Cell: (b)(6) Home: (b)(6) Work: (b)(6)

Address: (b)(6) Pikeville KY 41501

Email: (b)(6)

Passenger Name: (b)(6)

10/2/2013 6:08:19 PM

What happened?

My husband, (b)(6) and I were traveling from Louisville, Kentucky to Orlando, Florida on September 21, 2013 aboard Southwest Airlines Flight No. 728. At approximately 6:45 AM, we attempted to go through security to go to our gate. Traveling with my husband and I were our two small children, ages 2 and 4 months. My children were initially secured in a double stroller which our airline permitted us to check at the gate. After placing our personal items and shoes on the belt, we removed the children from the double stroller. Officer (b)(6) was present and it was obvious that he had an attitude toward our parental status. I held on to my son's, age 2, hand and held my 4 month old daughter in my arms while my husband folded the stroller and placed it on the bellway. First, Officer (b)(6),(b) told my

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/2/2013 9:15:04 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : No, this information is NOT helpful. If you want to be helpful, you can keep your hands out of my pants.

FYI, I have sent the following letter to my congressman, each of my senators and to the White House yesterday in response to your gross violations of the Constitution:

Dear Congressman/Senator/Mr. President,

After my experience this morning with TSA in Portland, Maine, I believe it is time to open an investigation into their motives, methods and even their very existence. It is difficult for me to say this, because I supported their formation, believing that a single agency would ensure consistent screening that would have to comport with Constitutional constraints on searches and seizures.

10/2/2013 10:04:24 PM

This has proved to be a false hope. I have been punished many times for opting out of the full body scanners, but this morning was the last straw. I got the usual garden-variety groping punishment, but then they took me into a back room and groped me again, using techniques that included rubbing the front of their hands across my genital area. While this was going on they took apart my carry-on luggage and examined just about everything in it. The excuse was that "my hands alarmed," but I didn't hear any alarm. They were punishing me, plain and simple, for refusing to go through their scanners.

I would like to know if this is standard policy or if it is the actions of rogue agents and management who are trying to decrease the number of opt-outs at their particular location. Either way, I want it curtailed immediately. Our fourth amendment rights as American citizens have been under constant attack for the last fifty years, but under TSA it has gotten completely out of hand. Investigate this agency, force them to comply with the Constitution, and restore the rights that the founders guaranteed to us in the Bill of Rights.

I will be happy to testify and describe my experience.

Thanks in advance for your attention.

cc: Congressman Trey Radel, Senator Bill Nelson, Senator Marco Rubio, President Barack Obama 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 flew from BOS to Virginia by way of Washington. The caller states she had a Department of Transitional assistance issued by the state of Massachusetts, welfare card and a previous boarding pass from JetBlue and the officers questioned her ID. The supervisor told her she looked suspicious and had to have a patdown. The supervisor did offer her a private screening. The caller states that she has no issue with screening but is upset that the supervisor told her she looked suspicious in front of the other passengers. The caller states that when she received her suitcase she had a NOI and there was a large tear in her suitcase.

Airport BOS
Airline JetBlue
Flight Nu# D6489
Date and Time 10-2-13 at 10:05am
10/3/2013 8:23:42 AM
Baggage Claim # (b)(6)
Description of Baggage The luggage is a black suitcase
Was there a NOI Yes
Anything Written on NOI October 2nd 9:17am
Contact Information (Email) (b)(6)

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

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

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

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Remote Client IP: (b)(6)
Date Time: 10/3/2013 10:24:31 AM

Name: (b)(6)
10/3/2013 Email: (b)(6)
12:14:05 Complaints:Inappropriate Screening/Pat Down Screening
PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight#WN3123
Airline: Southwest
Airport: DCA
Date: Sept 20
Time: approximately 3p
Comments:I experienced EXTREMELY invasive screening at DCA bordering on assault. My bra with an underwire set off the scanner at security. When I was pat down, the TSA agent informed me that she would be feeling between my butt cheeks from the back and front. I had on a dress. She touched the inside of my butt cheek and rubbed between my labia on both legs. I have been pat down before and since and have NEVER had someone pat me down in such in intimate way. In my opinion, this is unacceptable. I hope this is not the policy of the TSA. I should be able to fly with an underwire bra without fear of being sexually assaulted. Please let me know how you plan on addressing this issue.

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Remote Client IP: (b)(6)
Date Time: 10/3/2013 12:04:26 PM

10/3/2013 Name: (b)(6)
2:09:23 Email: (b)(6)
PM Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AA1337 FLL terminal 3. 1130-1145 am 10/4/13
GateE2
Comments:I was inappropriately touched by TSA person and she and her fellow screener literally walked away from me really fast --left me in the screening room alone-- when I told them I wanted her name. She REFUSED to turn around and give her name. She made fun of me when I told her I wanted her to put on clean gloves. She struck me HARD in my genitals. She should NOT be able to molest law abiding American citizens. My pubic bone hurts. I would like to press molestation charges. I want her name!! She very tall, obese, and has blonde short spiky hair. The supervisor refused to give me her name unless I STAYED to give a reprt. I refused to waste my time. I Reqiest the TSA persons name be given to me so I can file a report. This hiding names should NOT be lawful. EPLEASE CALL ME at (b)(6)
Caller wants to know why she was treated the way she was when she went through screening on a recent flight at the PHL airport?
Said the TSO kept harassing her and pressing her breasts and she said she can t sleep and wants to know why they did her that way?
Said it was mafia at PHL when they screened her.
Caller thought someone would be contacting her.

10/3/2013 Response:
3:06:37 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
PM while they remain seated.
If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
Explained to caller her information has been forwarded to the CSM on 10-1-13.
Asked if there is anything else she wants to add to her complaint and she kept repeating the same information previously provided.

Explained to caller on the previous call I requested her email and told her if there was additional information needed the CSM may contact her via email.

The caller is 77. He flew on 9 29 from BTV to LGA on Delta flight 7315 departing at 2:05pm.

He was at the checkpoint at 1:22pm. He indicated that he has always been allowed to leave his shoes on when going through screening. He opted to be screened via a patdown. The TSO (b)(6) advised that he had to remove his shoes. The caller indicated his age and the TSO (b)(6) advised that he would confer with his TSO Supervisor (b)(6) The Supervisor advised that he had to take off his sneakers so that they could swab the bottom of his foot. The caller doesn t think that the TSOs knows the rules.

He removed his shoes and proceeded through the screening.

He asked if there is a way that he can apply for TSA Precheck using a form at an airport. He is a US Citizen.

At this point, the caller placed his secretary on the line as he had an important call to take.

10/3/2013 3:33:23 PM I advised to the caller s secretary that 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 advised that I would refer his complaint to the CSM at BUR, however there may be a delay in the CSM receiving the information due to the government shut down.

There are two ways to participate in Precheck. A passenger must either be invited by a participating airline or be, or become a member of one of the CBP s Trusted Traveler Programs (Global Entry, Sentri, or Nexus).

If they have not been invited, they would have to become members of the Trusted Traveler Program. I referred her to globalentry.gov for more information about the program including enrollment.

To be eligible for the Precheck benefit, the nine digit Pass ID found on the back of the membership card must be input into the Known Traveler Field of airline profiles are at when making reservations.

Caller flew from JFK to SFO with Virgin America. Caller went through the AIT and received a patdown. Caller states that her carry on bags were unattended at the checkpoint while she was going through the screening. Caller states that she now has a camera missing.

Flight Details
Virgin America 29
Date Time: 10 02 2013 at or around 1750
Gate Terminal: A2
Baggage Description: Womans handbag with suede on the side. Caller states that there is a navy blue portion of the bag. Caller states that there are gold studs on the bag.
** Camera was in a well padded camera bag**
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.

10/3/2013 8:40:26 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. 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.

Kennedy International Airport
718-917-3810

San Francisco
San Francisco International Airport
650-821-7014

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD,. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

10/4/2013 9:15:00 AM I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening This is a TSA policy and procedure.

II advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.

To whom it may concern,

10/4/2013 11:59:37 AM As I was going through the security checkpoint at Tampa International Airport, I requested to have a pat-down instead of going through the metal detector or body scanner. I read on the TSA website that that was an option. Upon my request, two female TSA agents told me that everyone had to go through the metal detector. When I mentioned that it was what I wanted to do (as a personal choice because I am pregnant) they completely dismissed my request. Not only did they dismiss my request but they continued to belittle me by raising their voices and just continued to yell that I had to go though the metal detector. I remained calm and respectful, but I was embarrassed by the attention they were drawing to a perfectly acceptable request that I had. About 20 minutes later, I decided to mention the problem to TSA Supervisor (b)(6) She acknowledged the fact that I do have the right to request a pat down. She apologized and said she would review the surveillance and speak with the two female TSA agents. I appreciated her help, but I just want to make sure that those two agents were spoken to. Thank for your time and I would appreciate any follow up information you can provide me with.

(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/5/2013 12:05:16 AM Airport : BOS - Logan International Date/Time of Travel : 10/04/2013 3:45 PM Airline & Flight Number : American 187 Checkpoint/Area of Airport : Terminal B - Gates 30 - 36 TSA Employee: (If Known) : Callahan - 10632 Comment : October 4, 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.

10/5/2013 10:00:58 AM At approximately 3:45 pm EDT on October 4, 2013, I entered the security checkpoint for Terminal B Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 187 to Chicago. 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)
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

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

10/5/2013 1:25:38 PM

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not rake down the name of the TSO.) Can you explain the reasoning behind this policy?

From: (b)(6)
Sent: Saturday, October 05, 2013 3:33 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/5/2013 3:33:27 PM

10/5/2013 5:12:55 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Inappropriate screening of cancer victim

Comments:

I am writing the Ombudsman because your "Civil Rights" and "..Medical Conditions." weblinks do not offer satisfactory options.
Dear Sir/madam

In a recent experience at St. Louis airport , I was forced to go through the millimeter screen despite my clear verbal request of a pat down.
At Kansas City airport , the officials quickly obliged to do a pat when requested for.
I also mentioned to the lady officer about my experience at the st Louis airport and she encouraged me to voice my complain.
The officer at stlouis airport did not look in to my request and forced it on me despite my clear objection. I also mentioned that I am trying to be pregnant and thus would like to avoid it.
10/5/2013 7:06:06 PM
He claimed that the screen did not have any radiation. I do not think this is clear yet.
We fear about the treatment at airport and submit to it.
I am very dissapointed with the treatment in my home town and would like to officially complain.

