(6) said no and would not even consider looking for Latex gloves. I had no choice but to be pat down with an allergin. When (b)(touches my skin, I swell and develope a rash that blisters. I immediatly washed my skin and am hoping that no rash appears. I am extremely disappointed in the actions of that supervisor. My health was held hostage by the threat of not being able to fly out of Columbus and get to work. I demand action towards this supervisor and a response from you. I can be contacted by phone at (b)(6). If I do not answer, leave a message with a call back number. This is completely unacceptable and I will pursue the matter to the fullest extent possible.

Caller has filled a complaint about a screening process that she went through back on February 25th. She did file a complaint but she never received any type of follow up or apology from TSA. She asked if she would get a follow up or formal apology from TSA because she was molested? She said that she was molested and cussed out and the agent was screaming at her. She was using the F word in the middle of the airport. She also wants information on how to get in contact with the head of TSA at the airport?

Let caller know that we do not give passengers a follow up with what has happened with the TSA agent. Let her know she would not be getting a formal apology from TSA in the mail. Let her know that she should have gotten an apology at the time the complaint was filled. She said that she would just have to contact her attorney to file molestation charges against the agent. Also let caller know I do not have any contact information for TSA at the airports.

Did have to caller back and get additional information.

4/1/2013 2:41:34 PM

She said that she was molested in front of her children. She did let the agent know that she is disabled. She has traveled a lot and she knows what a patdown should feel like. She also knows that when an agent is going over a sensitive area that TSA should use the back of their hands. Also when going over an area such as the breast or butt you should not have the palms touching that area. She said that when the agent went over her butt the agent was squeezing her butt. She stated that her children are very young but they are starting to pick up on words very quickly and the agent was cussing at her.

Airport-DSM
Airline-Allegiant Air
Flight-603
Time-10:30AM
TSA-(b)(6)

Disability Description: Caller has an insulin pump as a carry on item and another one attached to her body.

Response Details: If you have an insulin pump that cannot be screened; you should let the TSO know at the checkpoint. You do not have to do the AIT or WTMD if the insulin pump can not be subjected to that.

Also if you wish to file a complaint you can do so in writing; and I will send you the forms that you need to fill out in writing.

4/1/2013 3:27:40 PM

Incident Details: Caller stated that she was going through RSW and the TSO agent behind the counter said she had to go through the AIT because they do not offer pat downs there. She wears an insulin pump that can t be screened in this manner. The TSO there was really nasty, and told her that either she go through the AIT or WTMD or she will not be able to fly.

This incident occured today at RSW at 3:31pm at gate C-6.

4/1/2013 3:59:28 PM

To whom it may concern: I flew to Florida from Columbus airport because my brother is ill. I do not hardly ever fly. Maybe four times in my life. So I checked the website for flying restrictions. The web said 3-4 oz. bottles. The gentleman at security check stated 2 oz. I know that is not the truth. I also know I could not argue the fact even though I knew he was wrong. We were not treated with respect. They were nasty to us. Not everybody uses the airlines frequently as they might think. So if they want to do the security job then they may need to learn some patience. There were things I had to pitch that was expensive. So once I arrived in Florida, we had to buy new stuff. I am not rich and do not have lots of money. I simply chose to fly because the trip was to short and to long to drive and I needed to see my brother. The other issue is, my daughter is pregnant and she wanted the pat down instead of the x-ray machine and they kept on saying it was safe, and I had to say more than once, she chooses pat down. They should respect what you choose not argue with you. I also want to say, there was no line so people weren't waiting. So all the more reason they should've had patients. All we are asking is for some compensation for our trouble! Thank you (b)(6) e-mail HYPERLINK (b)(6) phone (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/1/2013 3:38:04 PM
Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/31/2013 4:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

4/1/2013 6:12:47 PM

Comment : I asked for a pat-down yesterday at MSP because I am pregnant and did not feel comfortable going through the machine available at the International arrivals terminal after Passport Control and Customs. I was on the way to my connecting flight. I waited for the female assist call to go through and when that lady arrived with gloves on, she pointed out that the machine is not backscatter and was safe for pregnant women. I felt very pressured by both women at TSA and said I would prefer a pat down in public. They eventually pressured me into walking through the machine. I believe it's a millimeter wave machine, but I don't know. As soon as I went through it, I knew I'd made the wrong health choice and I am upset about this pressure by your staff. I feel it is wrong, a violation, and I want to report 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

I have gone through the pre screening program and received and used the process. However, on a recent trip to Boston, my card was lost, stolen or misplaced. I believe it was while I was getting a pat down (I have an artificial knee). How can I get another card.?
My name is (b)(6) and I live at (b)(6) in Portland Oregon.
My known traveler number is (b)(6)
Thanks for any help.

4/1/2013 8:08:11 PM

(b)(6)

Sent from iPad

Almost every time I go through the AIT at John Wayne Airport, the screeners want to rub the scar (this is rubbing, not a pat down) I have from my gall bladder surgery 37 years ago. I do not have any metal inside me (at first I thought my overweight belly was just causing my pants waist band to fold over since some of the rubbing occurred on my waist), so I don't see why your AIT detects an anomaly, which is what I was told today when I finally got frustrated and asked why they keep doing that (I commute between SNA and SJC Fridays and Mondays so this is pretty often).
I am a 47-year-old, 6' male, approximately 220 lbs, muscular with 20% body fat, and my scar extends from below my rib cage to my waist and is an inch or so to the right of my belly button. I seriously doubt your agents run their hands over a woman who has had breast implants, so I would expect you to make adjustments for other scars or incisions from surgery. Should you wish me to assist you with a baseline scan to adjust your equipment for myself and others who have had surgery in their lives, I'd be happy to help out. I currently live in San Jose, CA, but will be relocating to Irvine, CA, in the next month, so I could visit any research center in these locations. In case it matters, I typically go through security either at the American Airlines or United gates at SNA.

4/2/2013 8:12:48 AM

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(b)(6)

Incident Details: Caller flew from Denver International to Atlanta on Airtran Airlines. Caller stated he is disabled and his wife is disabled and they are both in a wheelchairs. Caller stated he went through the screening checkpoint but his wife was pulled aside for additional screening. Caller stated she had a patdown. Caller stated he had told the screeners she has Alzheimer s. Caller stated the screener was being rough with his wife so he had to give his wife medication to calm her down after the screening process. Caller stated he wanted someone from TSA to call or send a letter apologizing to his wife. Caller stated if she didnt get a call or a letter he would be calling the contact center again. Caller is upset at the patdown received by his wife. Caller stated he didnt get the name of the screener who conducted the patdown. Caller stated the female screener had short blonde hair.

Incident happened:04-01-2013@01:30pm
Airport:Denver Airport
Airline:Airtran Airlines
Flight number:787
Baggage Claim number:No luggage
Gate Terminal:South 221

4/2/2013 10:05:34 AM

Advised caller I would send to the appropriate office. Advised caller someone may want to contact him if they need more information.

Sending the D RFI in case she wants to submit complaint in writing regarding the disability.

The caller had an accident years ago, and has to wear a shoe lift and brace. However, he always has to remove the items, and wanted to know if there was a way to keep them on.

Advised Caller:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

4/2/2013 10:40:03 AM

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

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

There are two primary ways to be considered eligible for TSA Pre\u2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Disability Description: Caller had the ball broken off his shoulder and cannot raise one arm above his head.
Caller had a knee replacement.

This call was accidently cut off and I called him back at approximately 12:15

Information Request: Caller is waiting at the airport to get on his flight. Caller missed his flight and feels TSA is responsible.

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

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

4/2/2013 11:48:04 AM

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

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

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

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

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

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street

4/2/2013 12:04:05 PM

Caller went through the LAS airport on 04-02-2013 at 08:55 AM. He was flying on Delta airlines flight: 590. At the checkpoint, his stroller was screened and the TSO conducted a patdown procedure that the caller said was uncomformatable to him. He is upset that he was not given the option for a private screening. Caller went through Gate D at the LAS Airport.

I told caller that I will forward his complaint to the CSM at the LAS Airport.

4/2/2013 12:08:47 PM

Caller is wanting information on going through screening at CVG and what the numbers are that are listed above the WTMD. She has worked with the CVG airport and has recently had to be patted down and wants to know if it was becuase of the numbers becuase she does not like the way things are done for airport employees.

CCR informed her:
When going through screening if anything alarms the WTMD or any device then the individual is subjected to a patdown. We do not have information on the numbers above the WTMD and how that screening process is run at that airport since we are not located there directly. It would be best for her to contact the airport directly to get assistance as to what those numbers are specifically used for.

Response Details: Caller said that he believes this happened because of his medical condition.

Advised caller that he would need to write in a formal complaint.

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

Advised caller that the biometric id card is associated with TWIC.

Advised caller that we do not have a specific card that will allow him to not go through screening. Regardless of who is traveling if there are any type of alarms or anomalies that a patdown does have to be condicted to clear the alarm.

4/2/2013 1:05:42 PM

Told caller about the notification card that is listed on our website. However I did explain to the caller that it does not exempt you from the screening process.

Caller said that he would get that card.

Ask caller again if he would like to provide a email address so I can send him a DRFI which would include what he would need to do to send in a writeen complaint.

Caller hung up on.

Incident Details: Caller saiid that he completed a flight and he was searched twicel.Caller stated that both on his return flight and his departure flight. Caller said that he declared to the officer that he had a knee replacement.. Callersaid that the officer advised him to proceed to screening and when the alarm went off he had to undergo a patdown.

Caller wanted to know what type of screening the pilots have to go through.

Caller was wanting to know what a biometric id is as well.

Caller is wanting a trusted travelercard that states that he has a metal implant so he does not have to get a patdown when the alarm goes off.

4/2/2013 2:06:44 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/2/2013 1:06:37 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I travel often and every time I go through body scanner I am stopped for my right shoulder . I have no metal or replacements and get patted down every time. I have had a muscle problem in that area , like a knot. I thought the machine only reacted to metal or explosives. Tired of your private invasion by some stranger " doing their job" why all the false readings ?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller stated he went through JFK airport and received two patdowns he would like to complain about.

Response Details: Advised caller I would send him information detailing how to file his complaint in writing as it must be submitted in writing.

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
4/2/2013 2:58:36 PM Arlington, VA 20598-6033

Send D RFI.

Incident Details: Caller stated he went through the screening checkpoint at JFK and he received 2 patdowns. Caller stated he informed the TSO about him having diabetes and traveling with an insulin pump. Caller stated he feels like he was discriminated against due to his disability. He said that no one else in line was given two patdowns and he feels he was selected due to his disability.

Caller went through the checkpoint at 02:45pm on 04-02-2013.

The caller stated that he flies from RSW to BOS and back often. He is a double amputee and wants to know if PreCheck will help him get through the checkpoints more easily. He stated that some officers are very rough in inconsiderate. He just wants to know if there is anything that he could do to make things better.

Advised Caller:

Eplained:

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags. As well as leaving the 3-1-1 bag in her luggage. The screening of the passenger is the same. If an alarm is sounded than the screening procedures conducted would be the same as those with out PreCheck. The TSOs are required to clear the alarms.

4/2/2013 3:56:56 PM Informed Caller:

• 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 : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 4/2/2013 2:04:56 PM
Airport : ALB - Albany County
Date/Time of Travel : 04/02/2013 3:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Screening
TSA Employee: (If Known) :
4/2/2013 4:03:24 PM Comment : I am completely upset, my wife, who is 6 months pregnant, is traveling with my almost 3 year old daughter. The TSA agent insisted that my wife could not hold my daughters hand during a screening. Also made my daughter very upset saying that both my wife and daughter would then have to be patted down. While I, as a son of a retired Federal DEA agent am happy to oblige with necessary security procedures. I believe that we as a nation need to have more professionalism and realize that our security efforts are going to a bit of an extreme. I have traveled internationally and I have to say other nations have far more respect for the travelers and have just as much if not better security without violating the person or child who is traveling. Israel's security for instance, is far superior to our own and I have never had an issue with them. I hope that this will be looked into. If I had the persons name I would surely pass it on.
Would you like a response? : False
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

4/2/2013 6:03:57 PM

To anyone that cares about treatment received by security at Buffalo's International Airport on April 1, 2013: I recently visited my family in Buffalo, New York. I had a wonderful flight coming to Buffalo but I did not feel so great about the way security treated me on my return trip. This was my first time flying by myself and I was feeling a little unsure about security procedures. I arrived about two hours before my flight was scheduled to leave. I headed to the baggage check window where my luggage was handled by a gentleman that seemed like he really did not want to be there. No smile, no eye contact, just a finger pointed to the direction of my gate. I smiled and stated that I was unsure of airport security procedures and once again he pointed his finger to the direction of gate 23. Alright, we all have bad days maybe he worked a double. I had knee replacement and I am always patted down when I go through security. My family told me to ask for the body scan instead of having a pat down. A security officer pointed to a center lane where I proceeded through. I guess I was not suppose to go through until my scan was completed. A somewhat tall and slender woman rolled her eyes, had me go back to the center lane, put my feet on two spots. I was not fast enough so she rolled her eyes in disgust again. Threw her hands in the air. She looked like she wanted to bodily move me to the spot which I finally found. She threw her arms in the air again and yelled, Don't move or we'll have to scan you again. She was very demeaning and rude. No matter what I did she showed disapproval. She rolled her eyes again and an older man with thick glasses mumbled something. I honestly did not hear him. He then looked right in my eyes and with a somewhat louder and aggravated voice said ,"Proceed now! " I felt somewhat embarrassed when I realized people had witnessed my treatment and agreed with the rudeness I received. I hope this is just an isolated case and not a common practice. I have worked with people for many years and yes they can be hard to deal with at times. Being rude and demeaning is not the way to handle a human being. Thanks for listening.

Sincerely,

(b)(6)

4/2/2013 6:28:53 PM

Caller requested to speak to a supervisor immediately.

Call taken by Preston:

Caller stated that she called previously to file her complaint and requested that a supervisor get back in touch with her but they never did. Caller is calling again to file her complaint as well. Caller went through screening at SEA for a Alaskan Airlines flight on 3 15. Caller had to have a pat down due to a knee brace that she was wearing. Caller stated that her carry on luggage had to be hand inspected as well. Caller stated that the agent that first performed that patdown was very professional and done her job correctly. Caller stated that a second officer came over after the patdown, took her to a separate room, and performed that a second pat down be done. Caller feels that her second pat down was done intentionally to make her miss her flight since she requested that the officers be careful with her items during the hand inspection. Caller stated that the officers broke her curling iron and threw several of her 3-1-1 items away.

Caller requested to speak to a supervisor at the checkpoint and the second screening officers stated very rudely that she was the supervisor and refused to get anyone else for her. Caller feels that this agent needs to be disciplined for her actions.

Caller requested that the CSM contact her at her home phone number about this issue.

Apologized to the caller for her negative experience during her screening at SEA. Advised caller that I could resend the complaint to the CSM or I could provide the CSM s contact information so she could reach them personally. Caller requested that I forward her complaint again.

4/2/2013 6:33:42 PM

Caller flew yesterday. As he got to the scanner, he opted for a patdown as is his usual routine. A TSO smirked at him and said something to another TSO. TSO (b)(6) at Terminal C Gate 30 began doing the patdown. He became very aggressive from the back. When he went to the front the TSO was even more agressive and lifted the caller up off his feet. The caller backed up and was offended. He told the TSO that he wanted to talk to his supervisor.

Caller described the incident to the supervisor who had not seen what happened. STSO (b)(6) said, That is the appropriate way to do it. He told the STSO he wanted to file the complaint. He told her he has never been patted as aggressively as he had this time. She told him that it had probably not been done properly at the other airports. He told her that he has flown over a million miles, but she just repeated the statement. She said the TSO would have to continue. He said he wanted another TSO to do it. Another TSO completed the patdown much less aggressively and the way he had always had it done.

The smirking TSO kept staring at him. Caller asked TSO what he was staring at. This TSO turned and walked away. A different TSO gave the caller a comment card. Caller asked for the smirking TSO s name. This TSO would not give it to him. When the STSO came back she told him they would not give out the name for someone because they were smirking.

Caller felt that he was humilitated, inappropriately touched, and laughed at. The guy that gave him the card said they did not want to get anyone in trouble. Caller is worried about retribution from the TSOs when he goes back through. He has a platinum status on American and has flown a million miles so he flies out of this airport frequently.

Airport: DFW to Dulles
Airline: American
Flight Number: 1425
Date and Time: April 2, 2013 at 7:15pm (Flight Time) He arrived at the checkpoint around 6pm
Location: Terminal C Gate 30

Caller only gave his email after I assured him that the TSOs would not have access to it. He was unsure as to whether or not to let me send this to the CSM because he feared retribution since he flies so often. He always requests a patdown because he is a cancer survivor and does not want any more radiation. I told him the person I would send this to is a CUSTOMER Service Representative. He asked what that person would do. I told him they would talk to the TSOs to find out their perspective of the events. I offered to tell him how to get in touch with the CSM himself or I could send this to the CSM. He told me to go ahead and send it. He asked if he should also send the comment card that he has. I told him he could do that as well.

Caller feels that TSA in Oakland have abused their authority. She has severe anxiety.
She was going through screening with her service dog and had to have her hands ETD tested. They said that her hands triggered an alarm and the TSO instead of informing her of anything and insisted her to go through a patdown.
She says there were 3 TSA males that were being completely rude.
They refused to let her go through with her dog and when she requested her anxiety pills they refused.
She says the way they screen there is extremely abusive and what she describes as very nasty.
She is calling today to make an anonymous complaint of the abusive and rude nature of the Officers at the screening checkpoint in Oakland.

4/2/2013 7:36:07 PM

Airport: Oakland
Airline: Southwest
Flight: Not Known
Date: Friday March about 7PM Flight left at 9:55 to Portland
Gate or Terminal: Gate 14, she isn t completely sure.
Email: Wishes to remain anonymous, she wants to inform them of the treatment and is afraid to provide contact details in the event they will treat her even worse.

Caller Advised:
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
I will forward a record of your complaint to the Customer Support Manager for review and for their records. This helps TSA to monitor and track trends and issue proper training where it needs to be made.
The caller stated that she never thought she would be calling TSA about anything. She flew from EWR to LAX on March 29th on United. The flight departed at 1:20pm. She is missing items that she believes were taken from the checkpoint.

Caller explained her entire airport experience:

She stated that she had requested a patdown. Her carry on luggage had to be re-screened because she was carrying dark chocolate. The TSOs took her carry on and separated her belongings. This included: dirty gym clothes, shoes with fruit in them, two pairs of glass (both in dark hard cases, one pair was Michael Kors brand and only had rims on the top, one case was dark purple or maroon in color, sunglasses were thin rimmed and oval in shape tinted fairly dark and both in dark blue plastic cases with aligater look fabricated prints), a white long business letter size that was unsealed with British pounds worth around 120 (had a paper clip on them), traveler checks with her name and receipts of purchase valuing near $250 and $50 demominations, coins (eruos), and paper money. She also had two purses and new papers. She stated that she has called the hotel because her monetary items had been in the safe and they were not left there. She did not see the things go through screening and she can not say what was happening because her baggage was separated from her for such a long time.

She stated it was gone way longer than necessary and she had completed her patdown long before her luggage was returned to her. She stated that she never offered to open her belongings because she trusts TSA and never dreamed she would have missing items. She had to wait a very long time for her checked luggage as well which was unusual to her. She stated that she does not handle her own luggage when she travels. She has it delivered to the hotels and knows that her checked baggage goes through many differents hands. This leads her to believe that the officers at the checkpoint would be the only ones who would have this opportunity. When she got her baggage and checked her suitcase, her suitcase frame was broken. She can no longer use either of her suitcases any more. They also tested the chocolates for explosives. She stated that the TSO were smirking at her because she had put the bananas in her shoes.

4/2/2013 8:49:22 PM

The caller discussed her medical conditions as well:

She stated that she has a 24 hour nurse that stays with her around the clock with her that has had a family emergency. She stated that she submitted a form to reserve an aisle seat as well because of her need to use the restroom frequently. On this particular flight (she had arrived for another country) she she not receive this seat. She has urinary incontinence and she requested that the other passenger to switch seats with her. She wanted to provide this information so that if someone needed to verify that she was on the flight they could do so.

Advised Caller:

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

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location.

Flight Information:

Airport: EWR
Airline: United Airlines

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/2/2013 8:32:24 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/01/2013 10:30 AM Airline & Flight Number : Southwest - 1972 Checkpoint/Area of Airport : North Terminal Main Checkpoint? (Unsure) TSA Employee: (If Known) : (b)(6) Comment : I opted out of the electronic screening & had a pat-down. During the waistband checking portion of the pat-down, Officer (b)(6) pulled my pants upward (towards my chest) 5-6 inches, to the point where the crotch of my pants was crushing my testicles. When I objected, he told me that the procedure required him to do that, then proceeded to do it again. I told him "Stop that!" and said that I had had dozens of pat-downs and was well aware that the procedure did NOT require that he pull my pants UPWARD at all. The procedure requires pulling the waistband OUTWARD (away from the waist) to enable the officer to slide his fingers around the waistband. But it has NEVER required (and still does NOT require) the pants to be pulled upward towards one's chest. After my second objection, Officer (b)(6) told me, "you're either going to stop complaining or I'm going to stop this screening," to which I replied, "you don't have to stop the screening, but" and he cut me off, saying, "then be quiet until I'm done."

At that point, I demanded that he stop the screening and get a supervisor. The supervisor, (b)(6) was initially highly defensive of Officer (b)(6) and insisted on telling me how the leg portion of the screening is done. Only when I persuaded her to hear me out did she understand that I had NO complaint about the leg portion of the screening; my complaint was having my testicles crushed by the officer's lifting my pants upward until I cried out in pain. At that point, she called a manager, (b)(6) to deal with me.

4/2/2013 9:00:43 PM

Officer (b)(6) was INCREDIBLY professional every step of the way with me. When I told him how I had been physically abused by Officer (b)(6) he said that I was absolutely right and that nothing about the procedure required the officer to pull a person's pants upward, certainly not 5-6 inches like Officer (b)(6) did to me. He completed my screening professionally and quickly, and I was on my way.