Many thanks for your time
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date Time : 10 6 2013 8:01:26 AM Airport : ORF - Norfolk International Date Time of Travel : 10 03 2013 Airline Flight Number : Southwest (don t remember schedule to leave Norfolk, VA @12:25 pm Checkpoint Area of Airport : checked 1 bag on the outside at Norfolk, VA airport TSA Employee: (If Known) : unknown Comment : Not once but twice this happened, in July, 2013 I traveled from Norfolk,VA to Fort Lauderdale, FL and my bag was inspected one of my bedroom shoes was missing, I over looked that.
Then Oct 3rd, 2013 I traveled from Norfolk, VA to FLL, FL and again my bag was inspected this time a can of shaving cr #232;me never opened was missing and two pictures of myself taken when I was 15yrs old given to me by a friend, were
10/6/2013 missing.
9:16:27 I would like to know why 2 times my bag was inspected and why would these items come up missing.
AM I agree with the pat downs, the inspections of bags and all of this security for my our safety, but why take items that are not a threat to anyone.
Please give me a good reason for this, I am a 75 years old grandmother, and am certainly not out to harm anyone.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 10/6/2013 2:41:06 AM Airport : DEN - Denver International Date/Time of Travel : 10/02/2013 5:30 PM Airline & Flight Number : Southwest to Boise 2105 Checkpoint/Area of Airport : south TSA Employee: (If Known) : supervisor (b)(6) refused to give name of offender
Comment : My husband (b)(6) and I were at the security point of the scanner. He has a medication pump that has tubing that runs from the pump, through a permanent central intravenous port (IV) located in his left chest. I am not only his wife, but a registered nurse who acts as his outpatient caregiver. Just before advancing toward the scanner, a female clerk demanded that he take of his waist pack that holds his medication pump. He started to explain that he could not do this, as it is connected to his chest. She cut him off, before he was able to finish his sentence, she yelled again "I said, take it off, it can't go through the scanner". Which we already knew. He attempted to explain again and was directed to another area for "pat down search". When traveling he is required to pack three days of medication (glass vials) and syringes, tubing supplies including ice packs, which are necessary to stabilize the medication after it is mixed. He carries all of the items together in a back pack. We were both separated from the back pack as I continued through the process, and he was taken to another area. I was walking over to collect both of our bags and belongings, I saw the clerk with greasy hair, holding my husband's back pack yelling "who does this belong to ", I stated it is my husbands, he was taken to another area", " He started walking with it ", I heard him say " well YOU will need to witness this", as he was walking off with the back pack. I had no idea what he was doing, or what I was supposed to be witnessing. I was attempting to gather up 6 bins of our belongings, I looked up and saw that he had already opened the backpack, and was tossing items out. I walked up just as he tossed out an extremely fragile, and expensive medication cartridge. One day supply costs over $400.00. He said "WHAT is this" He never even looked up. He began lecturing me about the ice packs and how he was
10/6/2013 going to throw them out, as they had turned "slushy". Although, if he had bothered to ask he would have known that those were acting as insulation. I reached toward one of the ice packs, to see for myself the condition of the ice pack. He
9:16:31 then SCREAMED at me "DO NOT TOUCH THAT!" At this point I was absolutely speechless, and was having difficulty maintaining my composure. Thinking to myself, this Psycho is yelling at me, after what he has just done? My husband
AM was still being detained. I, or my husband, was never allowed "be a witness ", or give an explanation, which any professional would know to be necessary. At some point another, person (a supervisor, who was Hispanic) walked up, to the other side of the greasy haired one, who had just turned his back on me. There was a whispering discussion between them. The supervisor walked away, not saying anything to me. The greasy haired clerk jammed everything back into the back pack, and, (obviously angry that his own decision was over ruled) stated "boss says you can keep the ice packs." He then moved closer to me and sneered "and… YOU are welcome". Was I supposed to be thanking him for something? Before I could say anything, I saw my husband walking toward me, the clerk immediately walked away. . Obviously this is an incident that violates civil liberties.

Your employee is a hostile sociopath, with no social boundaries, who, obviously derives great pleasure in domineering and humiliating any one around him, who he can use as a target of opportunity. This behavior may not be illegal, it is socially unacceptable, and, unfortunately for us, he used this opportunity to target someone who is physically disabled, and, is dependent on the mercy and justice of other human beings You should also know that my husband is a veteran, whose disability is the result of exposure related to a lifetime of Military service. He has already given his life, for this country. It is ironic that he is treated with complete contempt and disregard, by a United States government agency who we all would assume to be committed, and behave in a manner that supports excellence in security.
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear Sirs,

My wife and I passed through the security screen at Term. E, Logan Airport at approx.05.45 a.m. this morning, October 7 2013, in preparation for boarding flight BA 238.

When she emerged from the body scanner, my wife was subject to a "pat down" by a TSA employee (b)(6)

While she was pleasant to my wife, your employee felt down the buttoned side of my wife's cashmere cardigan with sufficient force to rip off the fourth from bottom of 10 matching buttons. The cardigan, which is a little over a year old, came with no spare buttons. The button ripped off by your employee's actions could not be found in the course of a search (to the extent that a search is even possible in such a congested and secure area). Save in the unlikely event that a replacement, exactly matching, button can be located, the cardigan, of which my wife is very fond and which is worth a lot more to her than its monetary value of around US$100, has been ruined.

10/7/2013 8:25:57 AM

I made plain my and my wife's dismay to your Supervisor (b)(6) but let me be clear: the manner in which your employee brushed down the garment was unnecessarily forceful and has resulted in wholly avoidable damage. It is a miserable enough experience to be left shoe-less, beltless and subjected to a body scan, without having to run the risk that one's clothing will be damaged in this way by the negligent actions of one of your employees.

Quite apart from offering some redress to my wife, I would hope that you might consider the adoption of a more respectful approach to the possessions and clothing of those, who have no option but to endure these searches.

Yours faithfully,

(b)(6)

Good Morning --

10/7/2013 10:14:18 AM

I had the pleasure of going thru airport security at Washington Dulles to Minneapolis yesterday. When I got home, I found the notice from TSA that my suitcase was selected for physical inspection. I greatly appreciate all that TSA does to keep the American people safe when flying. I don't mind taking off my shoes and/or jacket and going thru the occasional pat down. I always wonder WHY, however, whenever my suitcase is physically checked, my electric toothbrush gets triggered AND the agent doesn't turn it off! This has happened on more than one occasion. It's unnerving to me to pick up my suitcase after a long flight only to find something buzzing from it. At least the agent could give me the courtesy of turning off the electric toothbrush if it is turned on to truly see if it is an electric toothbrush..

Thank you!

Caller stated that she is calling for her Boss who keeps getting searched while going through the TSA Prescreening. The caller seem to think that once he is selected for the screening that he gets to go through the Screening Check with out any type of screening. Advised the caller that they still have to be screened but the degree of screening is not the same as the normal screening advised the caller that some of the advantages of the TSa precheck is that the traveler will not have to take of shoes, coats etc but still will have to go through the AIT machine or a patdown. She also stated that she contacted American airlines and insured that all of his profile information was current and up to date.

10/7/2013 11:45:32 AM

Gave the caller the following info:

Even though selected for the TSA Prech you still have to go through a certain degree of screening. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Caller flew from Islip - Long Island Macarthur NY airport Saturday 10-05-13 with a carry on bag.
Her bag went through the conveyor.
When she arrived she is missing a makeup bag.
Her back was to the screener while she had a patdown so she could not see her bag.
She does not know if the screener opened her bag.
She had a bottle of White Diamonds perfume .33 ounces and some BB Cream - not sure how many ounces it was.
She did not bring a quart bag and during our conversation revealed she is not familiar with the 3-1-1 Rule

REPONSE:

I explained she should not have items like that in a makeup case. The Transportation Security Administration (TSA) requires liquids, gels, and aerosols (LGAs) to fit comfortably in a single, quart-size, clear plastic, resealable bag (3-1-1 rule)
Powdered make-up is not restricted.
It could be someone took her items because she did not have in a bag but they should have talked with her about it.
Any LGA be it food or makeup must be 3.4 ounces and in the bag.

10/7/2013 11:56:19 AM

CSM Referral Information:
Airport: Islip - Long Island Macarthur
Airline: Southwest
Flight #: 1673
Date: 10-05-13
Departure time: 1:15 PM (She was at the checkpoint around 12 Noon)
Baggage tag #: N A It was carry on
Description of baggage: It is silver colored cloth
Was there a NOI?: N A it was carry on.
Specific location - Terminal or Gate: She does not know. It was just Southwest.
Phone #: (Home) (b)(6)
She does not have a Cell phone.
She does now own a computer so she does not have email.

After providing info she told me she also had lipstick and blush and eyebrow pencil in the bag and wants reimbursed for her items.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/7/2013 11:34:47 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/06/2013 2:30 PM Airline & Flight Number : Southwest- 2788 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My Massachusetts State issued ID (Liquor ID) was not accepted as a valid form of identification. None of the staff had never seen or had any knowledge about a state issued liquor ID. They brought out their manual of valid identifications, but I was not shown the manual or asked any more questions. I was asked to have a pat down. The lady who gave me a pat down was nice and not at all rude. But it is insulting to be pulled out of line when you have a valid identification. I do not have a driver's license as I do not drive and have in the past traveled through other airports with the MA Liquor ID.

10/7/2013 12:19:24 PM

The TSA website lists the following as a form of valid identification - "Drivers Licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)". My Liquor ID is issued by the Department of Motor Vehicles and is a photo identity 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 flew from Rock Springs, WY to Denver, CO and than to Portland, OR on August 10th. She flew with her mother and father who are in their 80 s. She is upset because she feels that they were mistreated at the airport. Their flight was delayed for 2 hours, the airport workers disappeared for 30 minutes and they couldn t find anyone, a man working on the runway did not help her mother when she needed it (the man was quite a distance away). When they got to the TSA checkpoint they would not provide them with a wheelchair but were told that they could not do that. Her father had a small knife in his pocket that was given to him by her deceased son. They told him that he could not bring it on the plane, which she feels was wrong.
She was also upset because her parents went through a patdown (her father has a pacemaker and could not go through the WTMD). She feels that elderly people should not have to be patted down. She did not feel that the TSO s were outwardly rude to her parents but should not have subjected them to that kind of experiance. She would like to put in a complaint.

10/7/2013 12:30:33 PM

Advised Caller: I m sorry that you feel that your experiance was bad, however everything that you ve told me indicate that the TSO s were doing their job as instructed. Wheelchair assistance unfortunately is not provided by the TSA, you would have to contact the airline. Knives of any kind are not permitted on carry on. All passengers have to go through screening, there are no exceptions. If they cannot go through the WTMD they may be subject to patdown procedures. I will however submit your complaint to the CSM at the airport so that he can review it.

Disability Description: The caller wears a knee brace called an unloader brace because there is no cartilage left in his knee.

Response Details: I told him that I will forward this record to the CSM at IAH due to the inconsistency in the screening procedures. I advised that during a patdown procedure, passengers should not be asked to lift or remove a article of clothing to reveal a sensitive body area.

Hair Spray and moose are not exempt from the 311 rule. Screeners at the checkpoint have the final say over what is or is not permitted in carry on. For future flights, hair spray brought in carry on should be 311 compliant, meaning that it is 3.4 ounces or smaller and placed inside a quart sized clear and resealable plastic bag.

Incident Details: The caller advised that he is upset due to the lack of consistency between TSA screening at PDX and IAH. The caller said that on his departing trip out of PDX, the TSA screened him via patdown and ETD testing to clear his brace. On the return trip from Saltillo, Mexico to PDX, his first connecting flight in the U.S. was at IAH. He stated that the screeners at IAH first asked him to lift his pant leg to show them the brace, which he could not do. Then, they asked him to pull his pants down from the waist; he complied with their instruction and pulled his pants down to show them the brace. He said that he asked them why they forced him to pull his pants down, instead of performing the same screening procedures that PDX did and their response was that the screeners were not comfortable saying that it was a brace.

The caller advised that he does not want to file a formal complaint based on discrimination or disparate treatment. He just wants the lack of consistency to be fixed.

10/7/2013 12:54:37 PM

Details of Flight:
Airport: IAH
Airline: United
Flight Number from IAH to DEN: 1650
Flight Number from Saltillo, Mexico to IAH: 4574
Date: 9-25-2013
Approximate Time of Screening: 11:30AM
Approximate Departure Time: 12:15PM
Gate-Terminal: Caller could not remember
Caller Cell Phone (b)(6)

He was also concerned because his wife was allowed to take a bottle of hair spray through screening at PDX for a flight to SEA. However, when she returned from SEA to PDX, she was not allowed to take the bottle of hair spray. He advised that the bottle of hair spray was larger than 3.4 ounces, but it had less than that in it. He said that from what he could understand on the TSA website that hair spray and moose were exempt from the 311 guidelines.

The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

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

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

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

10/7/2013 1:31:58 PM

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a patdown is required in order to complete screening:

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

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.

Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

10/7/2013 4:53:47 PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller filled out the application for Redress and he was supposed to receive a response but has not yet. He called us and was told to email TRIP for his Redress Control Number. He did this but he received an email that said that office was shut down due to the government shutdown. He was unable to get his RCN. He is flying next wednesday October 16th. He does not even know if he is on a watchlist but he had tried to fly with his cousin who is on a watch list and was denied boarding. His aunt was allowed to fly. He is just trying to avoid issues. He asked if having the RCN would stop the issues.

10/7/2013 5:58:15 PM

I told him that I cannot confirm whether or not he is on a watch list because this is classified information. I told him he would need to email trip at TRIP@dhs.gov to get his RCN as he did before but he will need to wait until the government shutdown is over to get it. Then he may use it for future flights. For the upcoming flight I suggested arriving early in case he gets additional screening or any other delay.

Even with the RCN we cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports such as random patdowns and anomalies that must be cleared.

10/7/2013 6:15:45 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/7/2013 5:06:15 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/17/2013 noon Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello,

On August 17th on an American flight from LA to Chicago I asked for an opt-out during screening. They made me wait 15 minutes, even though there was a female TSA agent standing there not doing anything else. While I was waiting one of the TSA agents was talking to me trying to get me to go through the full body scan. He asked the following questions and made the following statements:

"Why don't you want to go through the full body scan?"

"There's no reason not to go through the full body scan."

"Who told you the full body scans are unsafe?"

"Why do you think the full body scan is unsafe?"

and on and on. I had to keep saying, "I don't want to go through."

Eventually someone in charge told the only female agent to do the pat-down. Her response, "Why do I have to do it? Get someone else". The response, "Your the only female agent here."

Finally I got the pat-down and was on my way. The whole thing took 15 minute sand I felt harassed and hassled.
Would you like a response? : True
Passenger's Nam(b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/8/2013 8:05:08 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/8/2013 7:18:03 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 10/08/2013 7:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Another flight, another opt-out, another punishment grope. I am tired of it.

Here is my complaint letter, sent to my congressman, each of my senators, and to the White House this morning

Dear Congressman/Senator/Mr. President,

This morning I was once again subjected to groping by TSA at RSW airport. As usual, it was their punishment for refusing to submit to the naked body scanners.

Both the naked body scanners and the intrusive searches are violations of the Fourth Amendment to the US Constitution:

"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."

There is no way the TSA outrages live up to this standard.

1. They have no probable cause. Refusing to submit to a naked body scan is NOT probable cause.

2. They have no warrant.

3. They have no supporting oath or affirmation.

4. They have no specifics as to what they expect to find when they grope my crotch.

Therefore, these searches are illegal and by law they must desist from carrying them out immediately.

Please introduce legislation to withhold funding from TSA until they respect the Constitution and the traveling public.

From: (b)(6)
Sent: Tuesday, October 08, 2013 5:08 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/8/2013 5:08:19 AM

10/8/2013 10:01:08 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

negative experience

Comments:

Yesterday, I flew out of Detroit. I went through the main security screening checkpoint at around 10:15 a.m. I am 75. I was put through the xray machine which I have not experienced before. The woman (a heavy set black woman) first told me to take

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/8/2013 10:30:44 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/15/2013 12:30 PM Airline & Flight Number : Alaska Airlines 612 Checkpoint/Area of Airport : TSA screening TSA Employee: (If Known)

10/8/2013 12:02:21 PM

Comment : Screening alarm went off because of rhinestones on my back pockets of my jeans. Then I had my hands swabbed and was detained for being positive-I asked for what and they didn't not answer me. I told my husband ahead of me that I was being pulled aside for inspection and they told me "You can't talk to him or anyone". I had a small tube of Aspercream in the contained I had also put a small bottle of lotion and my purse. I told them I had used the cream on my foot, back, hips and hands for arthritis pain. They continued to swap everything and called a "bomb" man over. Through the whole ordeal I told them it was the Aspercream-they continued with search and pat down---They ended up after a half hour-to say I could go-told my husband it was probably the Aspercream!The tube tested positive, and my cell phone inside my purse and of course everything I had packed and touched, because the cream was on my hands. Doesn't TSA know about Aspercream ingredients and believe senor citizens. It was totally humiliating. I had just gotten off a cruise ship and was returning home Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said the last few times she traveled there was a hassel. Caller has a pacemaker defibrillator and cannot go through the metal detectors. Caller travels by herself and has a carry on bag with a hand bag. Usually when arriving to the metal detector she informs the officer and she places her items on the x-ray then at the same time they pull her aside away from her belongings. Caller said one time her keys were stolen. Caller said at PHL, that do not allow her to maintain line of sight. Callers concern was being able to see her items.

10/8/2013 2:07:31 PM

Advised Caller:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can always request a supervisor at the screening checkpoint.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/8/2013 8:17:45 PM Airport : LAS - McCarran International Date/Time of Travel : 10/05/2013 7:00 AM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :
Comment : Terminal 3 security was overly aggressive. I passed through body scanner. TSA lady said do you have pockets? I said no. Without any warning starts thigh pat down right there. I travel a lot. There are steps between do you have pockets and you're all up on my thigh. Such as, I'm going to pat you down. Please step over here. The person in front of me was being patted all over right outside of the scanner. This is not how Terminal 1 is at all. Please look into this. Aggressive to the level of we are prisoners travelling to the mess hall from cells. Except I travel a lot and am a resident of Las Vegas which depends on tourism money. This image of being treated like felons without rights is not why we just spent the money to build Terminal 3. It is supposed to be a beautiful place to travel from.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/8/2013 9:06:23 PM

-----Original Message-----
From: (b)(6)
Sent: Wednesday, October 09, 2013 7:42 AM
To: TSAExternalCompliance@dhs.gov
Subject: Abuse of power

Good morning,
I have never sent a formal complaint before so pardon my novice approach. This morning i arrived at the airport shortly before my boarding time due to traffic. I gave myself 2 hours for a 1 hour drive. I am afraid of the new scanning machine and always elect a pat down which is typically uneventful and done by professionals. Today, i explained my situation to Officer (b)(6) who informed me my planes boarding time had no effect on their schedule. I would have to wait and if I missed my flight it was not her problem. During the actual pat down I was belittled, called a liar, and lectured the entire time. I believe her job is security, not belittling passengers. It is not right to treat people like this, especially when they are unable to respond due to fear of missing their flights. I am hoping making someone aware of this young lady's attitude will prevent other passengers from being exposed to her temper. Thank you for your time.