But it is ABSOLUTELY OUTRAGEOUS that I should be physically assaulted in this manner. What Officer (b)(6) did to me qualifies as assault and/or battery in most states across the country, so it is interesting that, simply because he is wearing a blue shirt with a TSA badge, and is there "for our protection," he is allowed to do anything he wants to citizens with no repercussions, thanks to his union.

No one should have to cry out in pain to get a government officer to stop their abuse. This is outrageous beyond words.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 4/2/2013 11:07:58 PM

4/3/2013 8:13:09 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):Qantas flight 12 on April 2, 2013 in LAX, at 8:45pm.
Comments:I had a reusable water bottle in my carry-on that I forgot to empty. After waiting through a 30-minute security line, it was discovered by x-ray.

I had opted out of the scanner, and wasn't allowed to touch the bag or the bottle (which is fine). TSA had physical possession of it coming out of the X-ray machine.

The simple obvious thing to do would be for tsa staff to pour it out and re-X-ray it. Instead, tsa staff insisted that I had to either throw out the bottle itself or else go back through security from scratch at the back of the line. And then have a second pat down, since I again opted out of the scanner.

This makes no sense at all, and was completely unnecessary. It was also inconsistent from what I've seen happen at other airports when people forget to empty a water bottle.

From (b)(6)
Sent: Tuesday, April 02, 2013 10:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: LAS screening process

Attention TSA customer service:

4/3/2013 8:13:39 AM

I received a very invasive TSA screening at the Las Vegas airport on 2 Apr 13 at approximately 8:55 a.m. I was on Delta flight #590 on my way to gate D 40. This "pat down" was not a typical pat down. Not being able to send the stroller through the screening machine prompted this entire event. I was unable to get my stroller through the conveyor belt because it was too big. The TSA agent then checked it visually and by hand. During his physical inpsection the stroller set off his alarm. He told me he had to check me and my bags because this happened even though my bags had already been screened through the machine. I told the agent that I purchased the stroller while on vacation and that it was only two days old. I also told them I am in the military and that I travel all the time. I had never had any issues while traveling. All of this occurred after I had already gone through the metal detector machine removed my shoes and was cleared. I was traveling with my wife and three children.

The agent asked me if I had undergone this type of search and I said no. He then tried to explain the search procedure. The agent started the search by making remove my shoes a second time. He then began the search and touched my genitals during this process. After performing one "pat down" he conducted another one (that really felt like a rub down). He touched my genitals a second time while running an opened hand between my legs, upper thigh, and scrotum regions on 4 occasions. It felt like his thumbs were touching my genital areas/region each time. He also touched my chest twice rubbing his hand up and down my chest and abdominal region.

At this point I felt violated beyond belief and was not quite sure what I should do. I thought I should request a supervisor; however I did not and cooperated with this very grueling and invasive ordeal trying not to draw more embarrassment to myself than was already apparent. The search appeared to have turned into something else (possible groping or something). It did not feel like your typical pat down. I also have 15 years of law enforcement experience/military training and have never received or performed a search in that manner. I fly frequently and have flown all around the world both for protecting our country and leisure. I usually don't complain, but I would be doing a disservice if I did not report this incident.

I immediately reported this situation to the TSA supervisor, (b)(6) at the check point. I explained to him that if the search is going to be so invasive and it is protocol that he should provide travelers with the option of a private room or

Caller flew from FLL yesterday to Nashville on Southwest Flight 322.
Her bag was searched and she has a box of snack bars missing and she had 2 character fountain pens she purchased at Disney and those were broken and a cap from one of them was missing.
Her bag was also torn. The TSA lock was only put back through one hole so that left her bag unlocked.

The NOI had: KR4-2-13 #2 11:50 AM

She stated she needs to tell someone that everytime she flys she is searched. She is an American and only been out of the country once since 1956.

I asked if it is her person or her bag.

She stated it is her person that is searched.

She has a knee implant and has a card from her doctor.
She stated people who are foreign looking go right on through.

4/3/2013 8:54:03 AM

She stated in Nashville the first time she few she went into that round thing and was able to screen her with it.
She said the FLL did not have that.

Told her that would have been the AIT.
We try to resolve the screening using it when a passenger is able to stand with their arms above their head for 5-7 seconds.
We are not always able to resolve it and the passenger still needs the patdown.
Although she has the card from her doctor we still must resolve her screening and everyone must be screened.
I explained that it is not because she looks suspicious, just that she sets off the metal detector.

She stated she just had to talk to someone about it.

Told her I am sorry her items were missing and I will send to her a claim form and cover letter via email.
We will also report her complaint to the Customer Support Manager at FLL.

She asked what about the bag.
Told her she might want to also report the bag damage to the airline as we only have the bags a short period of time and depending on the damage it could have happened with them.
She may file a claim since she had the NOI.

To whom it may concern

4/3/2013 9:59:23 AM

I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To whom it may concern

4/3/2013 9:59:23 AM

I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To Whom It May Concern,

I am a 73-year-old lady and a citizen of the United States who travels alone by air to visit family and friends living within the country. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O'Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident. The officers in Detroit were very polite and friendly.

I expected a similar routine when I returned to Detroit from Chicago on Monday, April 1st but that was not to happen. The TSA officers in Chicago disregarded my explanation and request for metal detector screening; instead, they forced me into an extensive pat-down in front of other passengers! It is my understanding that a passenger has a right to privacy screening during extensive pat-downs—although I requested this, I was denied that option and the officers were very rude in their treatment of me. I was not taken aside but rather subjected to a full pat-down by a lone female office; asked to lift my shirt/top while she felt my breasts and down my slacks in directly front of other passengers!

4/3/2013 12:04:50 PM

Throughout this pat-down, I tried to ask why I was denied the right to walk through the metal detector and was told that was not an option because O'Hare was a "different type of airport". This appeared to me a blatant lie since I saw others go through the metal detector and I was not in the international terminal. While I was undergoing this pat-down, I also saw other female passengers who after going through the AIT screeners, were pulled from the screening lines and subjected to hand screening detectors for no apparent reason other than because of their Muslim dress.

Overall this was a very humbling experience. I totally understand the purpose of airport screening and in general accept the responsibility of the TSA towards our safety. However, I do not understand why any passenger should be subjected to a lack of sensitivity for his/her humanity. I have examined the TSA website and the procedures described there for passenger screening do not in any way reflect what I personally saw and experienced in Chicago on Monday. I will be reporting this to my state senators Debbie Stabenow and Levin.

If I was younger and less vulnerable, I would choose to drive to my destinations but that is no longer an option for me. There was a time in this country when the elderly were treated with respect; I can see that is not the rule among your officers or employees. I would suggest that the officers in Chicago are long overdue on sensitivity training.

Sincerely,

(b)(6)

W. Bloomfield, MI 48324

Caller is flying internationally with a money belt. Caller asked if it will pose a problem with her screening, caller will carry less than $10,000. Caller asked if she can take food. Caller said in Mesa about 3 or 4 weeks ago, she had a diet Dr Pepper in her purse that was 32 ounces. Caller said the TSOs allowed that through the checkpoint but they removed an Agave Syrup that was 12 ounces. Caller said the syrup was sealed and covered in wax. Caller said she asked the TSO why they removed her syrup but were allowing the Dr Pepper. Caller said they told her she did not understand, that the syrup was a liquid.

TSA does not restrict passengers from carrying any amount of currency through our security checkpoints. We do, however, recommend that passengers speak with a TSA screening supervisor before screening begins to request a private screening. This will help maintain the passenger's security by ensuring the currency is screened out of the view of the general public. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing.

I told the caller she will have to have a paldown.

4/3/2013 12:54:22 PM

If TSA discovers a passenger carrying a sum of currency that appears to be in excess of $10,000, and the passenger is traveling to or from a location outside of the United States, TSA may notify U.S. Customs and Border Protection (CBP) to ensure compliance with international currency-reporting requirements

I told the caller she cannot wear the belt while being screened and she may want to request a private screening.

The only screening restriction on bringing food in carry-on baggage applies to foods that are liquids, gels, or aerosols. These foods must be in containers 3.4 ounces or smaller and fit comfortably in a single, quart-size, clear plastic, resealable bag (the 3-1-1 rule). To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container. Unpeeled natural foods like fruit are acceptable. I told the caller she can take an empty water bottle.

Transferred this record for security review.

Caller flew with infant numerous times, pumped breast milk in the bottle and last weekend they were leaving the FAY airport and the TSO opened all 3 of the bottles and put a strip in the bottles. Has never had this happen before and wants to know if we have information as to what the strips were, contained, etc?
The TSO was unable to provide any informtion as to what the strip was, just that it was a vapor strip and passenger asked what the strips had on them and the TSO was unable to tell her. Passenger didn t know what the strips contained and ended up discarding the bottles and when she asked what other options she had the TSO told her that was the only option passenger had.
Flying with United, departed at 2:10, Flight # 4795Y, Gate #small airport, only 1 gate.

4/3/2013 1:03:06 PM

Response:
Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state).
These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Advised caller no information as to what the strips are and how to contact the CSM at FAY for assistance.
April 3, 2013

Time: 9:15 AM
Airport: Oakland International Airport, California
Date/Time of Travel: 3/29/13 10:25 AM
TSA Employee: (b)(6)

To Whom It May Concern:

I am writing to you about a TSA employee who was very rude and unprofessional in his attitude and behavior.

4/3/2013 2:04:55 PM

On my day of travel, Friday morning, I had requested a "pat down" for myself and my traveling companion. TSA employee, (b)(6), asked to follow him to the manual "pat down."

After following (b)(6) and raising my hands in the air, (b)(6) spoke too fast and it was very difficult understanding him. So, I requested of (b)(6) to slow down and speak slower. (b)(6) retorted, "I think you should listen faster." At that moment, I asked for another TSA employee and to speak to his manager. He retorted, "No, you have to have me," patted me down, and disappeared when the manager walked over. (b)(6) didn't realize my traveling companion and other travelers were watching his unprofessional attitude and behavior while waiting to be patted down. We were also shocked that my traveling companion who was waiting to be "patted down" never got searched.

It's my opinion that TSA agents are here to help and serve the people of the United States of America, to not display the attitude and behavior of a "dictatorship-ship style government agent," like how clearly it was on the morning of our travel.

I will be making a formal complaint to my congress representative, Linda Sanchez of California District 38, as well as the congress representative of Oakland International Airport, Barbara Lee of District 13. I sincerely hope the TSA will make better informed decisions about their employees and how their employees are serving the citizens of this country.

If you have any questions, I will be available to respond by telephone or e-mail.

(b)(6)

TSA Contact Center

Regarding Security Screening

O'Hare Airport, Chicago IL

Date: Monday, April 1st

Time: 1230-1245 pm

Airlines: Delta FL 1908 Boarding from gate E 15

4/3/2013 2:05:03 PM

To Whom It May Concern,

I am a 73-year-old lady and a American citizen who travels alone by air to visit family and friends within the United States. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears): all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident.
I feel duped.
I signed up for global entry and pre check for many reasons, mostly for two.
I travel more than 80 days a year nationally and internationally AND I had a congenital problem that caused me to need both hips replaced. The ability to move through security easily was a major plus for me and for all the other travelers and for the agents as they could avoid a pat down that is not enjoyable by either party.
Recently in Chicago and BWI the pre check line no longer utilize a modern scanner but an old fashion metal detector, so once again I set these off and get patted down.

4/3/2013 5:59:02 PM

I am a physician who travels to teach others how to improve the care they provide and to provide that care in a safer manner. I am about as a low a risk to anyone as anyone can get. I went through the application process and sat for a face to face interview only within the last 6 months. Both airports had the precheck line using a modern scanner until very recently.

I could see being wanted to confirm that the medical card I carry is correct if the scanner can not return, but at present the approach used discriminates against folks with artificial joints and hardware. A simple fix is to return to the modern scanners that clearly are better devices than metal detectors.
I look forward to your response.

Sent from my iPad

4/3/2013 6:39:58 PM

Caller is filing a complaint against TSO (b)(6) and her supervisor (b)(6) at the OAK Airport . Caller wife went through the AIT screening and then had to undergo a patdown procedure. When caller ask the TSO why his wife had to undergo a patdown the TSO was very rude to him, they told him it was due to his wife wearing a underwire bra. Caller said the incident occured on 04-02-2013 at 4:30 pm going to the Southwest Terminal flying on Southwest airlines on flight 995 flying from OAK to Burbank. Told caller that I will send his complaint to the CSM at the OAK airport.

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/4/2013 8:57:00 AM
Airport : DEN - Denver International
Date/Time of Travel : 04/04/2013 6:00 AM Airline & Flight Number : AA 2096 Checkpoint/Area of Airport :

4/4/2013 9:57:58 AM

TSA Employee: (If Known) : young man with frizzy afro Comment : I requested a pat down, but the young man didn't call for a female assist for at least 10 mins & then when I asked how long I'd have to wait he spoke barely above a whisper requesting a female assist. I waited several minutes more but no one was coming & I didn't want to miss my flight.

I am very very uncomfortable being screened in your box. I will scream for a female assist myself on my return flight. this is very very poor customer service but I am probably expecting too much from government employees!!
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 has issues for taking medication through an airport. His medication has to be kept cold and it cant be x-rayed. His is TSA Pre approved, he has to ask for a visual inspection for his medication. He then gets a patdown in Salt Lake and in CVG before they take chemical samples in everything in his carry on. He doesnt understand why they have to do this patdown. He got a patdown for no reason what so ever. The officer told him he was using standard procedures and ripped his bag apart.

Told caller
They will give the medication a hand inspection and visual inspection. They can swab it for the ETD. I explained to him each officer at each terminal makes their own decision on how screening will go. They can do a patdown to clear any alarm or for secondary screening. It can be random. There are several layers of security and it may not always be the same way each time.
I turned my call over to (b)(6)

4/4/2013 11:56:41 AM

(b)(6) Notes:
Every time he goes through Salt Lake and CVG he gets a pat-down after hand inspection of his medication. Reagan never gives him a pat down for asking for hand inspection of his medication His last flight they did chemical samples and done a pat down. They did a secondary screening on his luggage that had already been screened. He wants to know why he got the secondary screening. He says he is going to talk to his congressman. This particular accident happened in Salt Lake on Tuesday April 2nd. He flew out of Salt Lake at 4:55 pm. He went through security shortly after 3 pm. He says as soon as he asks for the hand inspection of his medication they told him he was going to have a patdown. He wants to know why this is policy at Salt Lake but not Reagan.

I told him I would send this to the CSM to see why they screen this way at Salt Lake and not a Reagan.

Caller stated that she went through JFK to FLL on Tuesday April 2 and feels as though she was abused by a TSO during the patdown. She wanted to know what her options were and has to fly at the end of the month again. She filled out a form and is wandering how to stop this from happening again, because she can t go in those machines. The TSOs name was (b)(6) and talked to the Manager at JFK before she left. Her flight was 201 through Terminal 5 at 6 am. She did indicate that she had cancer which is the reason she was not able to go through those machines; however she never let anyone at the checkpoint know of her situation. When she went through the checkpoint at FLL the TSO there was nice and gentle. The girl at JFK was rough and checked her shirt twice, pants three times as well as pants and groin three times. She also added that she felt as though she was treated like a criminal.

4/4/2013 12:27:48 PM

Advised caller:
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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

From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:20:22 PM
Subject: Attention: (b)(6)

4/4/2013 2:12:57 PM

From (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:19:13 PM
Subject: (b)(6)

On April 2, 2013 I travelled on Jetblue Flight 201 from JFK Airport to FLL Airport. Going through Security I declined to go thru the x-ray machine. I was subjected to a body pat down. Two men at the same time were told they could go through the metal detector and were not patted down. When I protested this, I was told it could be done at their discretion. Just a week before I travelled from FLL Airport, I was subject to a pat down also when I refused the machine - even though a lady before me walked only through the metal detector, no pat down. But at least that pat down was done professionally, politely and I did not feel violated.

(b)(6) used her POWER to abuse me, humiliate me. She ordered me around like I was a criminal. She then proceeded to pat me down very roughly, two and three times over the same areas - inside the waist of my jeans, inside the top of my blouse and especially rude, rough, disgusting was the way she patted me down in the groin three times. When I told her that I had a patdown before and it was not done 2 to 3 times in the same place, she just gave me a look. When she was finished she ordered me to stand and wait for two minutes. Then she returned and said I could go. I AM NOT A CRIMINAL - I WAS A PASSENGER AT THE AIRPORT.

4/4/2013 4:35:34 PM

The caller advised the flew from MCI to LAS and a return flight from LAS to MCI through ATL. Both times he went through AIT screening, while wearing totally different clothing, an anomaly showed on the right side of his body above his waist but below his arm pit. He is scared that he may have something wrong with him, such as a tumor.

I told him that the AIT is not an xray, it takes a general scan of the outside of the body. Sometimes, a false-positive can happen. This means that the AIT is catching an anomaly, when there is really nothing there. A patdown of the area where the anomaly occured must still be conducted the clear a person through screening.

4/4/2013 6:18:10 PM

If you're supposed to be straightforward, transparent, and benevolent, why do you lie to the public? One group (first class, business, etc...) gets to go through a simple metal detector while the rest of us get no option, go through invasive pat down or get irradiated, have a uneducated moron telling you they're in charge, and have freedom of unreasonable search removed. We live in a free country and groups like yours are the real terrorists, bent on herding people like cattle. Most of them won't stand up to you, I and my fellow patriotic Americans will.

(b)(6)

4/4/2013 6:18:34 PM

My wife and i just recently traveled back to Alaska from Valparaiso, FL after a family funeral. While going through TSA check point we observed a lady with two kids, both over twelve, i only kmow this because they were asked and gave their ages, go through the older style walk through metal detector. After going through the boy was patted down modified style but the mom just stood there and then all three went on their way. My wife, who is 12 wks pregnant opted to go through this way as well. She on the other hand was pulled aside, her bags rechecked after going through the x-ray machine, and then also given a thorough pat down. I asked the TSA supervisor at the security check why my wife is having to go through all this when the lady right in front of us just stood there without having anything done. The lady told me "she is special because she is an employee", i then asked why she is above the same security that everyone else has to go through even if she is traveling and the reply i got was "it's TSA's SOP for employees to not have to go through a full security check". I could understand if the lady was working at the time in the airport, but she had carry-ons , tickets and kids. If someone could please explain why TSA feels that both their employees and airport employees are above the same laws that pertain to the rest of the public who pay their salaries then please let me know.

(b)(6)

4/4/2013 6:18:57 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/4/2013 4:39:41 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My wife was screened twice yesterday flying from Cancun to Kansas City and now she is scared to fly again. If there a reason why she was patted down 2 separate times or was this a random deal. I have also heard that if her name is close to someone else she may be screened more. She was very adamant on not having to go through that again. I understand the reason for the screening and pat down process but when you affect a 27 year old kindergarten teacher so much that she will never fly again. I need to know the reason behind her name being flagged and being checked twice.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/4/2013 8:09:10 PM

Hi,
My name is (b)(6). I'm a 36 year old AA woman & I was at the Jackson, MS airport on March 04, 2013 flying out of Gate 15 for flight #:3981. I was selected for a modified pat down a few minutes ago which I participated with but I feel that this particular situation was racial profiling. The TSA managers had a TSA Female inform me that I was selected for this. She herself was an African American TSA female (the only one on the terminal at the time near the gates) & I point blank asked her was this random because I was the only African American period on my flight & even looking down the terminal at Gates 16-19 there were no other African Americans . It appeared to me as if she was instructed to single me out and the Caucasian lady sitting next to me said she could not believe what she was witnessing. I complied with the search & was given the okay to go back to my area to sit down but this experience was humiliating to say the least. If more people were "RANDOMLY" being searched I think I would not have felt so ISOLATED. I went back to my seat & the Caucasian lady again informed me that she felt bad that happened to me & it did not seem random in the slightest. She suggested I go to our gate agent (close to where the 2 TSA Caucasian men & 1 AA TSA lady & ask the agent how often are random searches occur. I did just that.
The agent at Gate 15 working that 5:12pm flight stated he had worked there got about 10 years & works that particular gate & others often & he stated that he HAD NEVER seen "a random modified pat down search" in the gate area. That infuriated me & i then approached the 3 TSA agents & asked if anyone else but myself will get the random modified pat down & one gentleman replied "no". I stated that I felt that i was racially profiled & targeted & I wanted a manager's contact. he brought me back the TSA email address. I just wanted you to have my formal complaint.

Thank you for your time. I initially started this email on the same day of the incident but thought it was erased from my iPhone. Sorry for the delay but when I noticed it on my "phone only DRAFTS I completed the complaint & decided to email.
(b)(6)

Sent from my iPhone

4/5/2013 8:10:00 AM

I just returned to Minneapolis from Denver today with my 2 children (ages 4 & 7). Their normal walk through machine was broken so they asked my kids to hold still in the newer "hands up" machine. Because my kids could not hold perfectly still, they said the machine wasn't clear on whether they were okay to proceed to our gate, so they had to pat down my son and my daughter. As a mother, I would have moved to another lane, but all our stuff was already through the conveyor belt. I felt so helpless. I had warned my kids prior that a pat down was possible but not likely, but when THEIR machine is broken why should little children be subject to this?
My 4-year old looked very worried, and there should have been another option.
(b)(6)

Good Morning!

On 3/8/13 some time between 5:30 PM and 5:45 PM I was going through security in a wheelchair. When the woman inspector came, I immediately told her I had two replaced hips. She wheeled me to the pat down area and had me stand so she could explain the process and continued by asking me at least 4 times if I had any metal in my body. Again, I told her each time that I had two hip replacements. I even added that they were titanium. The man at the security belt yelled over that I shouldn't be nasty with the woman. She then said she was going to get her supervisor and I told her I was glad about that. I had my first hip replaced in 2006 so this is not something new for me.