10/9/2013 10:24:15 AM

Sincerely,
(b)(6)

Sent from my iPhone

The caller flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

I advised the caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins which she says she does. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

10/9/2013 10:28:36 AM

Had an issue when travelling from PHL to Rome. She was in a wheel chair and the agents weren t nice. She was going over seas for a month and she had cash with her US dollars and Euros. She had the money, credit cards, licence passport all in a ziploc back. Caller was upset that when she was being wheeled around for the patdown she tried to keep her money in her hand and the officer told her she had to be separated from it to go through screening the officer also opened the bag and hand inspected the money. While she was going for the patdown she told the person wheeling her to stay with her belongings and that person ran off and didn't return for another 15 minutes. She was asked if she could walk and take off her shoes she wasn t able to do this. She thinks that this is unfair and people shouldn't be required to be separated from their money because they could do no harm with just paper and was wanting to get this policy changed. Do we have the contact information for the PHL airport.

Response:

10/9/2013 12:45:55 PM

Apologized that this did occur but all items are required to go through screening and you cannot have anything on your person while you are going through the screening process. Most items must go through the x-ray screening and officers are standing at the end of the conveyor to try and ensure no ones property is stolen. I'm sorry that this policy shouldn't be in place but we cannot change the policy from here we do keep a record of all complaints and if we do find that it is a frequent complaint with a particular airport it would be forwarded to the CSM there so they can look into this matter I cannot promise it would change the policy though. If you would like you can always request a private screening and depending on the airports procedures you could never be separated from your property. If you would like to attempt to change this policy you can write to the TSA administrator John S. Pistole by mail at:

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

Caller and her family flew to Mexico. During her trip, her sister in law had her luggage locked. The luggage was destroyed and had been cut into all around it. There was a NOI inside the luggage. They were flying with Delta. Her sisters name is (b)(6) (b)(6) Caller wants to file a complaint and a claim. She also wants to complain that her brothers lock was broken. She also wants to file a complaint for the screening she received when she was on her return flight when she was at LAX. She stated she walked through the AIT and did not trigger an alarm but the officers still insisted on a patdown of a particular area.

Advised,

Airport: LAS
Airline: Delta
Flight Number: 1552
Date and Time of Flight: October 1 at 6:30 AM
Baggage Tag Number: Not available, was left in Mexico on the damaged piece of luggage
Description of Luggage: dark purple suitcase, 4 wheels, Advantage was the brand
NOI: Yes
Anything on NOI: No

10/9/2013 1:00:18 PM

Contact Info (b)(6)

The Transportation Security Administration (TSA) is not liable for any damage to locks or luggage from opening a bag for security purposes.

Airport: LAX
Airline: Delta
Flight Number: 2462
Date and Time of Flight: October 8, she came through screening around 6:30 PM
Baggage Tag Number: NA
Description of Luggage: she was wearing a pink tank top and a pair of jean capris
NOI: NA
Anything on NOI: NA
Location: Delta Terminal, Gate 5
Contact Info (b)(6)

I advised that i will be sending the complaint to the CSM at LAS and LAX Airport. I advised that i would send the claim forms to the email address provided.

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

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Remote Client IP: (b)(6)
Date Time: 10/9/2013 1:47:44 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Detroit Metro Airport, Flight from Detroit to Denver, North Terminal, Flight date: 10/8/13
Comments:I am writing to complain about the screeners and the overly invasive screening process from the TSA agents at the Detroit Metro Airport yesterday.

A little background. I had just left St. Mary's hospital where I was told I was in the process of possibly having a miscarriage. I had the paperwork with me along with the hospital bracelet on, due to the fact that I literally left the hospital and rushed to the airport to make my flight back home so I could get home to my husband and go see my doctor in Denver.

10/9/2013 2:12:46 PM

When a woman miscarries, she is bleeding heavily along with heavy cramping. Included in this process is the horrible knowledge of the loss of her baby. When I got the security at Detroit Metro I was unable to avoid the Xray Scanning, which my OB/GYN told me to avoid at all costs, no lines for the metal detector were available. Because St. Mary's wasn't 100% sure that the bleeding meant I was losing the baby I thought it prudent NOT to go through the scanner. So I opted out. Like usual as soon as you say you are opting out the negative attitudes and poor treatment starts. Every time I opt out I am treated like I am suspected of a crime.

As standard practice, I went through the overly invasive pat down where a female agent gropes my private body parts, all of which were extremely sensitive due to my pregnancy. There is no reason to have a woman karate chop my vagina and grope my rear end. During this pat down, the female agent came into contact with my thick menstrual pad that the hospital issued to me for the bleeding and became alarmed. I showed her the hospital bracelet and told her it was a menstrual pad and that I was possibly going through a miscarriage. She began to treat me like a terrorist. She told me that she didn't believe me and that she was 44 years old and knew what a menstrual pad felt like and that wasn't a pad, in all of her experience. Talk about condescending and uncaring. My heart was breaking and now I was being humiliated on top of it. There is no reason for that kind of treatment. I am a good person, I pay my taxes, I believe in my country, in our constitution and our right to freedom and this whole experience made me feel like I was in a different country where people are treated with suspicion and like they were subjects, not free beings.

No one at the airport had a right to invade my personal life, to even know what I was going through. I am a private citizen and experiencing one of the most horrible situations a woman can experience and this is how I was being treated. What makes this government agency, funded by us hard working Americans, think they have a right to invade people's privacy and disallow them to travel freely inside of our borders?

Management was called and they grabbed my stuff and led me to the private screening room without any information as to what we were doing or where we were going. I was now quite angry on top of devastated. I already felt that the level of groping that occurred during the initial pat down was inappropriate. No one has a right to touch my private parts. In any other part of society it would be considered inappropriate sexual contact and they would be arrested. This is the worst offence against my personal freedom and right to privacy. I was losing my child and distraught over it and when you add the treatment by TSA, the threat of "you can either let me use the front of my hands to grope your breasts and vagina or we are going to call the cops Caller said she wants to make a complaint. She flew out of Charlotte Airport to Providence, RI on Thursday around 2:30pm at terminal D. She said her minor child did not want the x-ray screening and wanted a patdown instead because she was afraid of the machine. She said her daughter left the airport in tears and she said the agent insulted her daughter and insulted them for not using a microwave. She said the TSA agent also went over to another TSA agent and they were laughing at them. She said she did not get that TSA agent s name and this was her daughter s first time flying. She said she was belittled by the TSA agent. She said her daughter showed her ID at the security checkpoint.

Sending Info to CSM
Airport:Charlotte International Douglas Airport
Airline:US Air
Flight #:1992
Date and Time:10-3-13 2:30pm
10/9/2013 Location:Terminal D
3:26:34 Email:(b)(6)
PM

Response:I advised her I will send this info to the CSM at that airport.

Name: Terry Stanton - CSM
Phone: 704-916-2200
Email:(b)(6)

10/10/2013 1:03:58 PM

Caller indicated that her sister, (b)(6) frequently travels from GEG to ONT to visit her and her elderly father. She was calling on her behalf today because she always is subject to rude treatment by the TSOs at the checkpoint at Spokane airport. Her most recent flight was Oct 7th on Southwest Airlines flight 311 departing at 0745hrs, and she arrived to the airport about 1.5hrs early. She said that this and each other time she goes through the checkpoints the officers talk to her in a demeaning tone, and lately have been requiring a patdown even though she does not alarm any of the equipment. On this flight she had a miniature decorative hammer that the officers told her was prohibited and thus she had to receive additional screening. They required she abandon the item as she did not have time to take it to the airline to check in. Caller indicated that at other airports when something was determined to be prohibited, the TSOs tried to assist by contacting an airline rep to come to the checkpoint, or offering to ship the item. She also stated that during the additional screening the officers emptied her carry-on for inspection and nearly broke the luggage by being rough with the zippers and pouches, and one of them told her she could not touch anything or she would mess up and have to do everything all over. She is calling on her sisters behalf to request a complaint be submitted due to the poor customer service and rudeness she consistently experiences at this airport.

Apologized to caller for her sisters experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Explained that if she experiences any problems or has concerns during the screening process, she can always request to speak to a STSO or TSM to address her concerns. Collected her recent flight information and advised that we would forward this complaint to the CSM at the airport for review to see if any additional assistance can be provided, and welcomed her to contact the TCC any time she has questions or complaints regarding screening.
Caller would like to report a theft of money that turned up missing while going through the screening checkpoint. When he came through screening, he was asked to empty his pockets and he placed his money in the bin. The TSOs at the checkpoint had to give the patdown to him. He was departing out of DTW, and came through security around 12-12:30 on October 8 and he flew to MDW.

Advised,

10/10/2013 1:57:32 PM

Airport: DTW
Airline: Southwest
Flight Number: 3307
Date and Time of Flight: October 8, he came through screening around 12 to 12:30
Baggage Tag Number: NA
Description of Luggage: he was wearing a green sports jacket that was placed in the bin, and the wallet boarding pass and money on top of it.
NOI: NA
Anything on NOI: NA
Location: caller says there were two checkpoint and he was at the one in the middle, but he isn t entirely sure
Contact Info (b)(6)

I advised the caller that I would be sending the complaint to the CSM at Pittsburgh International Airport. I also advised that i would be sending the claim for to the email address that was provided.

Attached:

Name (b)(6)

Home: (b)(6)

Mailing Address: (b)(6) Cincinnati, OH 45212

What happened?

10/10/2013 2:02:59 PM

I requested a hand check for the breastmilk I was transporting home for my infant son, after having pumped it for him during the 36 hours I was away. The first agent informed me that I must put it through the x-ray machine. When I explained what I was carrying, he insisted that I put it through x-ray. After a third insistence by the agent that I put it through x-ray, I requested a supervisor. A female supervisor accepted my cooler and ice packs and said she would hand check them. All of my bags were then subjected to a hand check and I was forced to undergo a full pat down. Upon my questioning, she insisted this was because I had more than the allowable amount of liquids, which she noted a 3.4 oz. This is contrary to the stated policy per the TSA website which reads "Declare larger liquids. Medications, baby formula and food, and breast milk are allowed in reasonable quantities exceeding three 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." I had a reasonable amount of breastmilk based upon the length of my trip, and should not have been subject to the very invasive full pat down and full examination of my bags.

Prior research told me that (1) x-ray was not safe for breastmilk and (2) I needed to declare breastmilk for separate inspection. I understood that the officers could / would inspect the breastmilk, but believe I was unfairly treated due to my status as a nursing mother. The full pat down and hand check of all of my bags was unnecessary. Please note that I have traveled through security approximately 10 other times with breastmilk at various airports (never before at O'Hare) and had zero issues with having breastmilk being hand checked. However, I believe the officers involved need to receive a reprimand and training on the actual policy related to nursing mothers who carry breast milk home for their children.

When did this happen?

Wednesday October 9 2013 at approximately 6:30 pm CST

The caller s husband passed away two years ago and she lost quite a bit of hair. She has her hair covered up with a spray. She came up to NJ on August 25 to Spetember 16 and then flew back. When she went through to come home she had no problem. However, at PBI a lady that was examining her had to push her hair back to search it. She very shot hair but it is covered with a liquid spray underneath to hide it. She went through the AIT. She has had a patdown and says she has never had her hair touched. She has been in a nursing home and convalescent home as well. She complained about flying back and forth and usually not having any problems. She stated that a friend of a friend has very long hair and has had to have additional screening but tells them not to touch her hair and they do not. She asked if she could tell them her scalp is sensitive and not to touch her hair.

EWR to PBI she had no problem nor has she had problems back and forth in the past. She says that just that person at PBI did this and it must be them specifically.

10/10/2013 4:59:31 PM Advised caller:

If there is an alarm or anomaly on the AIT they have to do additional screening on that area. She displays a generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

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

You can tell the TSO at the checkpoint that your scalp is sensitive and they will try to screen you accordingly.

I offered to give her the CSM number stating that due to the Government Shutdown they are furloughed per (b)(6) THerefore it could be longer for them to get back.

The passenger kept interrupting me and would not let me give her the information. A lead disconnected the call.

Oct 7, 2013

Nazis of the TSA

Office of the [ha ha] "Civil Rights and Liberties"

External Compliance Division

601 S 12th St

10/11/2013 12:02:35 PM Arlington VA 20598

Dear External Compliance Nazis:

I picked up a complaint form yesterday from your Ft Meyers airport gestapo desk, and used it - plus the backs of three pages of your official "Civil Rights for Travelers" website that I had printed a few years ago and which I carry with me whenever I fly ... just in case I need it - to write out the complaint I had against your gestapo agents at the Ft Meyers airport. But the pen I had didn't want to work correctly, we had a bouncy flight over the remnants of a failed tropical storm, and my one-year-old son was kicking me as I was writing. Even I can barely read what I wrote, so I am typing this up from those notes.

Copies of this are going to be sent also to my US Senators and my Congressman, at least one of whom has made statements on the floor of Congress critical of the nature and efficacy of the job TSA does, though nowhere near as pointedly as those criticisms need to be stated. A copy will also be going out to a public and fairly popular internet blog site, as well as facebook and where ever else I can think of. In fairness, I shall append any official response this complaint gets to the blog site and

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

10/11/2013 12:46:14 PM At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

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

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online

I offered to send the CSM at the airport an email about her complaint but I did advise her of the government shutdown at this time. I advised if the bag triggers an alarm it will have to be hand inspected.

This boy still believes the First Amendment hasn't been repealed and will voice his opinion concerning TSA joke for security via remarks or jokes in any fashion he wishes. Not try to arrest me .....

SA Loudspeakers Threaten Travelers With Arrest For Joking About Security

Prisoner training: Don't complain about your grope down

10/12/2013 9:23:34 AM (b)(6)

(b)(6)

October 11, 2013

Travelers who crack jokes about the TSA's ludicrous security procedures could face arrest, according to a new loudspeaker warning being broadcast at airports in the U.S.

While traveling through George Bush Intercontinental Airport in Houston (b)(6) heard a security announcement repeatedly aired on the airport intercom that left him disturbed.

"You are also reminded that any inappropriate remarks or jokes concerning security may result in your arrest," the loudspeaker message states.

October 7, 2013
CLT to JFK via JetBlue (#218)
Screening Occurred: 12:00 PM
Gate: 5

October 8, 2013
10/12/2013 1:17:52 PM JFK to CLT via JetBlue (#1119)
Screening Occurred: 2-3:00 PM
Terminal: 5

Caller is wantin to complain about the patdown experience she had at both CLT and JFK. Caller says that she felt violated and felt down by the TSOs at both airports. Caller states that she was in a wheelchair and was receiving assistance in going through the checkpoint.

Caller was advised that this information will be sent up to both the CSM at JFK and CLT for further resolution. Caller was advised that it might take awhile for her complaint to be reviewed due to the government shutdown.

I'm a very frequent traveler (million miles plus in less than 8 years, most all domestic) and I always opt out of the newer body scan devices due to radiation concerns.

I really dislike the variable level of pat-down I receive as well as the variable way your personell perform the pat downs against 'standard'.

To the first issue, in Orlando this week I just had a guy put is finger in my bellybutton and wiggle it in a circular motion three times. This is the first time anyone was been that invasive during the pat down. Also, this individual hit multiple spots on my body multiple times. I don't mind thoroughness or even randomizing the screening, but this wasn't that - just a guy doing it differently than others.

10/13/2013 7:15:12 PM

It is absurd to think that you are making things safer for me in a material way. You are making some things safer on the aggregate, but if anyone wanted to circumvent your policies everyone knows it isn't rocket science to do it. I yearn for a time when your policies protect more than encumber.

If I am TSA pre-check one day and then my bellybutton may have contraband in it the next, then we have a problem. Of course I'm exaggerating and I know that random added security measures over TSA pre-check screening is a good thing (randomness is good) but the extent to which you carry out some of your searches is really appalling.

Why not let people sign up for a program like global entry and even perhaps a level of security deeper and let me be a known person. I make ten times as much as someone working food service in an airport (not a slight, just a fact). I don't see why I'm treated as a higher risk target than employees in the airport because from a risk assessment standpoint no one, looking close enough, would choose to inspect my bellybutton and not staff.

--

(b)(6)

10/14/2013 9:23:49 AM

My name is (b)(6) I was born Septmber,4th 1947 on the island of Barbados in the West Indies.Presently I reside at (b)(6) Wilmington in the the state of Delaware.I have lived at this address for over 15 yearsand have been a citizen of the United States since 2000.I am self employed,I buy clothing and other miscellaneous items in the United States and then take to Barbados and re-sell them.I have been doing this on a part time and then on a full time basis since 1994 and this activity takes me down to Barbados on regular intntervalas.Whenever I travel,I am singled out for pat downs searches of my person.On the last occasion when this happened October,3rd 2013 flying from Barbados to Philadelphia I asked the the American Airline personnell what was the reason for the search and she told me it was not American Airline but US security.When I returned home I wrote American Airline customer relations and they confirmed that it was indeed TSA and conjunction with them.I have noticed that I am watch and followed 24 hours a day.I have also noticed that my house is under 24 hour surveillance.I have even had someone come to my house under the guise that he was from the County and he need to get to the sewer on my property and then he proceded to chop down all the trees from my back yard. I refuse to believe it is a criminal matter because if I did not see crime as an option when I was young man,I would be quite stupid to involved myself in such things at 66 years old.
I have a couple of quetions as to why I am constantly singled out and embarassed before my neighbors and fellow travellers and what threat do I pose to the United States

(b)(6)

HYPERLINK (b)(6)

10/14/2013 10:11:51 AM	Caller went through New Orleans to LAS on Friday, contacted TSA prior because her daughter wears an insulin pump and was told there would be no problem because her daughter wears an insulin pump. States she was told to request a patdown for her daughter upon arrival at the checkpoint and she said she told the Document Checker. She asked the TSO for a patdown and didn t get it and her daughter was told to go through the machine and it set off the machine and her machine. The TSO saw the pump and asked what it was and where it was connected, he was picking and prodding at the pump and he broke it. Caller states her daughter told the male TSO not to pull up on the machine and that s when he broke the machine. They had to hold it together with scotch tape and upon boarding she got some bandaids to assist holding in place and at Houston had to run to the connecting plane. Upon arrival at LAS they looked for a pharmacy and missed the important meeting she was to attend on Friday night. They had to purchase insulin and needles to get her through the weekend. In her checked suitcase was a NOI and she is missing medications, Zanax, and a $250 necklace is missing which her father bought for her in 2010 and he died in May 2011. The necklace was a gold necklace that stated Daddy s Girl on it. Flight # not available, SW Airlines, departed at 11:10 AM, Gate # B4, Baggage Tag # not available. The checked suitcase was a black duffle bag, nothing written or stamped on the NOI. Flew from New Orleans via Hobby to LAS. Caller flew on 10-13-13 from LAS and they didn t allow her to board the flight with her needles, only the insulin. She explained at LAS what happened at New Orleans and the TSO asked if she was wearing the insulin pump and they told her no because it was broken at MSY and she had to go through the AIT machine. States her carry on went through the x-ray and when they saw the needles they were removed. The carryon bag was a fanny pack she was wearing around the waist and when they saw the needles they came flying at her and the TSO lady said she couldn t take the needles on board, only the insulin. Caller states she explained to the TSO her daughter had to have the needles to take the insulin and the TSO said, That s not my problem . States they almost missed their flight because it was taking so long for the screening and they arrived approx. 7:30 for the flight. The TSO was a tall thin lady with reddish blonde hair, short, teased on top and very rude. Flight # 3132, Gate #C4, Baggage Tag # not available, SW Airlines, departed at 10:10AM. There was a NOI in her checked bag on the return flight, but, nothing missing. (b)(6) is her daugher s name. Response: Apologized to caller for her screening experience and explained information would be provided to the CSM at MSY and LAS for review. Provided claim form via email and provided following: At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. New Orleans Kenner New Orleans International Airport 504-463-2252 (MSY Support Operations Center)
10/14/2013 12:05:11 PM	Caller stated that she traveled from PSP to PDX on Alaska Airlines flight 2618 on October 8th departing at 1445hrs. She said that she went through the checkpoint about 30 minutes prior to the flight departure and when she passed through the WTMD, it alarmed and the officers had to inspect her purse and claimed that a USB memory stick was the culprit. She was required to step aside for a patdown and the female TSO ask her if he had anything under her clothing. She told the officer she had a money belt, and the officer had her remove it, stepped out of view and returned a few moments later and returned her money belt claiming she had it scanned. She said she did not need any cash out of the belt until today, and when she opened it, only one of the seven one-hundred dollar bills were inside the envelope of the belt. She is upset and thinks that the money was lifted from her during the inspection. The officer that conducted the pat down was a African American, slightly heavy built, and approximately five and a half feet tall. The caller said that she is seventy-five years old, and about the same height as the officer. She was wearing black jeans, a three-quarter sleeve black jacket with a bright orange top underneath and a black purse. She said that she also wears eyeglasses, and had her hair in a low pony tail. Apologized to caller for her experience and the missing money, and advised her that we would forward her complaint to the CSM at Palm Springs Intl Airport for review to see if they can provide additional assistance investigating the matter. Also advised her of her right to file a Federal Tort Claim and sent a form to her email address per request.