I immediately sat down at this point and when the supervisor came, a very pleasant and courteous woman, I told her the situation about the problems standing in one spot and her asking me the same question over and over again. She apologized and said she instructs her people every day how to handle people in wheelchairs and they don't listen.

4/5/2013 10:31:42 AM

I have gone through many airports since my hip replacements and never have been treated so horribly. If workers don't want to treat passengers properly, they should quit their job and let someone work who wants to work.

My destination from Fort Lauderdale was to Tampa on Southwest Flight No. 2582 which departed at 7:50 PM. Why doesn't the Southwest terminal have the booth like so many other airports? Even Long Islip Islip Airport has it and it is an extremely small airport. The few seconds you have to stand doesn't bother me but listening to a nasty woman for a length of time is unnecessary and extremely uncomfortable for me.

Thanks you for your concern in this matter.

(b)(6)

Ridge, NY 11961-1117

(b)(6)

HYPERLINK (b)(6)

The caller recently flew from TPA to Providence. She indicated that she went through the AIT. She indicated that she has a colostomy on the left side that showed during the screening. The TSO asked if she had anything in her left pocket. The caller advised that she did not, but that she had a colostomy. The TSO seemed to be unaware of what a colostomy was. Another TSO was called over and acted as if they did not know what the colostomy was. either.

She indicated that that she was taken aside and received a pat down. ETD sampling was conducted as well.

She feels that the TSO should be better trained and provided more information in regard to medical devices and conditions.

She indicated that this is the second time that this has happened.

She flew on 4 3 13 departing at 1:45pm from C38. She does not know the flight number.

I thanked the caller for calling in with her concern. I advised that I had documented this and TSA monitors the number and nature of complaints that are received.

4/5/2013 1:20:42 PM

I advised that I would refer the information to the CSM at TPA to make them aware.

I explained that she should inform the TSO of the ostomy before the screening process beings and indicate where the ostomy is located.

I advised that she can request a private screening at any time and request a private screening at any time. The private screening will be conducted in a private room or an area out of view of other passengers.

I advised that regardless of an anomaly, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-paldown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Caller asked why her 14 year old son was selected for a patdown yesterday. Caller is demanding to know why he was selected.

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.
I gave her this information and she requested to speak to a supervisor.

4/5/2013 3:07:20 PM Escalation Notes: (b)(6)

The caller wants to know why her 14 year son was subjected to two patdowns because he had 4 S s on his boarding pass.

I told the caller that it may have been a random selection or his name is being flagged for whatever reason. I advised the caller that there is no one that will be able to tell her why. I told the caller she may want to consider applying for redress.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov TRIP

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 4 5 2013 5:56:07 PM
Airport : Select One
Date Time of Travel :
Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :

4/5/2013 8:05:29 PM Comment : I asked if per-screened travelers still normally go through the high powered x-ray type machine. The answer I received earlier today while informative did not address my question at all? It just said you might not have to take off your belt shoes and jacket?

Please let me know if going through the machine I m asking about is still normally required for pre-screened travelers. I read how it may be a health risk and so want to know if there s a reasonable alternative?

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

4/6/2013 9:07:23 AM On Wednesday, April 3, 2013, my son departed Charlotte-Douglas on US Airways flight 989. My teenage son wears an Animas insulin pump and TSA required him to pass through the imaging scanner with the pump. He was not offered a pat down or an option to disconnect from the pump and have the pump go through alternative screening techniques. The pump manufacturer, Animas, states that the pump should not go through imaging scans. For the record, my son's insulin pump cost $6,000.

Please notify TSA at Charlotte-Douglas that insulin pumps must not pass through imaging scanners.

Thank you.
(b)(6)

From: (b)(6)
Sent: Friday, April 05, 2013 10:44 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 4/5/2013 10:44:19 PM

4/6/2013 9:08:20 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inappropriate attitude of TSA agent at Sacramento Airport

Comments:

I was laughed at and made fun of by a TSA employee at Sacramento because I am afraid of the ait scanner and asked for a pat down inspection instead. I also was very afraid for my personal belongings which had already gone through Xray (without

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Western Springs, IL 60558

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible,

including the name of the air carrier, if this occurred at an airport.

4/6/2013 3:07:07 PM

I was flying out of the Chicago O'Hare airport to La Guardia on American Airlines on March 26,

2013. The incident occurred when I was heading through security at the O'Hare airport. I had

placed all of my belongings into bins and pushed them down the belt to be scanned. I did not

want to go through the full-body scan so I was waiting near the metal detector to speak with a

TSA agent about going through that instead. The TSA agent was helping some parents with

small children through the metal detector and didn't acknowledge me. I thought he may have

just missed me, but it became apparent that he was purposefully ignoring me. I said "sir"

several times and he continued to ignore me. Finally I told him that I was pregnant (which I

The caller stated that the airport could not help. He stated that his father in law is trying to get him to fly. He stated that he does not want them to go thorugh the AIT Back Scatter and he refuses to use the AIT without the privacy screening. He stated that he would be flying on American Airlines at DFW. He stated that he does not want his family groped either. He stated that he would hate to have to punch a TSA agent in the face over his family.

4/6/2013 3:39:04 PM

I advised the caller that the backsactter units which do not have the software upgrades, all images generated by imaging technology are viewed in a separate location and the officer assisting the passenger cannot view the image. TSA is currently removing all systems that are not equip with the ATR software. By June 1, 2013, travelers will only see the AIT machines that are equipped with ATR per a congressiional mandate on ATR compatibility.

I advised the caller that I do not have the information to provide regarding what machines are available at DFW. I explained that if he is not comfortable with the AIT he can opt out for a patdown, which he stated that he is not comfortable with either. All persons have to be screened or they are not allowed to fly.

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Caller flew from JFK and was sent through one of the scanners. The day she flew she was told that it did not have any x-ray but then she spoke with JetBlue and they told her that it does have x-ray. She is concerned because she is pregnant and wants to know if they are supposed to tell her that the machines have x-ray.

I told the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.
Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.
The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
I told the caller that TSO s are not required to tell passengers this information but signs are posted telling passengers that the machines are optional.

4/7/2013 11:26:17 AM

I sent her an email.
Disability Description: Caller has a medical drain and bandages.

Information Request: He is traveling from Fort Lauderdale on April 15th at 7 pm and would like to know how to make it easier. He asked if a doctor note would help.

Response Details: I told the caller that passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http: www.tsa.gov sites default files publications disability_notification_cards.pdf.

I told him that a doctor note is not required but he may present it if he wants to.

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

4/7/2013 1:24:34 PM

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

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

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I told him to make the TSO aware of the bandages and any pain he may have. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages.

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

4/7/2013 4:57:47 PM

Good afternoon. My name is (b)(6) and I am and have been a frequent airline traveler throughout the past 5 years, in most years flying over 100 flights domestically. I wanted to let you know that that every time I fly out of the Albany, NY (ALB) airport, the TSA screeners (mostly a woman with blond hair at the initial screening point) try to prevent me from exercising my right to, "opt-out" of the AIT machine technology. Due to the number of flights I am on, I would prefer the metal detector screen or the enhanced pat-down and therefore exercise my right to opt-out. However, every time I state this, the TSA screener makes statements like, "don't worry, you can go in the machine, they can't see under your clothes" or, "Oh great, it's ONE of these people...so, why do you not want to go through, do you just not understand what this is" and "It's not gonna harm you if you go through." I just do not understand why the TSA screeners don't listen to my simple request to opt-out and push me to get mad and answer their silly questions? This has also happened to my mother, where they try to either make her feel bad or pressure her to go through the AIT machine...which is non-sense. Anyhow, I wanted to express my frustration to see if you or someone there can assist for future flights.

Please let me know if you can just tell your TSA agents to listen to the passengers and not make snide comments or ask silly questions to the passengers who are simply exercising their right.

Thank you for listening,

(b)(6)
US Citizen and Frequent Flier

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/7/2013 3:12:52 PM
Airport : BOS - Logan International
Date/Time of Travel : 04/05/2013 1:40 PM Airline & Flight Number : American 1851 Checkpoint/Area of Airport : T2 - Gates 30 to 36 TSA Employee: (If Known) : (b)(6) Comment : April 7th, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

4/7/2013 4:58:11 PM

At approximately 1:40 pm EDT on April 5, 2013, I entered the security checkpoint for Terminal 2 – Gates 30 to 36 at Boston Logan Airport (BOS) on the way to my flight, American 1851 to New York. I opted out of the body scanner and was then subjected to an invasive pat down search by O'Hara, who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

Airport: SMF (Sacramento International)

Date: 7 April 2013

Time: Around 1 PM

Airline: Southwest

Officer: (b)(6)

4/7/2013 6:14:49 PM

As usual – I cleared all the alarms and this officer was not satisfied with my pat down and kept insisting that I "squeeze" the turban – this is an individual variance at odds with the officers' treatment of me when I repeatedly go through this airport.

Please have this officer educated to the proper procedures and put a stop to the blatant racial profiling that goes on here.....

Thank you

(b)(6)

4/8/2013 8:03:09 AM

Recently on April 7th 2013, we had TSA Inspection on one of our luggage at LAX. It contains a huge blue foam; Carter's Pillow which was prescribed by my daughter's orthopedic surgeon for her recent wrist surgery. I understand the TSA has the right to open the luggage to inspect the content, however, I'm not happy that my newly purchased TSA approved lock was missing. If the inspector needs to inspect my luggage, he/she should put the lock back. How do I know if one of the inspector took my lock without returning? Even if the inspector broke the lock, it should be put back in my luggage along with the note that my luggage has been inspected. I'm happy that TSA is doing a good job in inspecting but not when my lock is missing without a trace.

In addition, when we were going through TSA inspection point at LAX domestic flight by Virgin America terminal after custom inspection through international flight, it seems to me that one of the inspector doesn't know what's the proper procedure to inspect passenger with hand injury. She kept asking another inspector on what to do next. As I've mentioned earlier, my minor age daughter has a wrist injury, we went through several US airports and Japanese Airports for our recent trip, no one gave her any unnecessary hassle except during our return domestic flight check at LAX. She was given a pat down, and almost another hand x-ray. Please train the TSA inspectors and make sure they know what's the proper procedure before putting them in the field. I appreciate the TSAs, but don't put unnecessary fear on children.

I hope my complaint will not put me on a TSA black list for retaliation.

(b)(6)

Sent from my iPad

4/8/2013 8:05:01 AM

Feedback Type : Security Issue
Categories : Secure Flight; Advanced Imaging Technology Current Date/Time : 4/7/2013 9:36:30 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : As a frequent flier I try to avoid unnecessary radiation and sometimes request a pat-down instead of the backscatter imaging machines. When I do this, I am removed from the security line, through a gate, and to a separate area to be patted down. The substantial breach of security that results from this is the fact that I can go through security without once going through a metal detector or other screening device. This leaves the screening of my person solely in the competence of a single TSA officer. On multiple occasions I have noticed that the officer half-heatedly pats me down, almost entirely skipping over my groin and other "sensitive" areas. This leaves me to ponder the possibility that if one was trying to commit a crime and bring some form of contraband or weapon onto a flight, they need not do anything but tape it to the inside of their upper leg and refuse a scan. As a frequent traveler, this seemingly simple way of circumventing the security remains rather worrisome to me. In my opinion, those who wish to skip the scan should be required to go through the metal detector in addition to being subjected to a pat down. I hope this makes sense.
Would you like a response? : True
Passenger's Name :(b)(6)
Phone Number :(b)(6)
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/8/2013 8:05:04 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/7/2013 9:27:01 PM
Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/07/2013 2:00 PM Airline & Flight Number : American 854 Checkpoint/Area of Airport : Terminal 8 TSA Employee: (If Known) :(b)(6) Comment : April 7, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No. (b)(6), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 2:00 pm EDT on April 7, 2013, I entered the security checkpoint for Terminal 8 at John F. Kennedy Airport (LFK) on the way to my flight, American 854 to Boston. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

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

4/8/2013 9:52:38 AM

Caller flew from Columbia to FLL then to Tampa on Spirit Airlines. She did not have the flight number with her. Her flight was at 8:09 pm. She went through the checkpoint in FLL between 7:05 and 7:20 pm. She put her passport on the tray and placed her bag on top of it. She took off her belt, rings, watch, and earrings. She placed them in the bin along with her lipstick and keys. She put jacket on top of them and she shoes on the side. She placed her backpack in the front. She said that there were two people in front of her. She wanted through the x-ray and then she got a patdown. She picked up her items and went to the gate. When she got to the gate she realized she did not have her passport. She went back to the checkpoint and showed the TSO what lane she went through. She said that officer left and then she spoke with a supervisor. She also spoke with someone above the supervisor. She said that she was told that they would have to review the tape. She did not have time to wait. She called lost and found the next day and was told they did not find her passport. She called and reported the passport lost or stolen. She did not get the name of the agents she spoke with. She said that she wants to make a complaint. She thinks that TSA stole the passport. She talked with three people at the airport and they did help her. She said that she trusted TSA and she did not realize they were so bad. She said that she hopes they can find out who stole her passport.

I apologized to the caller for the missing passport. I advised her that I would forward her record to the CSM at FLL for review.

4/8/2013 10:01:10 AM

I was a passenger flying to puerto rico on april 7 and had a stop in miami. At approx. 615 to 640 am I went through screening after having a cigarrete. I informed tsa agent I have a medical device in my back and could not go through metal detectors. I also produced a medical card verifying this.while waiting for a male agent to pat me down I was approached by an agent who said I had to go through scan machine. I told him I couldnt due to medical device.i was rudely told if I didnt go through machine I would be refused to continue my trip. I was forced to go through machine. I tried to get agents name.none of your agents wanted to help me. My back has been in terrible pain since this incident. I have notified my doctor and will be seeking care. Please contact me to try and resolve this in a professional manner. You can review video and see me standing waiting for pat down and being escorted to scanner. My contact numer is (b)(6) Please contact me as soon as possible or I will be made to pursue this further in another fashion. Thank you.

(b)(6)

4/8/2013 10:01:42 AM

From my Android phone on T-Mobile. The first nationwide 4G network.
Today, Monday April 8, 2013 at approximately 0830, I was groped during my pat-down. In this case I define a grope as the front of the hand on my penis. It occurred even though I had a supervisor present to observe ... this was the 18th time I've been groped by the TSA. The TSA person reached around to my front between my legs and this is when the groping occurred. TSA badge (b)(6)

4/8/2013 10:01:42 AM

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4/8/2013 11:04:49 AM

Information Request: Caller wanted to know about identification. Caller stated she presented an old expired driver license. Caller wanted to know about alternative forms of identification.

Complaint - Caller flew from Ontario California to Portland Oregon on Alaska Airlines. Caller stated she had additional screening including a patdown. Caller stated she asked for another room to have a patdown but she wasn t taken to the another room. Caller stated she feels like the whole process was wrong. Caller stated the process took too long and she thinks the process should not take that long to verify identity. Caller wants everything to be the same at every airport. Caller stated 8 ounces of finger nail remover went through in her carryon. Caller stated she just wanted to let TSA know about the incident. Caller stated she isnt happy about the incident that happened because she was subject to additional screening. Caller stated the supervisor at Ontario Airport is (b)(6) Caller stated she had her expired driver s license and credit cards and a Costco card with her picture.

Advised caller an expired driver s license wouldnt be acceptable form of identification by itself.

Advised caller the following information:

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

Incident happened:04-07-2013@11:30am
Airport:Ontario California
Airline:Alaska Airlines.
Flight number:2130
Gate Terminal:Gate G

Advised caller the process and the procedure is SSI and TSA will not give out the information about the process. Advised caller I couldnt change the process and procedures with TSA.

Caller wanted to know what sanitary measures TSA uses when inspecting luggage. She asked if a fresh pair of gloves is used each time. She asked if TSA will follow her request if she puts a note in her luggage asking that a fresh pair of gloves be used. She said that there could be a harmful substance in another passengers bag and it could be spread to everybody else. She said that disease could be spread that way as well. She went on the TSA blog and was not able to figure out how to enter her comment. She stated that she is very meticulous and the TSA policy is just wrong.

4/8/2013 11:15:41 AM

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.

Since the caller was not able to use the Blog. I directed her to Talk to TSA. I advised her that I can not guarantee that the screeners will use a new pair of gloves if she leaves a note in her luggage.

Caller flew on Saturday from TPA. She was patted down. Caller said she did not understand why a woman in her 80 s would need to be patted down.

4/8/2013 3:10:54 PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening.

She asked what might cause an anomally. I told her that something in a person s pocket would show as an anomally. She said the patdown was only from the waist up, across her breasts and under her arms. She asked if a person had a mastectomy and had the patches in that area would that cause it. I said it could especially if she had not told the screener ahead of time.

Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

4/8/2013 4:00:23 PM

To whom it may concern,

My family and I have traveled to Des Moines from Albuquerque and Austin on two separate trips within the past month. Attempting to follow all TSA guidelines we prepared liquid refreshments for our two children (a 3 year old boy and an 11 month old girl). One of our family favorites are packaged and sealed CapriSun juice packages. In Austin and Albuquerque we were able to pass through the TSA check point without any difficulties simply by separating the packaged and sealed juice boxes with our other liquids (including unpackaged and unsealed milk). However, this has not been our experience in Des Moines. On both occasions flying out of Des Moines, one month apart, I elected to receive a pat down in order to retain the packaged and sealed juice boxes. I do not mind the extensive security, nor the necessity of selective pat downs; I am annoyed with the inconsistency.

Please specify the TSA guidelines for liquids when traveling with young children and/or infants, and please ensure Albuquerque, Austin and Des Moines understand these guidelines for consistant passenger convenience.

Sincerely,
(b)(6)
--
(b)(6)

(b)(6)

4/8/2013 4:01:16 PM

I am a frequent traveler, and a simple traveler. I follow all shoe rules, and rarely carry liquids. I carry my ticket and ID through the ait. Every single time I fly I get out of the machine and have to go for a "pat down". I'm extremely glad there are procedures in place so that my life is not being risked, however, I am really getting tired of being pulled aside. It is very uncomfortable in front if all the other passengers. I practically have to get necked. One would think it would be more appropriate to be taken to a private area before being felt up. It is humiliating. I am a 29 year old, white female. I am going for my own private pilots license-mostly so I can avoid this.
I would like to know why I am always pulled aside. I mean each and every time. If there is something that I need to be doing differently how can I get that info? I wear jeans, flops, bra, underwear, tank top and a tee shirt. It makes no sense to me! Obviously there is a reason and I really hope it's not based on my pale skin, freckles, and brown hair. As I previously said, it makes no sense, it is humiliating and uncomfortable. It's become very apparent to me that being pulled aside is not random and that I am being targeted. I would like to know why.

Thank you in advance,
(b)(6)

Sent from my iPhone

4/8/2013 5:39:33 PM

The caller traveled from OMA to LAX through DEN and was delayed at OMA because she has a pacemaker and says that the officers at the checkpoint argued with her for approx. 20 minutes that she can use AIT even though her doctor has told her not to go through it, before finally agreeing to give her a patdown. She then needed to wait for about 10 more minutes to get a female TSO to do the patdown.

I apologized for the experience and explained that:

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

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

Dear TSA,

Upon my security check today, I had opted out to have a pat down due to being over 5 months pregnant. My carry on had accidently contained a new over the counter Palmer's stretch mark cream that happened to be over 3oz. I needed this item and my luggage was already checked in. I'm requesting that it be returned to me ASAP.

Also, while being patted down I felt that the assigned women was too harsh. She hit my crotch 3-4 times. Each time it was more rough than the previous time. I am familiar with the procedure and this time it was very uncomfortable. I was a little sore afterwards.

4/8/2013 8:06:03 PM I fly often, however wise judgment should also be used while screening individuals to prevent the potential of violated situations.

Thank you for your attention to this matter.

Regards,

(b)(6)

Cary, NC 27519

Sent from my Windows Phone

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/8/2013 6:27:52 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
4/8/2013 8:06:39 PM Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I traveled on April 6 and went through an airport body scanner. I forgot to take off my belt, but the TSA agents said nothing about the belt, the scanner did not light up, and I was passed through without issue. Was that a mistake on the part of the agents and the machine, or is it now OK to leave belts on for body scanners?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/8/2013 5:29:09 PM
Airport : CMH - Port Columbus International Date/Time of Travel : 03/30/2013
Airline & Flight Number : swa (appx time 7:30-8 am)
Checkpoint/Area of Airport : checkpoint
TSA Employee: (If Known) :
4/8/2013 8:06:56 PM Comment : The unprofessional pat-down received. The TSO did not allow me to keep eye contact with my personal effects. I went thru the electronic screening mch (no alarms were evident), then the TSO did a pat-down. The TSO folded my shirt up and then inserted their hands inside and searched around my waistband. Then she did a pat-down of the breast area making me very uncomfortable. She did a follow up of checking my hands for explosives with a swab (My father told me what this was for - the TSO did not explain it to me). While she was doing the pat-down, the TSO asked me to turn around causing me to not be able to keep my personal effects in sight. I had to twist my neck to be able to see my items. My father is a retired TSO and said some things may have changed.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Information about the person who experienced the civil rights/civil liberties violation

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

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Dow IL 62022

Email: HYPERLINK (b)(6)

4/8/2013 8:06:59 PM

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

As there did not appear to be any security lines at KDEN that did not include a full body scanner, I indicated to the TSA agent in the line I was in, that I would be "opting out" of the device. The first complaint I have with this process, was that I was required to wait for an extended period for a "screener" while being physically separated from all of my belongings, including my wallet. When I asked the agent how these items were being secured, she responded that there were cameras watching that area. While cameras may have been useful in the process of investigating the disappearance of any of my valuables, I suspect they were of little use in preventing such disappearance from occurring.

I was then reunited with my belongings as they were thoroughly inspected and wiped down for explosive residue, and I was extensively padded down. When the agent tested his gloved hands for explosive residue, after padding me down, the testing device indicated a positive result. I was then informed that this was not unusual, and that I would be padded down again, this time in a private screening room by a different TSA agent, despite the fact that I declined a private screening when asked prior to my initial screening.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

April 1, 2013 at approximately 1400 local time.