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

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Remote Client IP: (b)(6)
Date Time: 10/14/2013 12:04:29 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee

10/14/2013 1:07:33 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):4680S/U.S. Airways/Terminal C/Washington - R. Reagan National Airport/Gate A 43 - on Friday, October 11th.

and

2169K/U.S. Airways/Terminal C/Laguardia International/Gate A41 - on Monday, October 14th.

Comments:I want to begin by saying that I appreciate the efforts of the TSA greatly and I know that they are necessary to keep passengers safe. As a consistently innocent traveler, I have felt very frustrated nearly every time I go through security. I am always polite but have recently decided that I should say something about my experiences during the last week. On Friday, October 11th, as I was going through security, I took my jacket off and put it in the bin to be scanned. An agent told me that I didn't need to take my jacket off and to put it back on - so I did. I went through the body scanner and then was told I needed a pat down. I agreed, I don't want to be troublesome. As the woman patted me down, she said, "Next time, take your jacket off and you won't need this." I was angered by that statement considering I had my jacket off and was asked to put it back on. It shows that there was a lack of coordination among the agents and that they were not on the same page about policies. This morning, on Monday, October 14th, as I was in security, I asked if I could choose an alternate form of being scanned. I ask for this often because I am afraid that going through the tube-type, full body scanners frequently will damage my health, as I go through security at least twice a week. I was told that I did not have a choice and that it wasn't harmful. I went through but was annoyed. This is not the first time that has happened and I feel that I actually do have a right to choose an alternate scan, the agents just don't want to waste their time. I hope the TSA will keep doing their job to keep us safe, but for those of us who are innocent (which is the majority), it would be nice to be treated that way.

10/14/2013 2:04:32 PM

Caller flew from Charlotte to ATL to Cancun Mexico. Caller is complaining about the TSO wearing the same gloves for screening everyones luggage. Caller is a nurse and said she is very aware of how germs can be passed. Caller asked why TSA does not use a new pair of gloves when screening a passengers luggage.

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

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Age
Current Date/Time : 10/15/2013 6:04:09 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

10/15/2013 8:20:21 AM

Comment : Just another note to let you know your terminology of "customer service" is outrageously offensive to this 68-yr.-old grandpa who got your retaliatory grope treatment 2X in a row for asking questions, being old and an easy target. I am not and never have been your "customer" nor will I fly again until your agency of above-the-law thugs is disbanded. You should be ashamed --- no, arrested. 8 years of not willing to fly because of you. TSA go find another country to be part of. You are an embarrassment to all of us who are made to feel like criminals in public. Do you seriously believe the Patriot Act supercedes the entire Constitution? Your agency is a dangerous cancer and I will be happy to watch all of you prosecuted when our backboneless country finally wakes up.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear TSA members,

I just read an article regarding 'comments or jokes about TSA security personnel may cause you to be arrested while in an airport'. Or, something similar. Please, may I just make a comment, your agency has been the biggest joke in this country since your inception after 9/11. When I say joke, I mean nobody takes you seriously, at all.

Your agency and personnel does not command respect from the general public only blatant hatred and contempt. I have not met a member of your overly inflated egotistical department that I would urinate on to put out a fire. And, now, you verbally warn the public they are subject to possible arrest for making jokes at your expense. Really? What more can be said about TSA that isn't considered humorous anyways?

Just saying 'TSA' is a joke, it is the only delivery a person needs to invoke images of the most incompetent people in the world. Sometimes I almost feel pity on the personnel working at their posts but, then, I laugh and it goes away.

I have started a viral request for people to post videos of them pointing and laughing at any TSA 'worker' as long as it is done inside an airport.

10/15/2013 12:31:34 PM

David Letterman's "Top Ten Questions to Ask Yourself Before Becoming a TSA Agent"

10. "Do I need a degree in groping?"
9. "Am I only doing this for the sweet TSA uniform?"
8. "If I find explosive underpants, may I keep them?"
7. "Will I enjoy being cursed at 40 hours a week for minimum wage?"
6. "If I find explosive underpants, may I keep them?" That was No. 8. Who checks these things anyway?
5. "Should I practice by frisking people on the street?"
4. "In five years, whose pants do I see my hands in?"
3. "Do I really want to know what a fat guy's thighs feel like?"
2. "May I frisk myself?"
1. "What's the closest airport to Shakira's house?"

Thanks for supplying past, present and future jokes about the biggest joke in America, except of course, Obama.

926

10/15/2013 2:03:39 PM

Dear RDU Airport,
Your three young black women (one wearing a headdress) with no other customers to help were rude and crude to me yesterday who requested an opt-out. I am definitely not writing about the professional, older woman who actually did the "pat-down." She was expert in every way, but the three younger women who obviously have had no customer service training and resent their jobs. They were not helping anyone else, but I suppose they resented the infringement upon their "gossip time" and resisted helping me or, when they were forced, acted in an abrasive, obnoxious manner. Who do they think is paying their salaries? Do they think passengers don't count? In my opinion, they need to be immediately removed from their assignments and taken to training which they have not had. At one point, when I asked a question, one said "yes," and one said "no," simultaneously, so, obviously, they are unaware of the requirements of their jobs. They were on duty at the Southwest check-in at 12 p.m., October 14, 2013.

Sincerely,
(b)(6)

Caller had sent in a complaint in Salt Lake City, she had got a response in email and by letter this week from TSA. She was trying to contact the person that wrote her the letter, it was from someone from headquarters named Ray Santana. She was traveling with 3 minors, at Salt Lake City one of the minors that was 14 years old was pulled over and checked thoroughly. She says she was discriminated against since she was a women. She was watching the officer pull the minor by the arm and took him into a room and he did not have an adult with him. She thought he was being arrested, she was told by another officer that someone should have been present with the minor during the screening. The officer that had taken the minor was in her face yelling saying he didn t know he was a minor and the child did not say he was 14 years old. The caller had requested a police officer, the officer told her there wasn t one available at the time so they continued the patdown. She says then 4 police officers showed up and told her to shut up and ask if she wanted the child screened or not. The officer told her if she spoke again she would be arrested. She says as the officer was feeling of the kids privates the officer was looking at her grinning. She was upset they had not told her what they were doing with the child and why they were doing this. She wasn t happy how they had treated her in the room, she says her civil rights had been taken away because she as a woman. She ask if the private room for screening had surveillance. She wants copies of all the surveillance.
She was upset at the letter she had got did not address her complaint about her being discriminated against since she was a women, she wasn t upset that the child got a patdown.

Told caller
I only had the mailing address for headquarters, she had it already.

MB Notes:

10/15/2013 2:16:42 PM

The caller was transferred to me via (b)(6). The caller stated that she had received three responses from TSA. The caller stated that the original incident happened in July. She said that there were two parts to the complaint. The caller stated that she had three minors with her. One of them was patted down both in public and private. She stated that she got very upset and asked for a police officer. The officer initially stated that an officer was not in the vicinity. The caller then stated that the officer was acting inappropriate whenever he was patting down the 14 year old minor. The caller stated that she asked for a police officer again and the local law enforcement showed up. The caller stated that the police officer as well as the officer conducting the search acted rudely toward her. She stated that she was told that she was not allowed to speak. I advised the caller that in regards to what happened with the police officer was not in TSA s jurisdiction. I advised her that she would need to address that issue with that department. She stated that she was not unhappy that the child got the patdown but she was unhappy because she was told that she was not allowed to speak. She stated that the issue was not addressed in the response that she received.

The caller has received three separate responses from TSA in regards to the incident. She was very angry and yelling throughout the call. She stated that she was told that she was on a watch list. The caller repeatedly stated that she wanted copies of the security tape. She stated that she sent in the complaint approximately a week to two weeks after the complaint. However according to her previous email in regards to the incident (b)(6) she actually reported the incident over a month after it occurred. It was sent to MB on 8 28 13. The caller repeatedly stated that she wasn t all that concerned about the patdown incident and went on to further say that if it wasn t her child then she would have been incredibly angry. She was very upset because she stated that her issue was not address. I advised the caller that all I could do in regards to the incident is to forward the information to the MB branch again. I advised the caller that if she was upset over the treatment she received from the police officer then she should take it up with that particular entity. The caller told me that TSA was at the airport with this officer and I advised her that it didn t matter.

I provided the caller with information on how to contact the CSM by using option number 5 on the IVR. I advised her that she could attempt to contact the CSM but that I could not guarantee a response due to the government shut down.