Caller stated they were flying out of SEA today with Alaska Airlines. She looked up their information and was told to contact us for items left at the checkpoint. Her bracelet set off an alarm, and they had to do a patdown for that. They had 2 bags, and one of the right and her tray on the left. She now doesn t have her watch, and she wants to know if there was any chance it was left in the tray. It was a family watch.

4/8/2013 10:35:51 PM

Advised Caller:
I told her that I would provide her with the number for the lost and found and any items left there at the checkpoint would be turned over to this number.

http: www.tsa.gov traveler-information airport-lost-found-contacts#4
Seattle-Tacoma International
206-787-5312 (Port of Seattle Lost and Found)

From: (b)(6)
Sent: Tuesday, April 09, 2013 9:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

(b)(6)

(b)(6)

4/9/2013 12:02:37 PM (b)(6)

Alpharetta, GA, 30022

HYPERLINK (b)(6)

I am currently 31 weeks pregnant and had two completely different experiences when flying this weekend and would like to know what the formal process is for a pregnant person flying, because in my opinion, I was treated like a hostile passenger for refusing to go through the xray machine.

I left Atlanta on Friday April 5th, on my way to White Plains for my baby shower, I didn't have to explain to the TSA agents that I didn't want to go through the x-ray machine. As soon as I took off my jacket and they saw I was pregnant they directed me to the metal detector, no questions asked and I was on my way. On my flight back yesterday, April 8th, was a completely different experience.
Caller stated her bag was damaged by TSA. The zipper was broken and the peices were not put back in the bag. She had a NOI in the bag. She states the bag was already damaged because she had been babying it.
She has had a knee replacement and had a card to use. The frist officer had told her she did not need to tell anyone of the knee replacement. She is upset that she was given a patdown. The screening is different with different officers.

4/9/2013 4:49:30 PM Told caller
She could file a claim.She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim from to them as well. She wanted one mailed to her.

I told her she should always let the officer know of the knee replacement. If there is an alarm durning her screening they will always give a patdown to clear any alarm. There are several layers of security so screening may not always be the same. I was sorry this had happened to her.

Name: (b)(6)
Phone: (b)(6)
Mailing Address:
PO (b)(6)
Phoenix, AZ 85061
Email (b)(6)

4/9/2013
6:12:59
PM

Description of Violation:

On Sunday, March 31, 2012 I was traveling from Bozeman Montana back home to Phoenix, Arizona on Allegiant Airlines departing from Bozeman Airport (BZN). I was not willing to pass through the regular body scanner and opted to receive a pat down instead. All of the TSA officers were acting as if they were annoyed that I wouldn1t go through the x-ray scanner. There were only to male officers a.: the security checkpoint. One appeared to be in his mid 40 s with no facial hair and the other appeared to be in his 30 s and had facial hair. The male office with the facial hair was the one that conducted the pat down on me. He went through the routine speech I am aware that they have to give. My compliment revolves around the fact that the TSA officer was not using the back of his hand as he said he would in the areas on my body he said he would use. I am also aware that they are not place their hands anywhere in the genital area of a man and are to stop short of areas under the testicals and penis of the man being patted down. This officer, however, grabbed my testicals which made me become startled in the place I was standing in. I brought this to his attention and he kept advising me that if I wanted to, I could just talk to the airport police. I believe he was saying this as a control mechanism to make me be more complacent with him touching me in my genital areas that he should not have touched me in. The officer continued even after I objected to his touching me in my genital area. The officer then said he once down the front again were his exact words. As he was sliding his hands down the front of my body he again grabbed my testicals. I have had many pa.t downs before and have never left the screening area of any airport feeling as violated as I did that night. I didn t ask for his information for fear the male officer would alert the airport police on me as I felt he was threatening me to do so when he touched me inappropriately the first time I had asked of my family members I was traveling with to go back and get his name but that person failed to do so, so unfortunately I do not have the male officers name only the information that it was the younger looking and only male officer that had facial hair of the two male officers that were in the screening area at the time myself and my traveling companions had passed

Caller wants to know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

I read to caller:

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

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

Caller also wants to know if his son will have to go the metal detector. Can he opt out?

He can opt out of the AIT, but not the WTMD. If a passenger opts out of the AIT, the alternative is a pat down.

4/9/2013 9:10:06 PM

Caller is not enthusiastic about his son being patted down. He advised that he would contact his congressman about the issue.

I advised caller that, the easiest route is to go through the WTMD and AIT. If there are no alarms, then no further screening would be necessary.

Can they bring formula? Caller heard that the passenger may have to taste test the formula or breast milk.

I advised caller that this in not TSA policy.

Caller said that he found it on the TSA website.

I ran a quick search for the term _taste_ and found and confirmed to caller that the alleged screening procedure is NOT found on the website. The alleged procedure would be as offensive to TSA as it would be to a passenger and is not a part of the procedure.

I offered to send caller the relevant policies via e-mail and he provided his e-mail address for the purpose.

I entered complaint for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information.

4/9/2013 10:02:48 PM

On my return flight(Delta flight 1840) from Lihue,Kauai to LAX on Sat. April 6th I was patted down by a female TSA agent, due to the fact that I wear an insulin pump and Continuos Glucose Monitor. I have always understood the reason for the pat downs, and never questioned the fact that it needs to be done. I also travel enough to know the agents are not to touch any equipment wore by a passenger, due to the possibility they may break the item. This agent touched my Continuos Glucose Monitor and pieces began to fall off this piece of equipment. This monitor is now damaged to the point beyond the ability to be used. It must now be replaced. I spoke with the supervisor on duty at the Lihue airport and he told me I needed to contact you on line to discuss compensation. I have already requested a new monitor from Dexcom. I will know in the next week, how much this will cost me. I will expect full compensation for any cost to me for this monitor. The TSA supervisor agreed with me that she should not be touching my equipment. I will be awaiting your response at either (b)(6) or (b)(6) Thank you for your help in this matter.

Sent from my iPad. (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: 4/9/2013 11:57:50 PM

4/10/2013 8:02:52 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):I have complained about the groping I received at OHare about six weeks ago - which was horrifying. This is about the agent who took this case.
Comments (b)(6) was the agent who did the follow up with me. He did nothing to satisfy my concerns. I asked him for a copy of the TSA policy on screening - or where I could find it - and he said that he did not have to give it to me. I said that the policy should be public information and he said he did not and would not share it with me. Again, I repeated that this should be public information and asked where I could find it as I had looked at the TSA web site and could not find.
Then, I got a notice that he had been viewing my LinkedIN file. I confronted him on email and he replied that he just wanted to make sure that I was who I said I was - what the heck! I have gone from groping to voyeurism! This is disgusting!
(b)(6)

Alexandria VA

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: 4/9/2013 11:57:50 PM

Name (b)(6)
4/10/2013 8:02:52 AM
Email (b)(6)
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(b)(6)

Alexandria VA

Feedback Type : Request for Information
Categories : Other
Current Date/Time : 4/10/2013 11:43:51 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
4/10/2013 12:28:36 PM
Comment : Hi, I'm always getting pulled for extra pat-down or swabbing when I go thru TSA lines. I follow all TSA agent instructions, take off shoes, put everything into gray-bins, empty my wallets, leave laptop out, wear light clothes, put all liquids into clear plastic bags etc. I'm a 30 years old Chinese American. Am I getting pulled aside 75% of the time because of my racial profile? If not, please let me know what else I can do to help my speed thru security check lines without the embarrassment of always getting extra TSA pat downs (and I'm always declared fine). Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Recently 7 April 2013 I was traveling on a flight from Long Islands MacArthur airport in the town of Islip. As required I was preparing to go through the metal detector when I was told to go through the body scan which is optional so I declined. I showed my TSA card indicating I have metal implants in my knee and shoulder and would rather have a pat down like I have done on many occasions without incident. However, this time the TSA agent with the last name of Mason who was providing the pat down was about as condescending as they come. His poor attitude and condescending way in which he spoke to me was totally unacceptable and I will not tolerate that type of treatment again.

4/10/2013 2:03:50 PM
I would appreciate this individual be counseled on the way he deals with the public and to treat them with respect as I'm sure he demands it of them. My drill instructor in basic training didn't have the attitude (b)(6) had which is to say despicable.

(b)(6)

Disability Description: (b)(6) has a pacemaker.

Response Details: Apologized to the caller for the inconvenience.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.
TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

4/10/2013 3:05:09 PM

Incident Details: Caller flew on March 22, 2013 on United Airlines.
(b)(6) has a pacemaker and requested a patdown. She felt the TSO did not want to do a patdown. The TSO kept insisting she go thru the AIT.
(b)(6) kept requesting a patdown 3 or 4 times.
She is also 75 and stated she didnt think she had to remove her shoes.
She did not feel discriminated against due to her disability nor that this was a failure to accomodate to her but more for poor customer service on part of the TSA agent.

Columbia, SC
United
Flight 5731
March 22, 2013 1:00pm approximately (2:27 pm)
She did not get the
Middle age, brown hair, white female.

4/10/2013 3:26:48 PM

Caller stated that she went through the checkpoint in Omaha and used wheelchair assistance from the airline. When going though the checkpoint, she had to go through a patdown procedure. The women officer did an ETD to her hands and it tested positive for explosive traces. when getting additional screening, the officer violated her and went over her breast area and then when going down to her leg area, she went up and reached the edge of her panty liner.
She is wanting to file a complaint about this becuase she feels that being 90 years old, she should not have to go through so much screening and be handled in a inappropriate manner.

FLIGHT INFORMATION:

Departing Airport:: Eppley
Airline:: Delta
Flight Number:: 5161
Date:: 27 March 2013 @ 9:45am
Terminal:: the only checkpoint in the airport
TSO:: Women, slight build.

CCR inforemd her that this information will be forwarded to the CSM within the airport so that they are aware of the situation.

4/10/2013 4:17:46 PM

The caller said he just went through the checkpoint at Newburn, North Carolina and he stated there was a lady that went through the checkpoint that was flying on Delta at 4:35pm to ATL on 4 10 2013. The caller said the lady was elderly and a 75 year old grandmother that looked like she was a cancer patient and she received a pat-down while she was in her wheelchair. The caller said he does not know the flight number or the womans name.

I told the caller we monitor the number and nature of complaints to track trends.

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: 4/10/2013 4:10:11 PM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:At Washington Reagan (DCA) on Saturday March 16 at approx 10.30am my wife and I were going thru security. My wife has dementia, has tendency to wander and a major hearing deficit. I use a cane and wear a knee brace. So I had to

4/10/2013 5:56:51 PM

stay in a glass enclosure until checked by TSA.

Fortunately another passenger placed our carry on baggage exactly where instructed by a TSA agent. A 2nd TSA agent then said these pieces could not be left there and picked everything up including my cane. He had me leave the enclosure for another place about 30 feet away but would not let me have the cane. Yet a 3rd TSA agent witnessed my walking and instructed that I use my cane; by this time I was essentially where I was going.

The 2nd TSA agent then did a pat down, felt the brace under my pant leg and did absolutely nothing to check it further. He did not even rub whatever it is they always rub on my hands/brace to check for explosives. I don't know what he planned to do about the cane, but he did n o t h i n g. How could my handling the cane exactly as I did prior to this nonsense have altered whatever security check on the cane was intended - but not carried out? Did he think that I, standing immediately in front of him, would somehow "erase" evidence?

In summary, I went thru security and all there was to show for it was an unnecessarily painful 30-step walk because of a denied cane.

What is it I missed during this process? And what can be done to see that this does not happen again?

(b)(6)
Gaithersburg MD 20877
Caller called previously (NOTE: See linked call.). She says that she was notified that her passport was found, but the email said that she forgot it and the passenger behind her got it. Caller states that she is sure that the passport was not there when she got her things and that her shoes were rearranged from how she put them and the passport was with them. Caller wants the video rechecked, and wants to know how to get the passport back.

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

Previous record sent to the CSM: 4-8-13 EID (b)(6)

4/10/2013 6:25:59 PM

Caller flew from Columbia to FLL then to Tampa on Spirit Airlines. She did not have the flight number with her. Her flight was at 8:09 pm. She went through the checkpoint in FLL between 7:05 and 7:20 pm. She put her passport on the tray and placed her bag on top of it. She took off her belt, rings, watch, and earrings. She placed them in the bin along with her lipstick and keys. She put jacket on top of them and she shoes on the side. She placed her backpack in the front. She said that there were two people in front of her. She wanted through the x-ray and then she got a patdown. She picked up her items and went to the gate. When she got to the gate she realized she did not have her passport. She went back to the checkpoint and showed the TSO what lane she went through. She said that officer left and then she spoke with a supervisor. She also spoke with someone above the supervisor. She said that she was told that they would have to review the tape. She did not have time to wait. She called lost and found the next day and was told they did not find her passport. She called and reported the passport lost or stolen. She did not get the name of the agents she spoke with. She said that she wants to make a complaint. She thinks that TSA stole the passport. She talked with three people at the airport and they did help her. She said that she trusted TSA and she did not realize they were so bad. She said that she hopes they can find out who stole her passport.

I apologized to the caller for the missing passport. I advised her that I would forward her record to the CSM at FLL for review.

Supervisor (b)(6) sending the record to the CSM at FLL for review 04.08.2013

Caller traveled from LAX to Dulles a couple of weeks ago.
She stated her bag was rather full.
She had a slip of paper inside that was a NOI and she wanted to know if it was from TSA.
She stated it did not have a date on it so she cannot say if it was on the way to Dulles or the way back.
She would have appreciated a date stamp to let her know.
She stated everything appeared to be alright inside.
She is unsure what drew their attention to her bag.

Told her the NOI is placed inside by TSA.
Sometimes there is not a date stamp but not always.
Normally it is placed on top of the Passengers belongings before closing the bag so it will be seen when opened.

She stated there are thousands of travelers about the AIT machine where you can see someones privates and body parts.

4/11/2013 12:21:59 PM

She was patted down at LAX and again on the return trip at Dulles.

She asked me if there was ever a machine that showed her privates.
The lady Officer at the Airport said we cannot see your privates.

I explained that is correct. It is just a generic outline image.

She stated there was 2 machines at one time and now there is only one.
Her question is: When did we use the machines that showed your private parts or when did we stop using them.

Told her I will be happy to research that.
She stated to me that I did not seem to know what I was talking about because I should already know that.

Told her I will research that for her and if she is not satisfied I will be happy to get someone else to talk with her.

TSA worked with the U.S. Department of Homeland Security's (DHS) Science Technology Directorate (S T) and private industry to develop the new ATR software. In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports. In the coming months, TSA will install the software upgrade on all currently deployed millimeter wave imaging technology units at U.S. airports.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/11/2013 12:15:00 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/07/2013 8:30 AM Airline & Flight Number : AA 1232 Checkpoint/Area of Airport : Precheck Lane TSA Employee: (If Known) :
Comment : As a NEXUS card holder and Trusted Traveler, I enjoy the benefit of expedited screening. However, I also have an implanted pacemaker/defibrillator in my chest, which prevents me from using a traditional metal detector. I gladly use the full-body wave scanners when available to avoid the time-consuming full-body pat down. At SeaTac, my home airport, most security checkpoints have at least one full-body scanner.

On the Precheck lane, however, there is only one detection device and it is the traditional metal detector. On my most recent trip - the first one where I was able to use the Precheck lane at SeaTac - I was forced to remove my shoes and then wait for a screener to come over for a full pat down. (This also caused everyone else to wait until they could clear me.)

4/11/2013 2:05:17 PM

So the problem here is that my Trusted Traveler status actually made it more difficult for me to pass through security and subjected me to a full pat down, which I prefer to avoid if I can.

I wonder if it would be possible in the future for the agent who came over to give the pat down to simply escort me over to the wave scanner, wait the few second while I am scanned and cleared, and then escort me back to the Precheck lane to retrieve my bag. This would be faster than the pat down and residue check, and less invasive as well. If not, the Precheck lane and my Trusted Traveler status are almost useless to me.

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

Dear TSA Agent,

On March 22, 2013, we travelled from the LAX airport aboard United, on our way to Lihue, Hawaii. My 12 year old daughter required a wheel-chair as she had a broken ankle from a soccer incident.

I was quite disturbed with the procedure of how TSA handled children with disabilities. I was required to allow a TSA male agent , transport her through a secured area, allowing interaction with additional TSA agents (approximately 5 or 6), and was not allowed to accompany my daughter. I was told that my husband and I would have to wait in the long security line. The security line did not have a view to where my daughter was being held. I advised the TSA agent, that I was not comfortable leaving my daughter in the hands of strangers and that I wanted to accompany her through security. I was denied.

4/11/2013 4:06:02 PM

I was spoken to in an unprofessional manner and told to move on. My impression was that if I did not accept this procedure, we would not board our flight and we may be prosecuted if I did not obey the orders of the TSA agent to get into line. Once through Security, I made my way to the area that my daughter was being held. The agent who originally had pushed her through the secured area, told me she'd be fine, was no-where to be found. A female TSA agent eventually showed up to do a pat down of my daughter.

I find this highly intimidating and completely irregular operations. Children who are injured or have disabilities should always be allowed to proceed through TSA security with an adult. Children who are in these situations, already feel vulnerable as they have limited movement capabilities, but also they are dealing with many "officials" in uniform and feel that they must do what they are told.

I look forward to your response.

Sincerely,
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 4/11/2013 2:20:27 PM

4/11/2013 4:06:26 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):USAir Express Monday April 8
SYR
Comments:I am a sixty + senior citizen that have metal joints in my hip. I cannot pass thru a metal detector. I currently hold active DoD, Department of Justice, Department of State, and DHS clearances. I have designed major communications systems for FAA in the past that have allowed me unlimited access to Centers such as Washington Center and TMAs such as DCA, JFK, and DFW. I currently hold a TS/SCI DoD clearance and have access to major Navy, Air Force and Army strategic facilities yet I cannot board a US commercial flight without being sexually abused. I was virtually undressed (had to remove my dress coat, belt, shoes, socks, etc.) in front of all passengers entering the security boarding area while the agent placed his hands inside my pants and intimately touched me all over my body. My concern is this happens every time I must fly into an airport that does not have proper scanning facilities (Syracuse NY this past Monday). I have access to all US Government buildings including the US Capitol (I have had USCP identification), US Commerce, Pentagon, and other secure facilities.
Is it possible to obtain TSA documentation that will provide me from relief of this embarrassment in the future? I hope that the answer is not that I have no choice but to submit to such behavior,"that is not even tolerated in our society", because of my age and implants.

4/11/2013 5:59:03 PM

I would like to express my dissatisfaction with my recent experience (3:15pm CDT) at the Pensacola airport screening. I am a new mother and travel for work. I have traveled multiple times since the birth of my son and have had no issues in the screening process of pumped breastmilk until today. I was told that because the milk was over 3oz that it had to be tested. I was uncomfortable with this because I feed it to my son and do not want to potentially compromise this. Then I was told I needed a pat down. The agent could not tell me how a pat down relates to breastmilk. Just kept saying it was because the liquids were over 3oz. It was humiliating to have a pat down just because I choose to breastfeed my son. I can't imagine that all of the other airports I have been through with breastmilk are not following procedure. The Pensacola airport staff needs to be educated in how to handle situations like this.

Thank you for your time
(b)(6)

Dear Sir/Madam:

On my last two trips outside the United States (Puerto Vallarta, Mexico; Nassau, Bahamas) in the last month, I was unable to print my boarding pass. When I got to the airport, I was given a boarding pass with SSSS printed on the pass. I was subjected to a physical pat down in a public view. I was informed by the security agent that I was on a special list & would be subject to this "special security" on subsequent returns to the US. I would like to know how I ended up on such a list and what I could do to get myself removed to avoid this intrusive pat downs on such a regular basis. I understand the need for security, and I accept the possibility of random searches, but I do resent being subjected to this each time I leave the country.

My personal information:

4/11/2013 8:01:08 PM

(b)(6)

Kalamazoo, MI 49008-3215

(b)(6)

I am awaiting your prompt response.

(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Friday, April 12, 2013 8:31 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Paul A. Meyer

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

4/12/2013 10:23:02 AM

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

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

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

Disability Description: Caller s wife has a knee replacement. She has a note from her doctor. He is over 75. He wants to carry on his pocket knife. They were flying out of RDU.

Information Request: Caller wanted to know if his wife was supposed to tell the person checking IDs that she had a metal implant because it did not matter at the first airport, but she had a patdown at RDU.He also asked if he has to take off his shoes since he is over 75 and when the new knives policy goes into effect.

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. He said she has a note from the doctor and wanted to know if she needed it. I told him she could just tell the screeners.

4/12/2013 1:20:55 PM

Passengers who appear to be 75 and older will be allowed to leave on shoes. It s important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

The knives policy begins on April 25th.

I emailed the information to him.

We received this email but believe it is best handled by the Contact Center. Thank you.

(b)(6)

This communication might contain communications between attorney and client, communications that are part of the agency deliberative process, or attorney-work product, all of which are privileged and not subject to disclosure outside the agency or to the public. Please consult with the Office of Chief Counsel before disclosing any information contained in this email.

From: (b)(6)
Sent: Tuesday, August 28, 2012 5:03 PM
To: tsaregulations@dhs.gov
Subject: Sikh travelers

4/12/2013 2:40:44 PM

Good afternoon,

I am looking for any information on what the standards and procedures are for screening Sikh passengers with regards to their religious attire. Do you by chance have a brochure or other publication that describes the rules for flying and inspection of turbans, etc. Any information would be greatly appreciated. Please feel free to contact me at any time.

(b)(6)

(b)(6)

From: (b)(6)
Sent: Friday, April 12, 2013 2:10 PM
To: TSAExternalCompliance
Subject: TSA Conduct at the Las Vegas McCarren International Airport (LAS)

To Whom It May Concern:

4/12/2013 4:21:57 PM

I'm emailing this letter of concern for your information:

My wife and I just celebrated our 25th anniversary in Las Vegas, NV; everything went great till we started our return travel home (LAS-TUS).

After checking in with Southwest Airlines SWA April 10, 2013 around 1130 hours my wife and I proceeded through your Las Vegas, NV TSA checkpoint for SWA, Gate 6; after being screened through primary (X-ray and Pro Vision Full Body Scanner) both my wife and I were selected for secondary, we were told it was a random by the primary TSA Employee, the secondary female TSA Employee checked my wife using the Explosives Trace Detection ETD to which I observed her picked up a swab which was on a small pile of used swabs near the machine to test my wife hands; I know for a fact this was not protocol and unhealthy to travelers, screening swabs should be disposed after each use to prevent the transfer of diseases or virus of other travelers. Anyhow the ETD alarmed and a female supervisor was requested for further investigation and my wife belongings were dumped out on a table and re-inspected.

The Female TSA Supervisor, Philippine decent, who wouldn't give me her name, took my wife in a booth to pat my wife down; My Wife was told to lift her shirt up so the TSA Employee can pat under her clothing to which she took her hand palms facing my wife's body and began to fondle her breast and tuck her hands down her pants to her private parts; note my wife was wearing skin tight pants and shirt which cling to her body, and bare feet, she already had her jacket and sandals removed

-----Original Message-----
From: (b)(6)
Sent: Friday, April 12, 2013 2:52 PM
To: TSAExternalCompliance@dhs.gov
Subject: experience with pulldown as a crew member in kansas city, MO

TO WHOM IT MAY CONCERN:

4/12/2013 4:22:05 PM

On the 31mar, i (b)(6) Delta Flight Attendant, arrived at mci early that morning with my entire crew members. They security people directed us to a security line that didn't have the body scanner. Before i went thru that particular line i let the security people know that i commute from mci and that i have a bra that goes off. Well, the gentleman said,"'We want the crew to come through this line". i preceded to go thru 3 times. So, of course I had to be patted down. The security women asked me "if I wanted a private screening", didn't believe I needed one. Well, as my fellow crew members watched me get my patdown, I could not believe the extent that I WAS TOUCHED. I have been through many a patdowns all over the world and never have felt so violated as I did that day. The women touched the top of my breast to my nipples. That is uncalled for. I left the screening very upset and went to my crewmembers and told them how i felt. At that time, the captain came over and talked with the security people, that is when i complained about how i was touched, but why I was denied to go through the body scanner. I have the know crewmember card, I was with my fellow working crew members. I hope to get a response from you concerning this situation. Im very upset that I was treated this way.

(b)(6)

HERMITAGE, MO 65668

Looking forward to a response to this letter and claim.

Sincerely,

(b)(6)

4/12/2013 4:36:17 PM

Caller is flying out of Canada or in the United States, she does not want to go through the alt screening nor go through a patdown procedure, she wants to know if she can stip down. Told caller that she can request a private screening and have a companion with her, told caller that to be cleared she will have to undergo a modifed patdown procedure with no removal of clothing. Caller became upset and would not accept the information that was given to her. I ended the call. Caller would not provide information on her upcoming flight for me to send to a csm or odpo to assist her.
Disability Description: Caller had abdominal surgery.

Response Details: Sincerely apologized to caller for this incident.

D-RFI will be sent via e-mail and received in less than 24 hours in order to do the complaint in writing.

A copy of this complaint will be referred to a disability expert.

4/12/2013 8:19:04 PM

Incident Details: Caller had abdominal surgery and did not want to go through the machines so she had to have a patdown. The TSO doing the patdown was patting the stitches on her stomach even after she told the TSO that she is in severe pain. When the caller told her that she was hurting her, the TSO said that the caller needed to tell her that she was in pain. Caller states she told the TSO that she was in pain and was not listening. Caller had to go to secondary screening after that. Caller has a pillow she uses to push against her stomach due to the severe pain. Caller was not allowed to have her pillow during either screening. Caller even tried to show the stitches on her stomach. The TSO would not listen to her about the stitches on her stomach and just kept on doing the screening and causing more pain.

Caller wants to put a complaint in writing.

Caller was crying on the phone, because the incident had just occurred. Caller is flying out of HNL with Island Air. Caller states the incident happened at 230 PM today, April 12, 2013. The flight number is 316 and is her returning flight.

Caller is wanting to know why she was patted down on her flight. Caller stated that she got patdown at Birmingham.

4/12/2013 8:44:45 PM

Advised Caller:

You may have received secondary screening for multiple reasons. It may have been random or there may have been an anomoly.

** The call got disconnected and I was not able to call her back due to her not providing a phone number.

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 4/13/2013 4:23:49 AM Airport : EWR - Newark International Date/Time of Travel : 04/09/2013 9:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have just completed a series of 11 flights in 25 days throughout the USA through EWR, PHL, CLE, SFO, CLT, and RDU. Given that I was averaging nearly 1 flight every 2 days, I requested patdowns as an alternative to full-body scans. At all of the airports, I had to wait at least 5 minutes for a TSA representative to come perform the patdown, and usually for no visible reason—oftentimes I was waiting for someone to finish a conversation. On multiple occasions, I nearly missed flights while waiting at the front of the security line.

4/13/2013 9:01:01 AM

Nowhere was the TSA as inefficient and rude as at EWR. When I requested a patdown in lieu of an X-Ray, I was told that "it's not an x-ray". I politely asked again whether I could request a patdown and was ignored. When I asked a third time (since I was unsure of whether my request had been acknowledged), two TSA agents yelled at me. I then waited for 10 passengers to go through security as I waited (and tried to watch my unattended luggage and passport on the conveyor belt).

If a patdown is to be a viable alternative to a full-body scan, it absolutely must be done quickly, efficiently, politely, and, most importantly, safely (no unattended baggage and passports!!!).

We all have flights to catch and we all are acting in accordance with TSA policies, so it is frankly unethical to treat a passenger who requests a patdown more poorly than others.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that he recently flew out of IAH to SNA, and primarily flies with US Air. This is the 3rd time that his bag has been inspected, and this time he had a NOI in the bag. He s had damaged items before, and he wants to know if there s anything that can be done so that he can comply with our rules, but to keep his items from being damaged or just thrown back in the bag. He stated that he hasn t looked through the case this time, he just opened it, saw the NOI and closed it because it looked like someone had taken all of the items, dumped them on the floor and then threw them back in the case. He usually tries to Fed-Ex the items, but sometimes he cannot. He keeps them in a pelican case neatly organized because it s usually full of electronic items that he has to keep from damage and closes it with a zip tie. He isn t sure where the inspection takes place, because depending on the airline he flies with, he sometimes has to make a stop in PHX.

Flight details below:
Airport: IAH
Airline: US Airways
Flight #: 403
Departure Date: 4-13-13
Departure Time: 6:00 a.m.
Checked Bags: 4:15-4:30 a.m.
Baggage Claim (b)(6)
There is something written on the NOI, but it s not legible. It is written in red ink that looks like a Sharpie.

4/13/2013 12:52:04 PM

He also had a guy on the last flight he had from IAH to SNA, he was pulled aside. He usually opts out of the machines because he doesn t want to be exposed to radiation. One of the times he opted out, he was told that they had to take him to a separate room and conduct an enhanced patdown. He asked if he could have a secondary form of a patdown done there at the checkpoint and they told him no, that it had to be done that way. There were to officers there, and they told him that they had to rub 3 times vertically and 3 times horizontally over his groin. His bags and everything had been searched and nothing triggered those, but was told that his clothes triggered the machine. They gave him no other option to have the secondary paldown conducted there at the checkpoint, and didn t explain the process to him and what they were going to do until he got to the separate area. He isn t sure if that s how it was supposed to be done, but he just felt that it was strange that he wasn t given any other option to just have something conducted there at the checkpoint. They were fairly busy there at the checkpoint as well, and it wasn t due to the secondary screening that he missed his original flight.
Flight details below:
Airport: IAH
Airline: US Airways
Flight #: 403
Departure Date: 4-6-13
Departure Time: 6:00 a.m. (missed that flight and took the next flight at 8:30 a.m.)
Went through security: 5:30-6:00 a.m.
Terminal Gate: A17

One of the guys told him that he should enroll in the PreCheck program and he wants to know how he can do that. He doesn t control who he flies with, and just needs to know if there is a way for him to be able to get that information on how to receive PreCheck.

She wants to report an experience. She requested a patdown because she has had cancer and was exposed to a lot of radiation. The first man TSO was smirking at her and was making statements like: There is no point in you getting a patdown when you can go through the body scan because there is no radiation. The caller stated that she felt very uncomfortable that he did not want to grant her request. She stated that there was no line and probably 12 to 14 people standing around not working. The TSO that conducted the patdown had Montgomery on her name badge. She stated that she was extremely rude and was mumbling the statements she is required to say. She also stated that there was no point in a patdown because it has not radiation. The officer actually ask her if she uses a cell phone and stated that the phone uses more radiation. The caller stated that it was very unpleasant and the whole atmosphere at the checkpoint was very negative and it was as if no one wanted to be there or do their jobs correctly. She stated that she had to continue telling them that she just wanted the patdown. She does not believe this is whole people should be treated and wanted to file a complaint by phone because it will be over a week before she will be able to get online again.

Advised Caller:

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

4/13/2013 3:06:40 PM

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 I will forward a copy of your complaint to the appropriate Customer Support Manager.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action.

Flight Information:

Airport: PHX
Airline: Southwest Airlines
Checkpoint Time: 12pm
Boarding Time: was beginning to board while on the call
Date: 4-13-2013
Terminal or Gate: D6

4/14/2013 10:59:47 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/14/2013 9:55:28 AM Airport : PDX - Portland International Date/Time of Travel : 04/14/2013 7:45 AM Airline & Flight Number : Alaska 30 Checkpoint/Area of Airport : C TSA Employee: (If Known) :
Comment : I had to wait a half an hour to get a pat down this morning by a TSA agent. It is unacceptable that it took that long to call over a female agent. I suspect you do this to discourage people from opting out of the body scan. Shameful 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

4/14/2013 2:19:57 PM

Caller said his wife is getting a patdown because she refused to let the TSO xray her breast milk. Caller said in Burbank he was allowed to fill out a card and in Phoenix Sky Harbor he was told they do not allow complaint cards. Caller is on SouthWest flight 2168. Caller is flying from Phoenix back to Burbank. Caller wanted to register 2 complaints.
1. Caller complained that information stating that not allowing an x-ray screening of breast milk will cause a px to get a patdown isn t on the TSA website.
2. Caller complained that Phoenix does not allow a person to fill out a complaint card.

I told the caller the information is in the information I have and I read the following.
While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.
I told the caller I will forward his complaint to the appropriate office. Caller wants to see the web updated to show that if a person refuses the xray of the breast milk, they may be subject to a patdown.
I emailed this information to the caller about the breast milk.

Disability Description: The caller recently traveled. The caller s daughter has an insulin pump and he has a complaint regarding the information that is being supplied by the TSO at DCA and SFO.

Response Details: I apologized to the caller for his experience. I told the caller I would send his information to the CSM at SFO to make them aware of the incident.

Incident Details: The caller said he was told that generally the insulin pump will not be affected by the new screening devices. The caller said he needed to get clarification.
The caller said that at DCA the TSO told them the AIT machines would not damage the insulin pump. He said they told his family they could choose the AIT or the patdown, they had a choice. (b)(6) said that at SFO they were forced to go thru the AIT machine and told they did not have a choice.
He said at SFO TSO (b)(6) refused to listen to his spouse regarding the issue and concerns she had about the affect of the provision on the operation of the insulin pump after the AIT screening. The caller said it was very disturbing.
The caller said that the general concern is that at DCA and SFO both airports have employees that are insisting the screening is safe for the insulin pumps.
The caller said there is no documentation stating the facts of such tests being performed and documented. The caller stated that there is nothing published stating that results of any testing that has been performed by the ADA, or has anyone in Washington published anything to this effect.
The caller s main concern is that the TSO s are providing incorrect information that is related to many passengers health.

4/14/2013 3:50:55 PM The caller said that his daughters insulin pump was $8000, and it is required that she have it to avoid the shots. The caller said that damage by the machines may void the warranty also. Caller did not want to file the complaint in writing and just wanted to make the officers aware so that other passengers insulin pumps do not get damaged.

Flight info:

Date: 4-14-2013
Airport: SFO
Screening Time: 12:30pst
Terminal: 3
Checkpoint: F-2

The caller wants to file a complaint regarding a patdown. He stated that he has a knee replacement. He stated that he was returning from Hawaii. He stated that he had a patdown that took over three minutes to complete. He stated that he went up and down in the front and back of his legs. He stated that he ran his fingers around the collars of his shirt and the sleeves.

He asked if there is anyway that he can avoid the pat downs in the future. He stated that he uses the AIT sometimes. He asked if there is anyway to document this complaint on this TSO. He stated that it was very excessive. He stated that it was very inconsistence with the patdowns he has had in the past.

I advised the caller that passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies and alarms.

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

4/14/2013 4:34:18 PM I explained that all passengers have to be screened on every flight. I explained that this was standard procedure. He should never be asked to remove or lift any article of clothing to reveal a sensitive area of the body.

I explained that I can forward this information to the CSM at the location for review.

The callers flight details are as follow:

Departing Airport: HNL
Destination: SAN
Airline: Hawaii
Flight Number: 16
Gate: 26
Date and Time: April 11th, 2013 @12:00 pm

He stated that the officer was 5 6, and ethnic local (Hawaiian).

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/14/2013 8:08:18 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/14/2013 7:45 PM Airline & Flight Number : AZ 611 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) :
Comment : I chose not to pass through the x-ray machine and opted for a pat down. I believe that the x-ray equipment is an unnecessary risk for my health. I was rudely told to wait and the agent called for more than 5 minutes for someone to come and perform the screening - no one came. I grew concerned for my personal items: passport, wallet, computer which were all out of my view on a table where many people passed and where there was a lot of confusion. After a time I grew anxious and decided I could not wait any longer and went through the new x-ray machine. I tried to find a supervisor but was curtly answered by a woman who explained it was due to staffing - this was in no way evident to me as I saw many staff, men and women, standing around. I told her this and she said I was right, but then dismissed me saying 'I had registered my complaint'. This is the reason I am writing this note - I want to register my complaint. I travel almost 300 days a year - the process is stressful and tiring. It would be appreciated when some of the last people you will meet in NY (those of TSA) would be kind and helpful instead of discourteous and dismissive. I hope that TSA would try to be an ambassador for NY and not a caricature.

4/15/2013 7:59:17 AM

One other note. Why are staff exempt from going through the x-ray machine - I saw several staff pass through the old style control without any pat down - is it not critical that everyone be thoroughly screened going into a secure area - or is it all for show?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 4/14/2013 7:14:23 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :
Airline & Flight Number : n/a
Checkpoint/Area of Airport : n/a
TSA Employee: (If Known) : ALL of you
Comment : Your organization is nothing more than an American Gestapo and you've made our airports a virtual concentration camp. All that's missing is the Arbeit Macht Frei on the doorway as we walk in. In the KZs, as Germans used to call concentration camps, the guards physically stripped people on the way in. The only difference is that you do it with machines. Germans were told the same thing, that it's "too keep you safe". It was a lie then and it's a lie now.

The 4th Amendment of the CONSITUTION DOES NOT ALLOW this for ANY REASON WHATSOEVER. What you are doing is outright fascism! I will not fly because of your employees' Nazi mentality. They are nothing but bullies and sociopaths. We are hearing on a daily basis about how they are blatantly stealing from people and blatantly violation the dignity of everyone that goes through an airport. You are a greater danger than any terrorist because you use terrorism yourselves to control us.

You are doing more damage on a daily basis that any real terrorist had ever dreamed of. The real ones want us scared and you're proving to them that we are. Even though most know your tactics are treasonous, they are forced to put up with it regardless of their beliefs about it. The rest of us refuse to fly.

4/15/2013 7:59:22 AM

The Fourth Amendment to the Constitution, which disallows you to search people just because you feel like it. You MUST have LEGITIMATE probable cause AND a warrant for a specific person. You MUST PROVE TO A JUDGE to search anyone and it MUST be specific to that person. The entire point of our Constitution is to keep the power hungry from victimizing the citizens of this country, which you do millions of times over on a daily basis.

It's un-American.
It's fascism
It violates Presumption of Innocence

Hitler and his goons ALSO claimed anyone who resisted WAS A TERRORIST!

Pg. 28 - Home Front: Germany

Hitler persuaded Hindenburg to sign a decree "for the protection of the people and state". The decree nullified the right of habeas corpus, thus giving police the right to arrest any person or group without due process of law. Police were empowered to open letters, monitor telephone calls, examine bank accounts and search property and persons without a warrant.

"The Germans imposed the Nazi tyranny on themselves." William L. Shirer, The Rise and Fall of the Third Reich. So are those who allow you to do what you are doing.

"Propaganda is not meant to fool the intelligencia, BUT TO PROVIDE THEM WITH AN EXCUSE." - Josef Göbbels, Nazi Propagandist. Sound familiar?

To whom it may concern,

I am a twice weekly traveler and travel all over the United States. I live outside of Little Rock so every work week my travels start here. I had one of the worst experiences by far I have had at any TSA Checkpoint yesterday April 14th, 2013 between 3pm and 4pm prior to my 4 pm flight to Charlotte. The airport seemed extra busy yesterday afternoon. I am wearing a heart monitor and was advised per my Physician that I should be "patted down" and not pass thru any of the machines in TSA, especially the scanner. When I finally got to the area to load my belongings in the belt to be scanned, I told the woman working that I am wearing a heart monitoring device and need to bypass the scanning and be patted down. She then very rudely told me that I could go thru the scanner and I persisted "No, I will not due to my medical device" She seemed very irritated and told me that I would be opting out of the scanning and needed to be patted down by an officer. I am starting to get frustrated at this point because this is what I mentioned 5 minutes prior and she wasn't listening. Meanwhile, my belongings have passed thru and I can not see them. She also told me " That x-ray ain't got to radiation and I would be okay." I then just stopped talking about this with her because it was obvious that her training was not sufficient to know, understand or comprehend that xray= radiation. Is this the type of people that we have as our first line of defense in our airports?? It took 20 minutes to get a female officer to assist me. After she called 5 times for a female, a person came over, I say person because it was a gentleman who had his long hair in a bun and was wearing multiple pairs of ladies earrings and wanted to argue with me about the fact that they are short handed and didn't even have a supervisor on duty!!!! I was not argumentative, I just wanted to pass thru and make my flight and hope no one steals my belongings. I did mention that I have a right to keep an eye on my belongings at all times and he said I do but he didn't have the staff to accommodate it and that I technically couldn't see my things while in the scanner.

After 20 minutes, this gentleman relieved the first woman I spoke to and she was the one to do the manual pat down.

4/15/2013 9:59:14 AM This process needs revamping. I am extremely disappointed in the way I was treated as I am a platinum status member of Delta and Us Air, I have been thru many TSA check points and this was the worst I have encountered in a long, long time.

(b)(6)

4/15/2013 11:56:41 AM I have had an ostomy since 1995. I have never had trouble traveling through security until Sunday April 14th at San Fransisco near the United counter about 10:30 am. I received an inappropriate patdown I would like someone from your center to contact me about this at this e-mail address. Someone with this procedure should not have to undergo an inappropriate patdown.

Caller was extremely upset. She was at the checkpoint in TPA on Wednesday between 2:45 and 3pm. She opted for a patdown as she always does. A female African American TSO told her to send her items through x ray which included her purse, boarding pass, etc. Caller told the TSO there was no one there to do her patdown at that time and she would not be able to see her items during the patdown process. The TSO told her it would be okay. Caller asked to speak to a supervisor.

The person who came was white, has a diamond earring in his left ear, maybe 30-ish. He was slovenly looking. He had a light brown hair and is about 5.9 . She told him that she could not see her items including her purse. He kept telling her, You need to calm down. He was rude and did not care that she could not see her purse and other items. He told her, Your purse is not going to get stolen.

His attitude was that he had power over her and he enjoyed it very much. Caller said the female TSO was improperly trained and should not have sent her items through in the first place. Caller felt that the STSO was taunting her. He blocked her line of sight with his body. She has never been treated so bad in her life and does not get treated this way at any other airport. She has been treated badly at TPA before but this was the worst.

4/15/2013 12:26:13 PM

Airport: TPA
Airline: Southwest
FlightNumber: 104
Date and Time: April 10, 2013 at 2:45pm (Time she was at the checkpoint)
Location: Southwest Terminal

I apologized to the caller and told her I would send this to the CSM today. I told her if someone needed to get in touch with her they would do so via email. If they had questions, they may call her. Caller wants to hear back from someone. If she doesn t hear back, she is going to call the govenor. She does not believe she should have to be treated this way.

4/15/2013 2:42:53 PM She says that she has heard that procedures have changed at Denver and that body scanners are no longer used there. She wants to know if this is true. She wants to know if patdowns are still done. She says she is not going to fly until AIT and patdowns are no longer used.

Advised caller:
AIT is still used. The AIT used now does not have an image of her actual body. It just uses a generic outline of a body. Patdowns are still done as well.

Ladies and Gentlemen:

4/15/2013 4:02:56 PM

Yesterday afternoon, I opted out of the Advanced Imaging Technology screening at MCI Airport (Kansas City) and instead was screened with a pat-down. After patting down my mid-section, the female security guard conducting the pat-down said "Nice abs." I found this comment to be highly inappropriate and offensive in the context of a mandatory security screening.

Sincerely,
(b)(6)

I used Pre-Check access at the Atlanta airport today. As I have metal implants, I was very disappointed to find that the Pre-Check area did not have a scanner, and I had to be patted down. Please provide a scanner so travelers like me are not subjected to pat-downs. The courteous male employee who patted me down told me that there was a scanner there but that it was removed. This makes it hard to understand.

If I had known that there was not scanner, I would not have used the Pre-Check line.

4/15/2013 9:08:18 PM

(b)(6)

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 4/15/2013 9:17:28 PM

4/15/2013 10:04:52 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):MCI Kansas City Airport, April 14, 2013, 4:10 pm, Security Checkpoint for Gate 37
Comments:After patting down my mid-section during a pat-down screening, the security guard said "Nice abs." I found this to be a highly inappropriate comment and offensive in the context of a mandatory security screening.