Caller said his wife has a medical port and the TSO told her she would have to have a patdown. Caller said she was offered a private patdown, but she declined because they told her she may have to have additional screening. Caller said his wife is upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

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

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

10/15/2013 4:08:04 PM

If a patdown is required in order to complete screening:

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

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit http: www.tsa.gov press releases 2010 02 17 tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.
A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

10/15/2013 4:18:18 PM

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can t just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the checkpoint when I mentioned the CSM is on furlough.

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.
I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.
Caller would like to give feedback. Caller said she had a flight on US Air that was cancelled, she had to get online and try to find another ticket. They did not offer a hotel or anything to her. She found her own ticket on Delta. She had to get her baggage off of the plane and move it for another flight. She had to go through screening all over again, she ended up being chosen for hand screening and then she had to go to a private room and had to be a thorough patdown. She said there a flaw with the machine they took a swab from her hand. Check that machine and see why that may go off because it should not have went off. DIA. Caller insisted in receiving all the chemicals that would make the ETD alarm.

Advised caller the following information:
Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

10/15/2013 6:21:27 PM

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

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

Told caller that we did not have a list of chemicals and the TSO s were doing their job by giving her additional screening. Explained that when she leaves the secure area she will always have to go back through screening. Supervisor Call.

(b)(6) responded that TCC does not have a list of chemicals that are associated with explosives.

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Remote Client IP: (b)(6)
Date Time: 10/15/2013 9:14:52 PM

10/15/2013 10:02:11 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Great Lake fight 7262 Cortez, Co 955AM
Comments:Excessive Pat down at (b)(6), including 6 touches of groin area and hair pat down even though I have short hair. Just because I had knee surgery should not condemn me to excessive touching in inappropriate areas. I am a 62 year old pilot and I resent excessive inappropriate touching during these pat downs. When you have a joint implant you are singled out every time, there is no way not to get a pat down every time you board an aircraft. It is very unfair, a metal detector could verify an implant instead of a pat down.

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Remote Client IP: (b)(6)
Date Time: 10/16/2013 12:46:37 PM

10/16/2013 2:01:53 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):I am an elite frequent flier and am very familiar with your policies & procedures. I am also retired from the law enforcement community. On October 02, 2013, I entered the screening area at Phoenix Sky Harbor for Alaska Flight 635 to Seattle in Terminal 2. I arrived about an hour early.
Comments:While removing items from my pockets and preparing my trays for screening, I caught the eye of a female TSA employee and told her I wished to opt-out of the scatter machine as I always do. She started yelling at me to "Take that paper out of your pocket!", I told her she needn't bark orders at me and asked her not to be so rude and to give me a chance to finish my process. She called for a male screener (an older, tall, balding gentleman). When he arrived I was standing by waiting for him. The female whispered something to him and he immediately ordered me to take off my dress shirt. I thought it was a joke. Ultimately I stripped down to my undershirt in front of all the other passengers in line, completely embarrassed and violated. After completing my pat down, I dressed and approached the supervisor's desk, which was surrounded by about 6 or 7 employees in and out of uniform. I explained what happened and asked why I had to take off my shirt. The man seated at the desk told me it was because I didn't have it tucked in and buttoned all the way up. Then all the other employees began to chime in and I was verbally ganged up on.

As I told them, I have been through screening across the country at many airports and multiple times, but have never been asked to take of articles of clothing, and especially in public. I felt I was being retaliated against for refusing to go through the scatter machine. Since when did the TSA take over the role of my mother? If my shirt is not completely buttoned up and tucked in I am subjected to humiliation? How does this make the public more secure? As retired law enforcement, I have performed strip searches and pat downs on hundreds if not thousands of people. I would like to know the reasoning behind this abusive and outrageous treatment. How is it TSA's place to tell me how to dress? By having my shirt untucked, it actually makes it easier for them to check me in a pat down. This procedure is nothing more than unjustified sexual harassment. I understand the need for security and safety, but your people are now crossing the line into disrespectful absurdity. There is no reason to treat people in such a harsh and callus manner.

Location: Laguardia airport (LGA), Terminal C, East Side TSA security checkpoint

Date and Time: October 1, 2013, approximately 10:30 AM

I recently mailed a complaint card because my treatment at the TSA security checkpoint on October 1 was unacceptable. The two TSA staff members I was interacting with were unreasonable, nasty, and extremely unprofessional. I opted out of the body scanning machine, as I normally do, to avoid its radiation risk. The female agent posted at the body scanning machine (whose name I was not able to obtain) asked me to wait while she located a male staff member to pat me down. I waited patiently for several minutes, but meanwhile all my belongings were on the other side of the scanner and out of my sight. My wallet, cell phone, laptop, and all my carryon items were sitting out in the open where I could not see them and with dozens of people passing through. I expressed concern about the safety of my belongings to the agent and indicated that I wanted to be escorted to my belongings or have them brought to me so I could monitor them. She brushed me off and angrily told me I would be brought to my belongings as soon as they found someone to pat me down. I asked calmly about how long that would take and she rolled her eyes as she replied, "as soon as we find someone," showing no concern for me or my property.

I was very unhappy about the way I was being treated, and asked the agent to see her supervisor. At first her response was that I could see the supervisor only after I had received my pat down, but she did eventually get the acting supervisor, (b)(6) was unable to obtain (b)(6) badge number (b)(6) was at least as bad, if not worse, than the first woman. When I expressed my concern to (b)(6) she made a sarcastic remark and walked away, refusing to be of any help or express any sense of concern or understanding.

10/16/2013 2:02:06 PM

Not only was my property unmonitored for approximately 10 minutes, where any other passenger could take my valuables (either intentionally or accidentally), but I have also always understood it to be a security risk to leave ones belongings unattended in a secure area of an airport. These TSA agents actively prevented me from monitoring my belongings.

Additionally, while I was patiently waiting for an officer to pat me down with my property out of sight, the same TSA agent posted at the body scanning machine kept yelling at me every 30 seconds to stand in a different place while waiting. "Stand over there." "I told you to step aside," etc. As hard as I tried to follow her direction and get out of the way of other passengers, she kept reprimanding me for being in the wrong spot. I felt like I was being treated as a prisoner or someone who had committed a crime, not a paying customer trying to get on an airplane.

First and foremost, it is unacceptable to prevent a passenger from maintaining visual contact with his/her belongings, especially when they are not in anyone's care. Passengers should always and without exception have the right to, at a minimum, be escorted to an area where they can maintain visual contact with their belongings. The way I was treated by the TSA agents was also totally unacceptable. As a paying passenger I expect to be treated with respect and to have my concerns understood and addressed, not be rudely brushed off, especially when my concern is as reasonable as keeping my belongings in sight.

As a follow-up, when (b)(6) heard me request to file a complaint, her suggestion was that I sign up for the paid TSA pre-check program so I don't have to go through the security process in the future. Apparently she missed the point. The security screening wasn't the problem; the problem was the way it was handled.

In most of my other recent experiences with TSA agents I have been treated with a fair amount of respect. However, experiences like the one I had on October 1 lead me to believe that, at least some, TSA agents are trained to perform their jobs robotically and without exercising discretion, thought, or common sense, as in a strict "My job is to do X and I don't know anything about anything outside of my direct responsibility." Training employees to engage with customers in a positive way and take a helpful, more critically thoughtful approach to their jobs will not only will make the experience more pleasant for customers (and agents), but will enhance security too.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :
Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

10/16/2013 2:02:12 PM

When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been sparred the invasive putdown?

2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?

3) What is the "special criteria" reserved for people allowed to go through a metal detector?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

1)Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

10/16/2013 4:05:33 PM (b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Decatur

State:

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Remote Client IP: (b)(6)
Date Time: 10/16/2013 5:13:46 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 from Newark NJ to Burlington VT on United Airlines affiliate on 9 October 2013.
10/16/2013 5:55:31 PM Comments:Female TSA agent insisted I remove my neck scarf. Her attitude prior to that was rude, abrupt, and generally disrespectful. I declined the scanning machine and received a pat-down.

I have no complaints about the pat-down. I did ask the female agent who performed the pat-down if men were required to remove neck ties during security screening and she said no. I asked why I was required to, and she had no answer. When the pat-down was complete she referred me to a male agent, saying "This woman has a question for you."
I inquired about the requirement to remove my neck scarf.

He had no answer except to say, in essence, that agents are allowed to change things up when they feel like it. If so, then at any given security screening there should be consistency. If I have to take off my neck decoration, so should men have to remove theirs, as should any other female thus adorned.

The real problem as I perceive it is that many TSA agents have a rather grandiose sense of power and passengers can do little about it since the TSA has the capacity to prevent passengers from continuing their journeys.

I've traveled a good bit and had not experienced prior to this trip the rudeness, arrogance, and bully-boy attitudes that I did in Dulles and Newark.
I will say, as well, that in contrast, the TSA agents at O'Hare Airport on our return journey were polite, pleasant, and genuinely seemed to wish to be reasonable.

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Remote Client IP:(b)(6)
Date Time: 10/16/2013 5:00:56 PM

10/16/2013 5:55:34 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines flight from Dulles to Newark, taken on 8 October. Flight was supposed to leave about 8:30 p.m., but was delayed.
Comments:Going through screening, when I was standing in the x-ray machine, a male TSA agent said, "Pretty good shape for a 75 year-old."
I'd have objected (particularly had I known the flight was going to be delayed, but your lot have us all between a rock and a hard place, don't you. You have the capacity to make us miss our next connection.
At any rate, I do not believe that it is appropriate for agents, male or female, to comment on the physical condition of passengers, and I highly resent his sexist and ageist remarks.
This morning, October 15, 2013, I flew to San Francisco, departing from SeaTac. My experience in security check is one I hope to never repeat. I was traveling two weeks following shoulder surgery and wearing a large sling, per my doctor's orders. I went through the metal detector with no problem, but the TSA employee monitoring the machine directed me to have a pat-down and have my sling wiped to check for explosives. To everyone's surprise, the sling tested positive for explosives. So, I had to take the sling off, a painful and unnecessary experience, and be patted down without the support of the sling, also painful. My luggage and purse were also searched. Eventually, I was cleared of the possibility of carrying explosives and was able to get on my way. As I was walking away I noticed that a very elderly woman in a wheelchair was going through the same experience. The agents were professional and kind and doing their jobs as directed, and I appreciate the jobs they do, but it seems to be a waste of valuable resources, money and time to target people with medical devices and/or with a obvious disabilities. What happened to common sense?