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

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Remote Client IP: (b)(6)
Date Time: 4/15/2013 10:30:14 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc) (b)(6)
(b)(6)
Palm City FL 34990

4/16/2013 8:16:55 AM

Location: PBI (Palm Beach International Airport)
Flight Jet Blue B6 140
Gate 16
Time screened Approx 4:45 A.M
April 15, 2013
Comments:I had a screening at the Palm Beach international airport which I believe was very in appropriate by the screener. I would like to first state I am a frequent traveler and I have screenings performed on me every week when I fly. I am silver medallion on both US AIR and Delta Airlines; every Monday and Thursday I am at the airport. I normally opt out and receive a pat down screening which for the most part have been quite routine and never too intrusive where I felt that the person performing the screening was cautious about touching our private parts. Once there was one incident at Buffalo airport that I did have a TSA screener grab my groin area with the palm of his hands, however, the supervisor quickly corrected him and apologized. He explained that he was new and in training. I accepted the apology and thought nothing of it. My experience at the Palm Beach international was quite different. The Screener started out very professional ...palms up, face your luggage and explained how he would perform the pat down., Everything was fine until he went up to my inner thigh he pushed his hand far enough up that his had slid in the crack of my rear end. I thought it was at first an accident, however, when he did it for the second time, I calmly told him that this was inappropriate. He stated that if I have a problem to speak with one of the three supervisors. I let him continue the screening process. This time he checked my inner thigh from the front and again forced his hands too far up for too long in my groin area. I am aware that this job is somewhat sensitive in nature, but, this is the first time I felt that there was a problem with the screening. As he was performing the screening, I noticed the supervisor standing and socializing with two other TSA agents. When I spoke to the person performing the pat down and told him I felt it was inappropriate how he touched me, A black gentleman (I assume the supervisor), rushed over and just stud there with an threatening stare approx 20 feet from where I was being screened. The way he came over made me feel as if I could not raise my concern to him. The issue that I have is how this was handled....It was NOT. I wanted to speak to a supervisor however, I did not get the impression he would have listened. I was never asked if something was wrong. He never spoke to me or the TSA agent to find out what the issue was.

I have a young daughter and I would hate to think how I would feel if someone felt her in her private area and the person in charge would not ensure that she was not violated. I understand the need to keep us safe and I am glad to know that we have a process in place; especially that because I fly every week. However, I believe the traveling public too often become victims of people in authority that do not know how to handle the role that they are placed in. I am disgusted with what happened and I

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Hebron KY 41048

Email (b)(6)

What happened?

4/16/2013 8:17:05 AM

When I was next to enter the Xray machine, I told the TSA officer that I'm an opt-out. She looked mad and called for a female assist without acknowledging me or telling me where to stand. She was a short, curly-haired black woman and I didn't see her name tag because the whole time she was working at the machines she stood sideways, not paying attention to passengers. She clearly did not want to be there. While I waited for the female assist, an overweight blonde, white woman was yelling from the other side of the baggage belts that there isn't any radiation in the x-ray scanner. I don't know if she was attempting to communicate with me or someone else. Then the designated female assist came to get me and while we were waiting for the area to be clear, she said "Did you know that there isn't any radiation in the machine?" I replied "Did you know that you're not supposed to discourage passengers from opting out?" She looked away.
After my pat-down, she took her gloves to the machine and came back and said the machine was down and I'd require additional screening. A tall, white lady (maybe (b)(6) came and told me that the gloves tested positive for explosive residue and I had to go to a private room(cont'd) for additional screening. I asked if this could be done in public and she said now (b)(6) and the other worker (maybe (b)(6) did fair pat-downs (didn't hurt me or pull on my hair or clothes as other TSA workers have) but this is harassment and a violation of my civil rights. Your employees are either completely ignorant or purposefully attempting to deny my rights. X-rays have radiation. I don't blame them for not wanting to do a pat-down, that would be a terrible job. But I'm not required to be subjected to an x-ray to travel. You need to educate your employees about their jobs and passengers' rights. I have no doubt that I was made to endure an additional search and taken out of the public view for more 'screening' because I exercised my right to opt-out, and they didn't like that, so I was 'punished.' Please educate your workers, and I would like a follow-up communication and reassurance that you will discontinue this illegal behavior.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began. 'punished.' Please educate your workers, and I would like a follow-up communication and reassurance that you will discontinue this illegal behavior.
Sunday, 04/14/13 6:10AM

Where did this happen?
Place (name of the airport or other facility):
Cincinnati/Northern Kentucky International Airport

City: Erlanger
Hello:

Your link to a comments submission file site, www.Regulations.gov search for TSA-2013-0004, isn't working though mentioned in today's NY Times.

I am a frequent flyer who finds the current screening process disruptive and disrespectful. If I wear a pendant necklace, I turn it around to avoid the pat down of my breasts. When I go through the non-AIT pat down, I feel the prodding of my crotch region is crude even if I'm wearing close-fitting pants instead of looser clothing to allow easier screening. The pat down doesn't improve finding underwear bombs anyhow.

4/16/2013 12:03:34 PM

As a health professional, I am concerned about radiation exposure repeatedly for non-clinical diagnostic purposes. Please continue to move away from radiation-type scanners.

Has there been any proof of greater safety to offset the delays and costs???

(b)(6)

SLC UT 84108

Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and haveing him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested posilive?

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

I could not tell him he could put on the cup while at the checkpoint.

4/16/2013 12:27:52 PM

For furture fights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issuse. TSA Cares is for passengers with a disibity or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is diffuclt for him.
Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his bussiness. I could not tell him if there were properties that may test positive in the products.

Disability Description: Caller has an anxiety disorder.

Information Request: Caller has an aversion to touch and wants to know if he is required to go through a secondary private patdown can he be allowed to place cup over his genitals before they perform the patdown.

Response Details: Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having he in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabbed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller:

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

4/16/2013 1:02:08 PM

I could not tell him he could put on the cup while at the checkpoint.

For future fights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issues. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.
Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Disability Description: The caller has been wearing a knee brace for about a month and a half due to arthritis.

Response Details: I told her that if she wants to file a formal complaint, it should be in writing. I gave her the following information from the RFI, and told her that I will send her the information to file a formal complaint via email.

The complaint must be:
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.

I told her that the email will have the mailing address, as well as a link to go to in order to file the complaint online.

4/16/2013 1:05:15 PM

I also told her that this record will be escalated to the Office of Disabilities and Public Outreach for them to handle.

Incident Details: (b)(6) is a crewmember of Shuttle America and has been going through screening with the knee brace for approximately 1.5 months. She always goes through the AIT, then has her knee patted down. ETD testing is usually done on her hands and knee brace. However, her experience at SBN was not the same. She said that she was forced to go into a private room and pull her pants down to reveal the knee brace. She feels that this was a failure to accomodate her to due her disability. She advised that the patdown was conducted by a white female. She did not capture her name, but noticed that her badge said Lead on it. There was also a african american female TSO assisting her.

Date: 4-16-2013
Time of Screening: Approximately 5:35AM
Depart Time: 6:15AM
Airline: United Express
Flight Number: 3501
Departing Airport: SBN
Destination: ORD

I am flying next month. I am scared! I cant believe you are allowing folding knives on the aircraft. My husband is a retired State Patrol and a Marine, and he said a small knife is lethal! I also remember 9-11. have you really forgotten what happened on that plane??????

With all the news the last day, I am afraid.

Please rescind your decision to allow any kind of knife or sharp object on our air lines.
I dont see how it takes extra time to check for this, as you have pat downs, X-rays and also scanners for luggage and carry ons.
This is a ridiculous decision.

4/16/2013 2:20:56 PM

Thank you,

(b)(6)

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Palm City FL 34990

Email: HYPERLINK (b)(6)

What happened? See Attachment:

4/16/2013 4:02:22 PM

When did this happen?

Location: PBI (Palm Beach International Airport)

Flight Jet Blue B6 140

Time screened Approx. 4:45 AM

April 15, 2013

Where did this happen?

Place: Palm Beach International Airport

City: West Palm Beach State: Florida

Who treated you unfairly?

I recently had an issue with a TSA person in Miami.

I opted out of going in the sonic blast machine and decided for a pat down.

According to the person, I "alarmed," so I complied with the "further open hand" search after they recorded my name and passport information.

Obviously, the machine was giving a false positive since I have been nowhere where I would come in contact with any kind of chemical that would make that machine react.

I requested to see the calibration paperwork of the machine because I knew that they were doing it to harass me. I have not been anywhere near any kind of farming, explosives, or anything that would set that off.

4/16/2013 5:58:50 PM

The person that did it was a brazen/barely English speaking (using words like scrait and finda)/embarrassingly overweight African American gentleman who refused to give me his ID when I asked for it.

In all fairness, he did do the procedure very professionally.

I told him that I planned on reporting this incident, since I don't deserve to be on any kind of "list" given the fact that I travel 8-10 months a year for a living.

When I asked for his ID and the ID of the witness to the search, he quickly covered his badge with his hand and told me "I don't need that and my screening is complete...you should go before you get in trouble".

I said "ok bud, whatever makes you happy"

His response was "I'm not your buddy."

Caller wants to ask someone about the general situation, for her inparticular. She has a GE card. She is 77 years old, a white female, has a right knee replacement which causes the alarms to go off. She thinks TSA knows about it. Global Entry doesn t make any difference for her. If she is a Trusted Traveler, why doesn t this do any good? The pat down is very invasive. It is a hideous experience. She thinks that, if she is a Trusted Traveler, this shouldn t be the case. Since the issues in Boston, she thinks it will get worse. Also, her baggage is somewhere else, and she is kept behind a gate until someone can pat her down. Meanwhile, her property is vulnerable. It is a very unrelaxed situation. She is pleading for some respect. Once you go to the Trusted Traveler lanes, there is not a scanner available, so she is advised that she must go through the pat-down. If she doesn t stand on that lane, she has to stand on line for longer than she can stand. Caller advised that there is an article that tells how to register a complaint about the screening equipment.

I assured caller that I would send her comments for review by the appropriate office. What s the point of getting a Trusted Traveler membership?

I advised that the program has a different purpose than what she is describing.

4/16/2013 6:35:16 PM

She advised that Trusted Traveler IS for the issue described.

Advised caller that the screeners are obliged by law to clear the alarms at the checkpoint with the pat down.

Caller advised that she thinks this is a TSA issue and not law.

Advised caller that if she cannot remove her shoes easily, there is a modification that can be made for the asking.

Caller advised that at LGA, they told her that she still had to remove them even though she advised them that it was a problem.

I advised caller that I recorded her comments and they would be passed on for review.

For each point I attempted to address with information about the policy that refuted her claims, caller disputed or discounted my response. For this reason, I simply recorded her comments and did not offer any corrections.

Feedback Type : Request for Information
Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 4/17/2013 11:17:30 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

4/17/2013 12:00:42 PM

Comment : Hi
I am working on a visa in the US and have to travel to and from the UK and each time I and held at the checkin desk in order to verify details sometimes for over an hour. Are you able to confirm if there is something flagged on my passport and if there is a way of avoiding these long waits?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/17/2013 1:31:18 PM

Disability Description: The callers friend has titanium hips. The caller states that her friend is always profilled because he is black.

Information Request: The caller wants to know if there is some type if card her friend can get to let the officers know he has metal inmplants. The caller states that her friend is profilled because he is black and is made to go through the machines even after he tells them about the metal implants. The caller states that he always has to have a patdown after he goes through the machines. The caller wants information regarding profilling sent to her email.

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

I advised the caller that if her friend sets off an alarm he would be subject to a patdown.

I advised the caller that I would send her the information on profiling.

I emailed the caller the information.

Feedback Type : Compliment
Categories : Professionalism; Passengers With Disabilities Current Date/Time : 4/17/2013 12:14:43 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/16/2013 10:00 AM Airline & Flight Number : Delta 1772 (PHX to ATL)
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) (?) Comment : This TSA agent was unprofessional, unorganized, and very rude. This resulted in an extremely inefficient security checkpoint proceedings. She was excessivly loud, and rudely pointed her index finger at every traveller. Becuase of her unprofessional behavior there was a very long line through the metal detector. One specific action should be addressed. During this inefficient line for the metal detector she rudely directed that an elderly woman give up her walking cane to run it through the x-ray machine. Then she put two or three people through the metal detector prior to this elderly lady who after a few minutes was visibly uncomfortable with no place to sit and not having acces to her cane to lean upon. I understand the cane needs to be sent through the x-ray machine. But this should be managed gently and professionally so that the elderly lady can give up her cane and proceed directly through the medical detector, or through additional pat-down if necessary, without having to wait for several minutes without her cane or a place to sit.

4/17/2013 1:58:17 PM

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

To whom this may concern.

On Tuesday, April 9th I was leaving the Orlando (MCO) airport and heading home to Baltimore at approximately 2pm when I was humiliated in front of many onlookers at the security checkpoint.

I am the Mother of a 12 month old child and before traveling I checked the TSA website for all rules and regulations regarding traveling with an infant at the airport. I am required to travel with his powder formula, water (for the formula), small juice and a small pouch of baby applesauce/sweet potatoes. I was under the impression that all was allowed and may require additional screening.

At BWI I did not have any problems. Actually, they were the nicest TSA agents I had ever met. I applaud them for their service. MCO is a different story.

4/17/2013 3:58:29 PM

After my diaper bag went through security I was pulled to the side and told that my formula had to be tested. Fine, I understand that. After the formula was tested the agent then told me he had to throw away the unopened bottle of water I had brought for the formula. The bottle of water, was one of those small bottles, not a large 16 ounce. I said "How do you expect me to feed my child his formula without the water?" The agent said, "Well I can test it." He opened it and tested the water. Then I was told that my small box of apple juice and the baby food pouch would have to be thrown away, because it too was not allowed to pass through security. I than said "Then what do I feed my baby?" I also stated that I read all TSA guidelines and that baby food and juice was permitted, but may require additional screening. I had very small quantities of both in sealed, unopened containers, so there should have really been no reason of suspicion. The agent then told me that I could be patted down if I wanted to take my child's food and drink through security. Of course a mother will do anything for her child, so I agreed.

It felt as though it took forever for a female agent to come over and perform the pat down. In the mean time, my child was screaming and I had tons of onlookers trying to figure out what was going on.

After finally being pat down, she authorized me to take the baby food and juice. After being humiliated in front of many onlookers she then told me that I could have just had the items tested. If I had known the items could have been tested, I would have never agreed to a pat down.

I understand what security measures we must take to ensure the public's safety, but if formula, baby food and juice are permitted to pass through security after being tested, why the pat down? Below is the statement I found on the TSA website.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

4/17/2013 3:58:46 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); 4th Amendment Current Date/Time : 4/17/2013 2:37:13 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 04/16/2013 6:29 PM Airline & Flight Number : Jetblue Airways # 364 Checkpoint/Area of Airport : speed through security & "Even More Space" priority TSA Employee: (If Known) (b)(6) ?spelling Comment : I am a 70 year old petite blond/white woman, an American Citizen, who wears fitted clothes without a belt.I was screamed at and then cursed at my &quot(b)(6) " and then yelled out by (b)(6) ? (b)(6) ordered that I stand on large yellow foot prints spread far apart in a machine. (No one could explain to me in plain English about radiation or display privacy.) My skirt does not spread that far apart. (b)(6) then again screamed at me about my arm position. I stood in position exactly as diagrammed in machine. She again cursed at me shouting "Jesus Christ!". Then she loudly ordered that I be subject to a pat down. To a reasonable person it should been obvious I could not been concealing any object under my clothing. She grabbed my boarding pass out of my hand and threw it in bin, and refused to return it to me. Big black women three times tried to grab my thighs through my straight skirt. I became upset. I was verbally abused, embarrassed, and harrassed by such unprofessional conduct. As a result TSA's misconduct, I lost my priority boarding status - for which I paid. The airport is small and Jetblue is small. Such misconduct is inexcusable. If TSA is cutting back, I suggest that the first place to begin is to discharge government employees that abuse the public and their power. Their conduct is not in the public interest.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/17/2013 4:37:45 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Sir or Madam,

I am a Flight Attendant from Germany,
Flying for Lufthansa German Airlines.

In December 2012 I was entering the USA at Lax Airport on duty.
I was asked to secondary Screening because my Fingerprints did not match.

4/17/2013 6:24:16 PM

Since this Entry I am always requested to proceed to secondary screening due to the same problem.
The officers at the immigration desk and at secondary screenings are always very nice and do not let wait very long.

Anyway my entire crew has to wait till I am done at secondary screening.

Our Lufthansa Headquarters told me about your DHS Traveller System and asked me to fill out a Redress Form.

I fill out the redress form and uploaded all required Documents (copy of my passport, current crewmans Landing permit and copy of my visa, issued by the American embassy in Munich, Germany)

It took about 20 business days and I received the attached letter from DHS Trip.
(Redress nr (b)(6)

As it seemed to be the final answer I took the letter with me on my next on duty trip to the USA.

Unfortunately I was asked to proceed to Secondary screening again.
The officer informed that either him nor DHS seem to know what's the problem.

April 16, 2013
JFK to TPA via Delta (#DL2391)
Screening Time: Approximately 5:30 PM

Caller s mother opted for a patdown and left her purse at the screening checkpoint on the behest of the TSOs, who affirmed her in that her items will be safe. The mother went through the patdown only to find that she was missing a ziploc bag out of her purse. The ziploc bag contained the following items.

Sony digital camera along with charger
Virgin Mobile phone charger

4/17/2013 7:20:06 PM

The caller s mother (b)(6) is 72 years old and she has difficulty in speaking English. The caller starts out the contact in a combative sort of state, talking about how she believes it is absurd for her to not be able to speak to someone in JFK directly. Caller is informed about the CSMs role and how she can contact them through our IVR. The caller wants to speak to someone about the issue immediately at JFK. The caller is informed that CSMs are but one person and they handle customer service relations at some of the largest airports in the world.

Caller also goes quickly into the claims form information, also taking offense at the fact that she would have to scan the claims form in order to get her mother s signature on a PDF. Caller is told she will have to send it through fax or mail instead.

Caller is informed that the CSM will be informed about her situation through mail. Caller is told that TCC is not able to look into these cases individually, and TSOs are not the only ones at the checkpoints. Caller is sent the claims form via email.

Caller is also particularly concerned about viewing the video footage. (b)(6) goes so far as to say she wants to watch the video personally with (b)(6) when she goes to pick her mother up at JFK.

Sending this up for review and notification to the CSM at JFK due to:
1.) The mother s condition
2.) The cost of the items missing (caller estimates $350 dollars)
3.) The items are missing out of carry-on luggage.
4.) The lividity of the caller.

4/17/2013 7:57:41 PM

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/17/2013 7:12:03 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On our return flight fromORLANDO MY DAUGHTER WAS PULLED ASIDE FROM THE FULL BODY SCANNER. THEY DID A PATDOWN AND FOUND NOTHING BUT STILL REQUIRED HER FINGER PRINTS. WHY was that necessary.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 4/17/2013 8:36:25 PM

4/17/2013 9:00:18 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal D, AA flight 1574 to Atlanta
Comments:Officer (b)(6) was extremely rude when I asked for a pat-down. She was condescending to me several times an purposely made me wait while she halfheartedly requested male assistance. Then gave cryptic instructions - when I did not understand, she mocked me and made rude mumbling comments to a co-worker. I am extremely respectful towards everyone - I would expect that the TSA would hold their employees, especially (b)(6) to the same standards.

4/18/2013 8:19:10 AM

Feedback Type : Request for Information
Categories : Other, Screening (AIT, Patdown) Current Date/Time : 4/18/2013 1:37:37 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a medical doctor, master in molecular biology and PhD student in epidemiology. I come from Panama. I have been in several airports: Spain, UK, Cuba, Sweden and Finland. There is no peer in the level of uncomfortable security measurements compared to a USA airport.

I am deeply concerned about the "strengthing" of security measurements once I travel or transit in USA, after the events of Boston, the alleged explosive device found in NY, the poisoned letters send to US politicians and the explosion that occurred in Waco few hours ago. When I write this request, the agents who caused such events are unknown (so we, public, don't if such tragic events have a local or foreign agent).

My question, how long will the screening at the airport, and how much the cost of visas (like tourism or transit) will increase be after such unfortunate and hideous events, which nobody claimed any responsibility?
Would you like a response? : True
Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/18/2013 9:46:14 AM

Caller was traveling from MDW on 4 15 13 and she had a skirt on and when she went through the AIT nothing went off and they told her that she still needed a patdown. She stated that she ask the agent why she had to be patdown because the AIT didn t set off a alarm and the agent told her that she could be hiding something underneath her skirt.
She feels she was discriminated because she had a skirt on and in another isle over from her another lady had a skirt on and they did the same thing to her as well.
Caller also stated that she ask a TSA supervisor why did they pick them out and she was told because they had skirts on and they told her thats policy and gave her our phone number.
She didn t want to provide her last name and information she just wants to make us aware that women shouldn t be patted down just because they have a dress on.

4/18/2013 10:02:57 AM

Advised Caller:
I told the caller that I could send this up to a CSM but I would have to have all of her information before I could send it up to CSM.
This morning at 645 am I was going thru security. They directed me to go thru the small square screener. I told the guy on the other side I had a hip replacement but I realize now he was distracted and was bullshitting with someone else. I set off the alarm. I was told I could not go thru the round screener and would have to be patted down. I told the guy I really objected and was told I had n o choice that was procedures. During the pat down my genitals were fondled four times. The Station Manager (b)(6) was far more concerned with covering his butt and my anger and language than solving his problem. Why was the frickin small scanner being used at all? I guess we must have invested in inferior technology and made us US citizens less safe by investing in the bigger round screeners which also in use at the same time.

(b)(6)

4/18/2013 11:57:48 AM

Caller says she had a really bad experience in Fort Myers yesterday. She does not want to file a formal complaint. She had broke her foot on vacation. Whens he got to the checkpoint, there was confusion about her ID. She thought her husband had it, but he didn t. Come to find out, she had it. She says that she mumbled profanity under her breath while digging through her purse because she was frustrated that she could not find her ID. She says that the officer held the ID up right beside her face and continued to look back and forth between her face and the ID. She says that this set in motion the other events that occurred. She had to have a patdown and said she was groped and they kept wanting her to move her foot, but it was broken, so she couldn t. She says that she is more concerned about the officer who checked the ID than she is the one who done the patdown. She says she feels this is poor customer service and she does not feel it is disability related. She says that when she got home, she noticed her bag was inspected and this set her over the edge. She says that she is fine with her bag being inspected, but after the events that occurred at the checkpoint, it made her more upset. She says that she just wanted to tell someone and have someone listen to her. She says that this is not my fault and I didn t have to apologize.

Advised caller:
I apologized to the caller. I explained that I know I was not the one that done this, but I apologize for TSA as a whole.

4/18/2013 11:57:48 AM

Caller says she had a really bad experience in Fort Myers yesterday. She does not want to file a formal complaint. She had broke her foot on vacation. Whens he got to the checkpoint, there was confusion about her ID. She thought her husband had it, but he didn t. Come to find out, she had it. She says that she mumbled profanity under her breath while digging through her purse because she was frustrated that she could not find her ID. She says that the officer held the ID up right beside her face and continued to look back and forth between her face and the ID. She says that this set in motion the other events that occurred. She had to have a patdown and said she was groped and they kept wanting her to move her foot, but it was broken, so she couldn t. She says that she is more concerned about the officer who checked the ID than she is the one who done the patdown. She says she feels this is poor customer service and she does not feel it is disability related. She says that when she got home, she noticed her bag was inspected and this set her over the edge. She says that she is fine with her bag being inspected, but after the events that occurred at the checkpoint, it made her more upset. She says that she just wanted to tell someone and have someone listen to her. She says that this is not my fault and I didn t have to apologize.

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Advised caller:
I apologized to the caller. I explained that I know I was not the one that done this, but I apologize for TSA as a whole.

4/18/2013 12:08:36 PM

Hello, I am writing to inform you that I was harassed in an insulting manner by one of your employees at SFO Intl. Airport, on April 16, 2013 at 8:40 am. The name of the employee is (b)(6) (b)(6) found it necessary to belittle my request not to walk through the large body x-ray scanner, which is supposed to be removed from all airports shortly.

He shouted at the top of his voice, probably six or seven times, "Female Pat-down!!", "Female Pat-down!!"all the while smirking and laughing at me. He then, to spite me, opened the smaller scanning machine and waved several people through that one. I told him that I would walk through the smaller scanner, but he refused, again in delight to belittle me, saying loudly: "But you refused before!!" I never refused the older type of scanner, but when I requested to walk through that one again, he blocked it with a large pane of some sort.
I then asked for his name, as I became more irritated with you employee, and I believe rightly so.
He was then relieved by another TSA person and sent away.
I am 72 years old, a married woman, and deserve more respect and expect better manners from your personnel. (b)(6) is obviously not suited for the job and should seek employment elsewhere.
Sincerely yours,

(b)(6)

Kansas City, MO 64114
HYPERLINK (b)(6)

Disability Description: The caller said she had a complaint regarding her friend who is blind that occurred at San Diego.

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

I apologized to the caller for the experience of her passenger. I provided the caller the email address and the mailing address to file a written complaint.

Sent the D RFI to passenger.
I incorporated the flight info in the recent flight info and itinerary.

Incident Details: The callers friend is blind. She was traveling from San Diego on 4-10-2013 at the TSA checkpoint. The caller said her friend alarmed the WTMD because of her white cane. The passenger in question then was asked to have a patdown. The caller said during the patdown the TSO agent refused to allow the blind passenger to have her cane present. Also during the patdown the TSO explained the process but was very rough with the passenger and knocked her off balance. The caller then requested that the cane be returned and the passenger in question reached her hands out to find the cane. The TSO agent told the passenger to calm down. The caller then at that point requested a Supervisor on behalf of her friend. The Supervisor (b)(6) advised the passengers friend to next time contact TSA Cares for assistance for the flight to avoid an issue like this.

4/18/2013
1:08:38
PM

The caller said that she needed assistance with the situation going on in front of him but the supervisor simply told her what she can do for the next flight. The caller said that she told Supervisor (b)(6) to handle the situation at that very moment. The TSO then advised the cane would have to go thru the x ray screening but the caller s friend refused to put the cane through the x ray. The last time she had her cane x rayed by TSA, it came out broken and unusable so she was reluctant this time. The caller said the TSO agent disassembled the cane and sent it thru the x ray anyway, and the cane did break during screening. The caller said her friend now has a broken cane and wants to report this abuse. The caller provided the flight info for she and her friend.

4-10-2013
approx- 9-10am
flight # 733
Southwest
gate 6

The caller does feel that this was a failure to accomodate to her friend s disability.
The caller stated that she will file the written complaint on behalf of her friend. Since she is blind, she is unable to file it on her own. The caller also wanted to know how to contact the CSM at SAN. I provided the caller the IVR and option 5 information.

The caller also asked how to file a civil rights complaint with a group that represents the blind such as a coalition or group.

From (b)(6)
Sent: Tuesday, April 16, 2013 5:18 PM
To: 'TSA-ContactCenter@dhs.gov'
Cc: 'GotFeedback@dhs.gov'; 'miacoordinationcenter@dhs.gov'
Subject: ~ Inquiry from MIA's website ~ TSA Incident

I recently had an issue with a TSA person in Miami.

4/18/2013 3:59:55 PM

I opted out of going in the sonic blast machine and decided for a pat down.

According to the person, I "alarmed," so I complied with the "further open hand" search after they recorded my name and passport information.

Obviously, the machine was giving a false positive since I have been nowhere where I would come in contact with any kind of chemical that would make that machine react.

I requested to see the calibration paperwork of the machine because I knew that they were doing it to harass me. I have not been anywhere near any kind of farming, explosives, or anything that would set that off.

The person that did it was a brazen/barely English speaking (using words like scrait and finda)/embarrassingly overweight African American gentleman who refused to give me his ID when I asked for it.

In all fairness, he did do the procedure very professionally.

4/18/2013 4:17:57 PM

The caller was at CMH yesterday 4 17 13 dropping off family members. She indicated that Caucasian and African American people were being screened more thoroughly than Korean and Middle Eastern passengers. She mentioned that TSO were holding ID up the Caucasian and African American passengers to verify identity. These groups of passengers were sent through the scanner and received pat downs. The caller indicated that this did not occur with the Koran and Middle Eastern passengers.

She indicated that this was very shocking to her, especially in light of what occurred in Boston on 4 15 13.

This occurred between 8am and 10am at the checkpoint in the Southwest terminal just past the ticket counter. The caller indicated that she watched this for two hours.

I advised that I had documented the information that she provided and TSA does monitor the number and nature of such complaints. I thanked the caller for calling to make us aware and explained that TSA cannot address an issue if we are unaware that it has occurred.

I advised that I would refer the information to the CSM at CMH as well.

4/18/2013 8:56:13 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/18/2013 8:15:11 PM Airport : LIT - Little Rock National Date/Time of Travel : 04/18/2013 6:30 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I went through the full body scanner. I was earing a t-shirt with a metal zipper at the neck - clearly visible. Security stopped me and told me that they would have to check the zipper - put down the zipper on my chest and pat down my back. There was nothing on my back but my shirt. The screener did not use clean gloves. I don't understand what the big deal is about a shirt with a metal zipper at the neck. The zipper was in plain site. They didn't have to pat down the metal zipper on my jeans. This touching people's clothing with "used" gloves can spread microbes and from a public health standpoint, is inexcusable. I do not care for people's hands on me like this. This screening is getting out of hand. For your information, I am a woman born in Kansas, American citizen, 57 years old. I have red hair and blue eyes.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller was flying from Louisville to Charlotte yesterday and when going through the security checkpoint, he was selected for additional screening. He was taken to a private room where he received a patdown. He stated that the officers left his carry-on bag unattended and when he arrived in Charlotte, he noticed that his Norelco shaver was gone and had been replaced with one that wasn t his. He stated that the razor in his bag was a different color and it does not work. He also mentioned that the charger in his bag does not fit the razor. The incident occurred between 10:00 and 10:30 a.m.

4/19/2013 11:45:56 AM

Airport: SDF
Airline: US Airways
Flight number: 2247
Date and time: 04 18 2013 between 10 and 10:30 a.m.
Gate: B4

Advised caller:
He will be sent a claim form and I will forward his complaint to a CSM at the airport.
Callers daughter has traveled to Ft. Lauderdale from Long Island twice and she has been pulled aside both times. Caller states that her daughter has flown many other times and had no incidences. Caller indicates that on one of her flights, she was pulled aside and her fingerprints were taken. Caller wants to know why we are doing this to an American citizen.

Advised Caller:

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

4/19/2013 1:12:37 PM

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

Name: (b)(6)
Phone

Preston took over the call.

Caller is concerned because ever time her daughter flies out of FLL she is pulled aside for additional screening. Caller stated that her daughter was pulled aside and fingerprinted for a previous flight. Advised caller that TSA does not fingerprint passengers but her daughter could have been screened by ETD. Advised caller that during the ETD testing the officers would have ran a wand with paper attached to the end of it, and then tested the paper. Advised caller that this could be what her daughter confused as fingerprinting.
Caller flew on 4 17 2013 from Rapid City, SD to Dallas on American Airlines. He did not have the flight number. His flight was at 2:05 pm and he went through the checkpoint about 1 pm. He is 63 years old and has been flying for the last 45 years. He wanted to make a complaint about the equipment at the airport and the way that TSA handled him. He said that he was concerned with getting everything metal off his body. He left his checkbook, a notepad, and a small squeeze bottle of lotion in his right front pocket. He set off the alarm. He said that TSA thought the checkbook was a bomb and he was a terrorist. He was asked to remove the items form his pocket and they were inspected. He said that it was cold and that his hands were dry. That is why he had the lotion in his pocket. He said that his hands were swabbed for explosives. The TSO told him before swabbing his hands that if he had washed his hands or used lotion the test would be positive. The test was positive. He was told to get all of his belongings and to remove his wallet and bring them with him. He was taken to a screening room where he got a patdown. He said that every part of his body was patted down. He does not see the reason for this just because of a checkbook. He wanted to complain about the length of time it took and the machine that gives false positives. He said that he does not know why his items where just not run back through the x-ray. There was a young man standing there that he thinks was a new employee. He said that he thinks he was used as a training aid for a new employee. He did not like that. He said that he would not have objected if he has been told up front. He has never had to undergo such stuff because of a checkbook. He said that the agents were polite. He did not get their names. He wants to make a complaint about the lousy piece of equipment that we know gives false positives. He does not know why we subject the public to that. He wants this issue reviewed not just by Rapid City but by the person who purchased that piece of garbage. He said that he wants to be contacted by the CSM and if he is not he will contact his congressional office and he knows we will respond to that. He said that he is angry about the equipment and being used as a training aid.

4/19/2013 1:52:08 PM

I advised the caller that if there is an alarm the TSO s are required to clear that alarm. I told him that I would forward he record to the CSM at Rapid City Regional Airport for review.

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

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Remote Client IP (b)(6)
Date Time: 4/19/2013 1:41:49 PM

Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Flight #1187 at the Akron Airport. April 15 at about 4:15 PM.
Comments:Hello,

4/19/2013 2:08:09 PM

I believe TSA employees at the Akron airport attempted to steal my laptop. After going through the body scanner (which I thought was going to be banned) an employee stopped me and wanted to know what was in my pocket. I had inadvertently left a pack of gum in a side pocket. I pulled it out and said it was gum. He then ramped up his tough guy attitude and questioned me again. "It's gum" I said again. He then went through a pat down.

Why would he need to do a pat down when he already could see my body scan?

Then he had put some chemical on my hands to test. So I'm suspicious because I had gum?

But meanwhile, one of the other guys took my laptop from the bucket and hid it at another counter away from the check area. When I was allowed to leave, I was gathering my belongings and immediately saw it was gone. So I questioned him. He then admitted it's probably over at the counter. I had to then go to that other counter and ask for my laptop, which I had to describe.

Why would they take my laptop and hide it at another counter? They left the rest of my belongings in their buckets. The laptop had already gone through the x-ray.

I think this was an opportunity to distract me and attempt to take the laptop. With all the news about TSA thefts across the country, this is obviously a very strong possibility.

I didn't expect this rude treatment at a small airport like Akron. LAX is ranked #3 city for most TSA thefts according to an ABC News investigation. Why do you hire such rude, egotistical people and allow this kind of treatment? We are not criminals. You may have some on the Akron staff. You need to screen these people for this type of behavior. It is unacceptable.

Sincerely,

The caller flew from TPA, and a number of LGAs were removed from her carry-on luggage. However, a small bag that contained jewelry, including a diamond ring and a string of pearls, was missing as well when she arrived to the destination. The passenger was in a wheelchair, and the TSO kept picking items from carry-on luggage, stating these cannot go on the plane. She did not see him take the bag, but knows that the only time the bag could have been taken was during the screening. She wanted to file a claim, as well as a complaint. Additionally, she wanted to compliment the female TSO who conducted her patdown at TPA. She indicated that the TSO was extremely professional and nice.

Flight Information:

Date and Time of Flight: April 18, 2013; 6:45 AM
Departure Airport: TPA
Airline: Southwest Airlines
Flight Number: 2451

Advised Caller:

4/19/2013 3:53:06 PM

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy.

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

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

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

Please accept our appreciation for you taking the time to share this information with us.

I ordered a SF-95 claim form to the caller's postal address, and forwarded this information to the CSM at TPA.

I also gave the caller the contact information for TPA lost and found: 813-554-1414.
On April 8, 2013, my mother (b)(6) 86 year old female, my son (b)(6) and I (b)(6) was at Fort Lauderdale airport flying back to Virginia. We had checked our bags, my mother was assisted by an airport personnel in a wheelchair and we were going through security check. My mother ID consisted of her Social Security Card, a state issued Photo Senior Citizen Card with her signed signature and social security number on the card and a Commonwealth of Virginia Voter Registration Card.

The airport security would not allow her to proceed, he called his supervisor, and the supervior would not allow her to board without additional screening. He tell me she need a driver's license or a passport. My mother do not drive and she do not have a passport. The supervisor wrote on her ticket NO ID. Two female airport security had her to pass through a metal detector, thorough patdown, her purse and medicine bag searched and her shoes swabbed. No problem found.

Checking your website:
www.tsa.gov/traveler-information/acceptable-ids there are acceptable ID. I don't understand what the problem was with her ID. My mother loves to fly but after what she went through this last flight she says it will be her last. I am very outraged. How would you feel if was your parent?

4/19/2013 4:08:48 PM

(b)(6)
Chatham, Virginia 24531

Date: April 8, 2013
AirTrain Flight 660 Gate; C6
Depart: Fort Lauderdale, FL 7:15 AM
Arrive: Atlanta, GA 9:05 AM
Confirmation Number: (b)(6)
Passenger: (b)(6)

Fort Lauderdale Airport Supervisor Initial: JN

April 19, 2013
TPA to AUS via Southwest (#755)
Screening Occurred: 6:45 AM
Checkpoint: C30-45

The husband to the complainant is the one who initiated contact. The husband is wanting to file a complaint about a patdown screening that his wife received in TPA. Caller states that his wife had a TSO that groped her breasts instead of going across them with the back of the hand. When the husband is asked about specifics on the incident, he hands the phone to his wife who takes over the contact.

4/19/2013 4:48:31 PM (b)(6) had a sequined shirt with a large, sparkly flower. The sparkly flower caused an anomaly to appear on the caller s breasts. The TSO showed (b)(6) the area of concern on the ATR image and informed (b)(6) that she would have to go through a patdown in order to be screened.

The motion described by (b)(6) is that of a cupped hand being used on her breasts. At the time of the screening, (b)(6) had never gone through a TSA patdown. She felt the whole procedure was odd and she felt violated. It was until the caller spoke to her husband that she was made aware of the SOP of the back of the hands being used. (b)(6) felt like she was being groped during the patdown. She recalls of another time when she went through screening at DAL with the same shirt and set off no alarms nor had to undergo a patdown.

(b)(6) is informed that her situation is going to be relayed to the CSM at TPA for further resolution; she is informed that the TCC is incapable of looking into individual cases. The caller is advised to contact us back again if she ever receives such a patdown experience where she feels discomfort.

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4/19/2013 5:39:38 PM

Caller:
Caller is calling in behalf of his wife who finds the full body patdown really embarrasing and invasive. She has two knee replacements. She has received a patdown the last three times they have traveled. They travel on Alaska Airline. He wants to know if there is any document she can obtain to be exempt from receiving another patdown.

Advised Caller:
I told the caller there is no way that she can avoid a patdown by having paperwork saying she has two knee replacements. If she is not cleared by the WTMD and AIT then she will have to go through a patdown. If a patdown is required in order to complete screening:

• The patdown should be conducted by a TSO of the same gender.
• The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

4/20/2013 10:45:08 AM

Caller is wanting information on how she can vote for the AIT vs the pat down. She read in the washington post that she can vote at the federal register website but can not find the voting section on that page. She does not like the screening procedures that are set in place and has avoided flying becuase of this. She thinks that the WTMD and the dogs at the airport are the only way that should be screened at the airports. She feels that the screening procedurs are a violation to her constitutional rights.

CCR informed her that we have no information on this and since it was created by the Federal Register she can go through them directly.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.
She can voice her opinion by writing to TSA HQ, but caller stated that she isnt good at writing.

4/20/2013 3:00:47 PM

Greetings,

I live in Charlottesville and am trying to visit my brother in San Francisco. Obviously the most direct airports to begin and end my journey are CHO and SFO. In years past, this is a journey I've made easily, but recent TSA changes make me hestitate.

I know that SFO is an airport that is using the TSA's "Advanced Imaging Technology" and "thorough patdown procedures," or the full body nude x-ray scanners and invasive, groping pat-downs. The thought of submitting myself to either of these procedures is very disturbing to me. I don't want to have to compromise myself in order to fly. I know that if I do, I will regret it.

As a result, I have a simple question. Is there any way that I can fly to visit my brother in San Francisco and avoid these invasive procedures on the flight back to Charlottesville?

Thank you,
(b)(6)

4/20/2013 7:16:13 PM

To whom it may concern -
My family and I are fairly frequent travelers and have been through many TSA security check points in at least a half dozen airports in the past few years around the country. Being a business traveler as well as a mother to 2 small children, I am aware of the extra inspections we will go through when we're carrying liquids for children. In 3 airports in the past 3 months, TSA has left our enfamil liquid formula fully sealed and only opened the baby bottles to test for explosives. For the first time ever, while going through San Diego TSA in the Virgin America Terminal on April 5th, the TSA agent insisted on opening 3 unopened, shelf stable infant formula bottles. When you open them they have to be immediately consumed or instantly refrigerated. At no time were we offered a pat down or an alternative to our formula being opened and ruined. I am angry because when I asked to speak to the manager he explained that I should have been offered the pat down and they would have left the formula sealed. That wasn't offered and he and the agent seemed so indifferent to the hardship this would cause us as travelers with 8 hours of flying to go, that I felt like i needed to speak up.

I am requesting that a liquid formula rule be consistently enforced as well as explained to parents. i have been traveling for 4 years with my sealed liquid formula or other liquids for my kids without issue. This is the first time i've had seals broken and had to scramble to refrigerate it. This is also the first time we've been to San Diego and I was not impressed with this team at all. The woman checking ID and boarding passes chastized me for not having each person in our party holding their tickets and ID. Since we were a mom and dad with a 4 year old and 10 month old, this was difficult to do and I explained that. She then shouted at my son, "what is your name?" He said (b)(6) She angrily flipped through pages and said there wasn't a ticket for him -- i pointed out that his formal name is (b)(6) and he goes by (b)(6 and she rolled her eyes at me. Given how many professional TSA people I have interacted with over the years, this was appalling.

TSA in San Diego was an extremely frustrating experience and had the potential to cause a lot of problems for my baby. Luckily we were able to keep the forumula on ice or get flight attendents to help us on our journey home. I appreciate the work that the TSA is trying to do, however the way we've been treated as a family is less than desirable in many situations, but this was by far the worst so I felt I needed to speak up.

Thank you for your attention and consideration of reviewing infant formula regulations.
(b)(6)

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/20/2013 6:53:05 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/27/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

4/21/2013 9:09:52 AM

Comment : Traveling with severe sunburn with skin blisters. I always opt out because I do not like radiation risks. Asked to use metal detector because skin hurt badly...was told no by a nasty arrogant worker wjo the proceeded to let an entire group through because they were "a family". Woman came and I attempted to lift my ankle length dress up to knee level to show her the burns ans blisters. She "scolded" me for being inappeopriate and said "put your dress down now". Then I pulled the sleeve down on my dress to expose the burns and blistering on my shoulders and tries to explain burns were on my chest area and pulled the neck of my dress over slightly to show my chest area. I askes her to not touch theaese areas. She threw her hands up and shouted, "Im done". A spervisor came over and got quite close ro my personal space and said he could keep me from getting home. I spoke to my husband who was standing on the other side of the gate without stepping out of the footprints on the floor. The supervisor said "You dont talk to him. You talk to me. I talk, you listen. He yhen called another woman over and conducted their "pat down" .The rubbing on the back od my legs broke some blisters and causes pain.But nobody gave a damn. I was never treated with such diarespect in my life. I am contacting my state representitive.I thought TSA was supposed to take medical and physical conditions seriously. Guess they still are low paid apes that think tht are in charge of everyone. I am a US citizen and human being and was treated like shit. Aloha to travelling by plane again I hope TSA goes broke as a result of government cut backs....and I hope all the workers involved get second degree burna on their uselesa bodies. And of all places..I just spent a week in Hawaii being told that Hawaii believes all people are family and should be treated as such. Would the TSA apes have treated their mother or siater that way.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/21/2013 10:59:26 AM

On April 19th my wife and I flew from Orlando to Westchester NY on Flt 594 Jet Blue.

Comment #1: We had even more space tickets which entitled us to the priority line at security (West Side). This line shared a checker with the employee line and was very slow to pass our line through. While we waited to be checked agents continually opened a gate and let scores of non priority passengers go ahead of us in this line. Why have a priority line at a premium price for tickets if this is the way it is administered?

Comment #2: Once we got through the check in agents insisted we form 2 lines. Turns out 1 line was served by 1 scan machine and was very slow and the other line was served by 2 machines and was much faster. Why not let one line go the the split point and then have the people go to the next available machine? Operator on the 1 machine line was letting 1 bag go to 3 or 4 for the other 2 machines just making the situation worse.

Comment #3: My wife wears an insulin pump. She was pulled aside and swabbed as usual and the two agents involved then proceeded to have a discussion as to whether the swab he tested was actually hers. The female thought he used a dirty swab. The swab tested positive and my wife had to wait for a supervisor have all her carry ons swabbed and tested and go for a pat down. We have no problem with the process just the unprofessional way the initial swab was handled. Supervisors were called and the whole process was very well done from that point on.

We fly out of Orlando quite often as Florida "Snow Birds" and this is the first truly bad experience we have had. Let's hope it was an isolated incident.

(b)(6)

Shelton, Ct 06484

4/21/2013 12:28:26 PM

Caller went thru the security checkpoint at Chicago Midway airport at about 10:45am after being in line about 45 minutes. Caller states that the TSOs did a poor job of security screening. She says that they were sitting around talking to each other and not paying attention to their jobs. She feels that this is a security concern. She had metal extension clips in her hair and the TSO did not patdown her head. Caller states that this has never occurred before on flights with her hair extension clips. Also, she had in her purse a lighter that she did not have to take out.
10:45am in line 45 minutes

Advised caller:
We regret that you were not satisfied with the service you received.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.
(NOTE: Also sent record to security.).

Flight information:
Flight Path: Chicago to Denver Colorado
Flight date time: 4 21 12:05 pm
Flight #: (does not have)
Airline: Southwest
Airport: Midway
Gate Terminal: B7
Email: (b)(6)

Caller stated that she didn t want the AIT or walk through metal detector in fear that she ll get radiation poisoning. Wanted to request a patdown and wanted to know what the process would be for a patdown.

4/21/2013 1:34:06 PM Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers
Caller stated that she flew out of Madison, WI on 4-12-13 and it s the second time that she has flown since the full body scan has been implemented. She has a prosthesis on her left arm, and when she went through the scanner, it showed as an anomaly on her right arm. They proceeded to patdown that arm, and she isn t sure why. She has no implants or anything in her arm, had a normal shirt on, and had no watch or anything like that on. This has also happened at FLL as well. She doesn t remember any specifics about the flights, but there s only one terminal at Madison, so it would have been that checkpoint there. She said that if she hadn t of told the TSO that she had a prosthetic on her left arm, she doesn t think they would have ever known.

4/21/2013 2:46:28 PM Advised Caller:
I told her that I would send the information to the CSM at both of those airports and see if there is anything they can do to figure out why it s not picking up the prosthetic on her left arm, but is picking up something on her right arm, and there is nothing there.

Disability Description: The caller is C6 C7 quadraplegic in a wheelchair.

Information Request: The caller stated he wanted to schedule a TSO Supervisor to perform his patdown on all future flights.

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

I requested the complete flight info from the caller and he stated he did not have the complete info at time of this contact. He stated he would implement the complete flight info in the complaint he files.

I apologized to the caller for the experience.

I advised the caller he may request a Supervisor at the checkpoint perform his patdown

Incident Details: Southwest
4/21/2013 4:01:53 PM Tulsa
Flight departed at 3:10
4-17-2013

The caller is upset because the wait time for the screening patdown. The caller said that he has to wait for the patdown and he wanted to file a formal complaint. The caller said that he tells the agent that he can t stand but he can lean forward. The caller said that he is demeaned because the agent will then ask him to lean forward for the patdown. The caller said he does not ask to go to the front of the line like he knows he is permitted to do. He stated that he does not think its correct for him to move in front of the other passengers. The caller said that he has the most trouble at Dallas Love Field and he wanted to have a Supervisor pat him down. The caller said that he has requested the Supervisor before and the asst came or he had to wait a long time.

The caller was also upset because on the last flight the large back wheel was coming off of his wheelchair. The passenger asked the TSO and the TSO supervisor to fix the wheel. The agent told him they were not wheelchair mechanics, and would get him a different wheelchair that the wheels were not coming apart.
(b)(6) said he refused and told the TSO agents to lean him back and directed the second TSO on how to fix the wheel. (b)(6) said he told them he was not transferring to another chair and they needed to fix the one he was in before he fell.
The caller stated that the TSO agents do not know how to patdown a person in a wheelchair and they get the jollies in making the passenger wait for the patdown. The caller said this is a complete violation of his civil rights and requested to complete the RFI.

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

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Remote Client IP: (b)(6)
Date Time: 4/21/2013 5:37:45 PM

4/21/2013 6:03:42 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:The TSO working at the metal detector redirected me to the body scanner, and when I declined and requested a pat-down, she tried to patronize me and tell me it's not an x-ray machine. I still declined, and she told me it wasn't dangerous, and I repeated that I wanted to opt out. She then tried to ostracize me and yelled out that "We have an opt-out and the guy won't even stand next to the machine" then rudely told me it would be a long wait, even though I counted almost a dozen male TSO's ambling around either side of the security checkpoint, and in fact had to wait around ten minutes.

I think it was inappropriate and rude for the TSO to try and disrespect me for deciding not to go through the scanner.
From: (b)(6) HYPERLINK (b)(6)

From: (b)(6)
Sent: Saturday, April 20, 2013 10:10 PM
To: TSABLOG
Subject: Flying Out of SFO

4/22/2013 9:57:41 AM

Greetings (b)(6)

I have a question for you. I live in Charlottesville and am trying to visit my brother in San Francisco. Obviously the most direct airports to begin and end my journey are CHO and SFO. In years past, this is a journey I ve made easily, but recent TSA changes make me hestitate.

I know that SFO is an airport that is using the TSA s Advanced Imaging Technology and thorough patdown procedures, or the full body nude x-ray scanners and invasive, groping pat-downs. The thought of submitting myself to either of these procedures is very disturbing to me. I don t want to have to compromise myself in order to fly. I know that if I do, I will regret it.

As a result, I have a simple question. Is there any way that I can fly to visit my brother in San Francisco and avoid these invasive procedures on the flight back to Charlottesville?

I am TSA Pre qualified and last month I had a full knee replacement.

Unfortunately, the screws in the knee set off the metal detector.

Since I am Pre qualified, the only security issue should be to verify that there isn't anything else on me that would set off the metal detector.

This could be done quickly and efficiently with the hand held metal detector wand.

4/22/2013 9:58:12 AM

Instead, I am subjected to the full body pat down and chemical test.

This doesn't make sense because before I had the knee, none of that happened.

I am still Pre qualified.

Please change the procedure in the TSA-Pre line only to use the wand in these situations.

It will be quicker, more efficient and a better experience for all concerned without compromising security.

Thank you for your consideration.

(b)(6)

4/22/2013 9:58:18 AM

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 4/22/2013 9:04:38 AM Airport : TPA - Tampa International Date/Time of Travel : 04/17/2013 3:30 PM Airline & Flight Number : Jet Blue 558 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have had major back surgery with rods and screws placed around my spinal column. I require pain medication patches. In the past I was required to removed them, now I wait to apply them until after security, small scissors (medical device) are needed to open the non resealable pouch. This medical device was allowed on the first leg of my trip but was taken in Tampa. No standard for what is allowed and what is not. No concern about how I was to open my medication, agents refused to help. Later I found a kind policeman who was able to find a pair of scissors and opened the pouch for me. (Not his job but did anyways) I used the scanner but still had a pat down..why go in the scanner if I will still have hands on me. In the mean time I was unable to keep "eyes on my belongings" since my back needed to be towards belt with my things on it. When I was released to get my things an agent was digging through my bag without me observing, what proof do I have that something was not put in or taken out in my bag without my knowledge. Travelers hear that announcement over and over again while waiting for their flights.
The final insult, while in the bathroom a TSA agent come in used the facilities and left without washing her hands. This women touches people and their belongings, even if she wears gloves it shows yet another lack of respect for the public.
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

4/22/2013 12:16:24 PM

The caller has tried to come thorugh DCA and the checkpoint was a mess. She stated that she was putting her granddaughter on the plane, and she is special needs. She stated that she had a brain shunt and could not go through the screening technology, so she got a patdown. She stated that during screening, they removed her laptop from her bag without telling her and it was not returned. She asked how she can contact DCA lost and found. She stated that they missed her plane.

I advised the caller that at most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, Ronald Reagan Washington National Airport: 703-417-0673 (Airport Lost and Found Office).

http: www.tsa.gov airport-lost-found-contacts#7

4/22/2013 1:18:56 PM

Yesterday I was travelling from Atlanta, GA to Dallas, TX and went through security at approximately 3:15.

While going through security they opened another line and had the traditional metal detector in place. For some reason it kept going off. I had nothing on me. I removed all of my jewelry which had to be sent through the machine which was completely fine with me until they let my jewelry sit there amongst other's belongings until I asked them several times to please pick my jewelry up so it wouldn't be stolen. The gentlemen that were there were completely professional. They thought it could be my underwire bra setting off the detector. At that point I don't understand why I couldn't have gone through one of the other machines that were in the other lines that are mostly used now instead of the older metal detectors. Or why couldn't someone with a wand could have come to isolate the area that was setting off the alarm?

Once they couldn't figure out why the detector went off they called a female to pat me down. She was extremely rude and inappropriate. I was wearing skinny jeans which are form fitting so you can tell there was nothing in my jeans. During her pat down she placed her hand (mostly fingers I'm sure) down my pants and in my panties. I was mortified and almost in tears as this was done in public. As well as it being painful since my jeans were tight without someone putting their hands/fingers in them. She had asked if I wanted a private screening at the beginning which I said I didn't needed however I didn't know the inside of my pants would be searched especially when my jeans were form fitting and you could have easily felt if something was there. I've never had a pat down where hands were inside my pants and pull them out far enough to look down inside. Also as she inspected my breast, her hands were all over them and following every line of my bra including separating my breasts in the middle.

I've traveled many places and many countries. When this has happened before the people have been very nice and not been so invasive. She was very rude, but did apologize when it was obvious she was hurting me because she was wedging her hands in my pants. I've never seen anybody place hands/fingers in someone's pants before at an airport.

I understand the reason for security however if people are going to do this then there should be another witness watching and a private wall set up. I didn't want to leave the area because I had my young son with me as well and didn't want to leave him.

(b)(6)

Lewisville, TX 75077

4/22/2013 3:38:22 PM

Disability Description: The caller has liquid medication. She is calling because she wants to get expidited screening. The caller states that she has to undergo additional screening each time that she flies.

Information Request: The caller wants to know if she can get expedited screening and she wants to know why she cannot get a background check and then forgo getting additional screening due to the fact that she has medical issues?

Response Details: The caller did not phone in on the ODPO line. The caller phoned in and was very unhappy whenever I explained to her that TSA was not expanding expedited screening to cover people with disabilities.

The caller believes that she and other persons with disabilities are getting an unfair amount of screening due to the fact that they have disabilities. She basically said that she did not feel like she was being a good citizen because she had to undergo the additional screening.

She stated that she did not necessarily set off the metal detector but she hand to undergo a patdown especially at smaller airports due to the fact that she had a medical liquid, Glucerna, She stated that at smaller airports she had to undergo a patdown because additional testing could not be performed.

The caller also stated that she has underwent multiple xray tests in the past and will not undergo AIT. She stated that each time she opts out of AIT she must undergo a patdown. She stated that she felt that the additional screening was a violation of the American with Disabilities Act.

I advised the caller TSA policies were not put in place to make people uncomfortable. I advised her that the policies were in place to ensure the safety of the public as well as the aircraft. I advised her that whenever people needed to take additional liquids on the plane or if they caused an alarm then they would have to undergo some additional screening.

I advised the caller that she could apply for a program such as global entry but that her medical items would still have to undergo some additional screening. The caller feels that there should be some way to prescreen persons with disabilities so that would not have to undergo the additional screening.

Since the caller is complaining about policy issues, I advised her that I would send her information to a disability specialist. I advised the caller that I could not promise that someone would call her but I advised her that I would send her information for review.

Caller flew from LAS to Monterey yesterday and thinks she is on some kind of list because her screening process is beginning to escalate, she was told there was some sort of anomaly that showed up when she went through the AIT.
There were 3 in her party and they contacted Allegiant that her mother couldn t make the flight and requested a medical refund, which was refused. Allegiant knew her mother wasn t on the flight and the skycap asked where her mother was. They only received 2 boarding passes and the other individual was on another flight. There were 3 people who traveled, should have been 4.
They had to change planes because something malfunctioned with the plane and the skycap called for her mother who had cancelled. Caller states her bag was tagged by the Skycap with the other persons name and her tag was placed on the other persons bag and that bag is missing. Stated the bags were mistagged and she was pulled out of the line and tested for explosives and this is happening too often.
Caller says she usually goes throught the AIT and has been told an anomaly was detected during the screening.

Response:
Apologized to caller for her screening experience and advised if an alarm triggers or an anomaly shows up going through screening she will have to have secondary screening to resolve and complete the screening process.

Once checked baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.

4/22/2013 5:06:48 PM

If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller once the bag has been screened and cleared by TSA we no longer have access to a passengers bag and the baggage handlers are responsible for sorting and transporting baggage from that point on to the destination. The changing of the planes and 4 hr. wait was her airline.
Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.

Dear TSA,
I travelled alone earlier this week from DTW to DFW. Apparently the hand lotion I had applied in the vehicle while being driven to the airport caused some alarm to go off. My hands were swabbed and all of my personal things were also swabbed. The ONLY thing positive was my hands.
Then I was told I would have to have a Resolution Pat Down. I asked for it to be in PUBLIC and was told NO. It was explained that my private parts would have to be patted and, again, I asked for it to be in PUBLIC. Again, I was told NO.

4/22/2013 6:02:44 PM

There was another TSA person in the room for the pat-down but that only protected TSA: WHERE WAS THE PROTECTION FOR ME? If I was willing to be in public after the procedure was explained to me, I should be allowed to be in PUBLIC! I strongly object to this closeted pat-down.

As a secondary comment, no one said "please" or "thank you" or "sorry for the inconvenience" - YOU HAVE A LONG WAY TO GO AS FAR AS PUBLIC OPINION GOES. Instead of viewing security as a protection for the population (as Israel does), Americans view you as an overreaching and rude bunch of people.
Sincerely,
(b)(6)

I understand that the public is invited to comment on the use of "body scanners" (although I cannot find anything on your web page about this opportunity.

My first objection is that the x rays from "naked scanners" is potentially harmful. My husband is a frequent flyer and that is cause for concern.

4/22/2013 9:09:11 PM

My second objection is that of privacy. I see no reason to go to these extremes. It's bad enough we practically have to strip down to our underwear to board a plane. This is not a better option. And neither is the pat down.

My third objection is that scanners (and looking for little sharp things) are being relied on too heavily at the expense of behavioral observation, which is a reasonable alternative to invasive technologies.

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From: (b)(6)
Sent: Monday, April 22, 2013 5:58 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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Remote Client IP: (b)(6)
Date Time: 4/22/2013 5:57:51 PM

4/22/2013 9:09:28 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA treatment of traveler with Alzheimer's Disease

Comments:

Today I traveled from Columbia SC to Washington DC with my nephew, his wife and children, and my husband who has Alzheimer's disease. We encountered a TSA agent who was insulting and unkind in dealing with my ill husband. Caller is in a scooter and is not able to go through the AIT screening.

I advised him that I am forwarding his information to the CSM at these two airports so they will be aware of the issue he is experiencing when he goes through the checkpoint.

4/23/2013 12:23:35 PM

Incident Details: He is upset because the TSOs at the airports want him to sit beside the baggage xray screener waiting for his patdown screening. He currently has skin cancer and does not want any exposure to radiation. He recently flew out of Dallas Love Field on April 7th before 10:00am and also on April 15. He stated that the TSOs got upset and yelled at him when he moved over a few feet from the xray machine and threated to call the police on him. He also had the same issue occur again on April 11th when he flew out of DEN.

Caller stated her laptop is corrupted after it went through the checkpoint in her carry on. When she arrived at her destination, the computer would not turn on. She believes the xray damaged it. She had not taken it out of the case, a TSO brought it to her out of its case for her to put it back in. She had not removed it, the TSO did. She was pulled to the side, given a patdown and her daughter s medical equipment was inspected. Her daughter is on a feeding tube.

The computer was working at the airport that morning before going through security. She tried to use it at her hotel but could not. At home, she took it to the computer store and they told her the files are all corrupted.

4/23/2013 12:43:14 PM

Airport: CVG
Airline: Delta
Flight Number: 3303
Date and Time: April 14, 2013 at 11:45am (Flight Time, 9:45am is when she went through the checkpoint)
Terminal or Gate: She does not remember

Caller was mailed a claim for reimbursement and was told this information would be sent to the CSM. Caller said she would have the laptop repaired by the end of the week.

Callers daughter is flying from ATL to John Wayne and will be having surgery there on Friday. Caller states that her daughter will have to bring a cat with her. Caller is requesting that, do to the cats nature, I guarantee that the cat can stay in the carrying case.

Advised Caller:

Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

4/23/2013 2:18:19 PM

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.

Caller requested that she speak with a supervisor, Missy took the call.

Name: (b)(6)
Phone:

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Remote Client IP: (b)(6)
Date Time: 4/23/2013 2:30:23 PM

4/23/2013 4:02:54 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Mon Apr 8
Flight 211
Depart San Jose (SJC) on Southwest Airlines at 09:35 AM
Arrive in Phoenix (PHX) at 11:20 AM
Comments:This was another terrible experience with TSA. Several issues:

#1 inappropriate screening/pat down screening. I was directed to walk through the metal detector, then was escorted to a private area, and given a very intimate pat-down. My doctor doesn't even grope me as much as the TSA employee did. The employee felt my chest, armpits, back, buttocks, legs, thighs, testicles, and overall groin area. I was very upset.

#2 Inconsistent screening. Never before have I received such an intimate pat-down.

#3 Long lines. The TSA employees were slow. Half of the machines were shut down so we were filed into 2 or 3 areas. I arrived early and still almost missed boarding my flight

This is a violation of my privacy, civil rights, and general human courtesy. I hate flying because of the TSA process. Horrible, horrible, horrible operation going on here.

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Remote Client IP: (b)(6)
Date Time: 4/23/2013 2:30:23 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
4/23/2013 4:02:54 PM
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Mon Apr 8
Flight 211
Depart San Jose (SJC) on Southwest Airlines at 09:35 AM
Arrive in Phoenix (PHX) at 11:20 AM
Comments:This was another terrible experience with TSA. Several issues:

#1 inappropriate screening/pat down screening. I was directed to walk through the metal detector, then was escorted to a private area, and given a very intimate pat-down. My doctor doesn't even grope me as much as the TSA employee did. The employee felt my chest, armpits, back, buttocks, legs, thighs, testicles, and overall groin area. I was very upset.

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This is a violation of my privacy, civil rights, and general human courtesy. I hate flying because of the TSA process. Horrible, horrible, horrible operation going on here.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/23/2013 2:31:51 PM Airport : LGA - LaGuardia Date/Time of Travel : 04/13/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
4/23/2013 4:03:22 PM
Comment : I am a diabetic and I wear insulin pump. While I understand everyone has to go through security and I have to go through addition security because I wear a pump, I felt disrepected about how the TSA employee handled my pat down. After I went through the image screener, I was asked to go to the side and a woman TSA began to pat me down. When she reached my insulin pump (which I wear on the side of my stomach), she asked me what it was. When I stated it was an insulun pump, she asked me about five times what it was and continued to pat me down around my insulun pump. When I explained to her what it was, she gave me a puzzling look. While I have no problem with getting a pat down, I did not like the fact that she had no clue what an insulin pump was. There are many people that wear different medical devices and every TSA employee should be aware of what medical devices some people may where and not make them feel like they are doing something wrong for wearing it.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller has long hair in dredlocks. For spiritual reasons his hair is not allowed to be touched. He opts for a patdown each time he flies. When flying out of Dallas Fort Worth, they told him they had to touch his hair or he can go through the AIT. He missed his flight because of this. He told them he usually touches his own hair and then they do the ETD. The supervisor said he could not fly. He had to fly so he let them touch his hair. They even called the police because the STSO said the caller had no other options. The police told him he had to do what the STSO said.

FLL told him they could put a machine through his hair, similar to a wand, for screening. They also told him he could get an ETD. He feels like he was discriminated against at DFW for spiritual, religious and racial reasons.

(b)(Notes:

4/23/2013 4:08:08 PM
The caller stated that he had flown for the past four years. He stated that he had never an incident regarding his hair before. He stated that he has always been allowed to pat down his own hair. He stated that his religion prohibited someone from touching his hair. He stated that he was forced to allow his hair to be patted down before he could get on board the plane. He stated that the local police was also called in regards to the incident. The incident occurred on 4 19 13 at DFW at Gate E the caller believes. The caller stated that he wasn t exactly sure of the gate but he believed that it was. He stated that the two officers that would not allow him to board the plane without having his hair touched was TSM (b)(6) and STSO (b)(6)

The caller stated that he had fly out of the same gate on Friday and is very upset about having to go through the same procedure again.

I advised the caller that he would have to put his complaint in writing. I apologized to the caller for the incident and advised him that I would send his information to the CSM as well since he was flying again this coming Friday from DFW again. I advised him that the information he would be receiving tonight would be a link for the complaint to be filed. The caller wanted to know his rights as well. I advised the caller that the procedures in the FLL airport were correct.