10/17/2013 8:18:00 AM

With concern for all people with disabilities-

(b)(6)

Tumwater, WA

Caller stated she flew from Destin Florida Airport to Ronald Reagan on US Airways and was asked to throw away all of her liquids, gels and aerosols regardless of their size. Caller stated she has metal rod in her leg and she requested to have a patdown and not go through the AIT. Caller stated the TSA Agent(b)(6) called the police on her as a result. This is the same TSO that conducted the caller s patdown. Caller states she was simply trying to put on her shoes and the agent said she was tired of the way the passenger was acting. Caller stated that she asked TSO(b)(6) what was allowed in her 3-1-1 bag. The passenger stated that TSA agent(b)(6) was rude and unprofessional. Caller wants to know why she was treated like a terrorist at the checkpoint. Caller stated she didnt have this much trouble at Ronald Reagan Airport.

10/17/2013 11:50:02 AM

Advised caller I would send to the CSM at the airport in regards to the incident. Advised caller because of the government shutdown there may a significant delay in regards to the issue.

Couldnt find the airport code for Destin. I put in DSI and its not listed in the work row. Advised to put in pending template
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Remote Client IP:(b)(6)
Date Time: 10/17/2013 11:35:51 AM

10/17/2013 12:24:57 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):St. Louis airport 10/17/14 10:20 am
Comments:I needed a female assist for an opt-out and they wouldn't get one and just told me they were short-staffed and it would be "a while" and that I should just do the vision machine like everyone else and how if I have a cell phone, this was no different. I shouldn't have to justify my choice to them nor should I have to finally give in bc after waiting for 15 minutes, there was still no assist. I had to catch my flight so I finally gave in and got the vision machine since they clearly had no intention of getting anyone to do a pat-down. This is so unexcusable.

Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

10/17/2013 12:25:33 PM

From: (b)(6)
Sent: Saturday, October 12, 2013 1:50 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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Remote Client IP: (b)(6)
Date Time: 10/12/2013 1:50:17 PM

Name:

(b)(6)

Email:

10/17/2013 2:02:22 PM

I travel every week for work and thus every week I go through TSA. Every week the folks are usually pretty reasonable, but sometimes I am surprised at the complete lack of any manners and professionalism. This week was one of those times. Today at approximately 1015 AM I went through the preferred access line in the San Antonio Airport on the Delta airlines terminal and put my items through. Since I was wearing bedazzled jeans was the lucky winner of a pat down since your machine can't seem to tell the difference between a few sparkles and a weapon of mass distruction. The woman assigned to do this snapped, 'up here, move up here.' Yikes, ok I'm moving....no need to snap. Then as usual she checked my watch, bracelet and the back of my pockets. Then she proceeded to put her filthy latex gloves in my hair. I understand there are security measures in place, but how about some sanitary measures? It's absolutely disgusting to have someone who's probably touched 100 other people already place their filthy gloves all over you. Not to mention the manners of this short, latino lady with a terrible bleach job were unbelievable. If TSA were privately run you would be out of business. The public wouldn't stand for the appalling level of service and gross waste of money that we all observe every week with complete disgust.

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10/17/2013 8:05:08 PM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 10/17/2013 5:56:56 PM Airport : JAN - Jackson International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : We don't want naked xrays and we don't want to be groped. Your employees don't like it either. These dogs are non-agressive and more reliable than the machines and make a happier airport. Isn't a shame that Russia is once again showing itself to be of a less Police-State than America?

http://rt.com/news/security-bomb-dogs-sniff-433/
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 : 10/18/2013 12:23:27 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/14/2013 7:30 PM Airline & Flight Number : Jet Blue /531 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

10/18/2013 8:04:13 AM

Comment : I would like clarification regarding insulin pumps. According to TSA in SLC airport if my insulin pump cannot go through the X ray machine I must have a agent pat me down. What I don't understand is this is the only airport that requires me to do this and when I traveled through this airport in Match I was not required to have a pat down. Every other airport swipes my insulin pump with the cloth, I proceed through security and there is no hassle. Due to the TSA agents in SLC I had to get a doctors note stating my insulin pump could not go through an X ray machine. As the agent stated, he had never seen a insulin pump that could not be X rayed. He required me to remove my pump and actually went on to Animas Corporations web site to verify what I was informing him of was accurate information. He did not require me to be patted down, my pump was wiped with the cloth and I went on my way. So, what is the accurate information for insulin pumps as each time I travel through this airport there is a different set of rules from the TSA Agents Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller was traveling from Logan International to Jacksonville on October 16, 2013. Her flight was scheduled for 8:00 pm but she arrived at the airport around 5:00pm. Her flight number was JetBlue flight 1209. She stated that she received a patdown from a TSO and the officer was not gentle. She stated that the officer grabbed her and touched her crotch area. A supervisor was called over and she stated the supervisor was rude.

Informed caller:

10/18/2013 10:26:22 AM

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.

Gave caller the mailing address to where she can mail in her complaint.

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

The caller stated that he is frustrated. He is a frequent traveler. He has had this problem more than once. He is in Jackson, MS. A female TSO picked up his jacket and his computer was in the bin beside it. His 3-1-1 bag was in another bin. The young lady, a black female screener, picked up his jacket. He had placed his wallet in his jacket before screening. The agent picked it up and the wallet fell out. He stated the agent was very rude, so he asked for a supervisor. He was told by this agent that she was the lead. He asked for her supervisor. He had to go through the pat-down which he thought was a bit more thorough than usual. On the other side, he met a TSA supervisor who gave her name as (b)(6) He complained to her about the rude TSO. He was told that she was looking for something. He was given every excuse and caller pointed out that none of these applied to nor excused her poor behavior.

10/18/2013 10:41:44 AM

He talked to (b)(6) a TSM, she knew who he was referring to, and she was disregarding it. This was at 7:15 this date. Caller advised that the TSO addressed with him apparent disgust. She should have provided her name when asked.

I advised caller that I cannot tell him if it is a requirement that the screeners provide their name when asked, but will note that he suggested that the agents be required to provide their name.

I asked caller if he wanted to provide his e-mail address. He declined because TSA did not respond to a previous e-mail. He wants a call. When I asked if he wanted to provide his e-mail address to allow me to link the records, he advised that he would typically fill out the cards at the airport and these were his previous contacts.

I advised caller that I would send his comments and complaints to the CSM at the airport for appropriate action.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/18/2013 12:10:26 PM Airport : HSV - Huntsville International Date/Time of Travel : 10/11/2013 12:00 PM Airline & Flight Number : AA3220 Checkpoint/Area of Airport : Screening Checkpoint TSA Employee: (If Known) :
Comment : To whom it may concern:

Recently I went on a vacation with my wife, departing from the Huntsville International Airport. My experience with the security screening was unacceptable. I hope that you will investigate this matter further.

10/18/2013 12:45:02 PM

I choose to opt-out of going through the AIT machine and to receive a pat-down instead. I have opted for the pat-down instead of going through the AIT machine every time I have flown in the last several years. Every other time I have done this there have been no issues. This time, however, when the officer reached my groin area he brought his hands up very quickly striking me in the testicles each time he did this. In general, the attitude of this officer and another officer working at the time was similar to what would expect to find in a fraternity house or locker room.

As a licensed aircraft mechanic, and civil engineer who works as a project manager for general aviation airports for the State of Tennessee, I fully understand the need for airport security. I do not have an issue with the pat-down procedure. I do have an issue with what was either a deliberate act on the part of the officer who patted me down (which I suspect is the case) or in a fundamental lack of training.

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

Caller states that her grandmother has been sexually violated. Caller states that her grandmother was taken to a private screening area and was told to lift her dress, pull her underwear down and bend over so her anal and vaginal region could be examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is (b)(6) Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

The entire conversation with the grandmother could be heard on the phone line.

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

10/18/2013 1:18:24 PM

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

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

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

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

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

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

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Remote Client IP: (b)(6)
Date Time: 10/18/2013 2:51:10 PM

10/18/2013 4:14:21 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):1209/United/Term. C/IAH/
Comments:After being scanned, I was subjected to an inappropriate "pat-down" which included TSA agent putting hand inside my bra and inserting their hand down my pants inside my underwear.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 10/18/2013 3:24:17 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/18/2013 Airline & Flight Number : B6 1117 Checkpoint/Area of Airport : Terminal B?
TSA Employee: (If Known) : Ca

10/18/2013 4:14:59 PM

Comment : I received a male opt out pat down at ~305pm and the TSA agent did not check my wallet that I brought in my hand. Agent name started with (b)(
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
Current Date/Time : 10/19/2013 12:51:59 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/17/2013 3:00 PM Airline & Flight Number : American AA2813 Checkpoint/Area of Airport : TSA screening area near American gates
TSA Employee: (If Known) :

10/19/2013 3:20:52 PM

Comment : There was a large number of passengers waiting to be screened. A TSA employee, a tall older gentleman with grey hair, "entertained" us with jokes and trivia questions while we waited. I also thought the general demeanor of the employees was somewhat unruly--loud talking, instructions to each other back and forth, "that man doesn't need a pat down", and so forth. After having been screened at Frankfort and London earlier in the day, and seeing the stern professionalism and order exhibited in those countries, I found this sideshow to be depressing and alarming.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 10/20/2013 5:43:20 AM

10/20/2013 9:28:50 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 1555 IAD to SFO 6:39
Comments:I am concerned about the accuracy of the so-called explosive detection device. I arrived at the airport at 5am with my hands extremely dry and with no gel, lotion or anything on any part of my body. It was much too early to deal with extras. And yet, because I had a forgotten hotel room key in my pocket, I was screened for explosives and it registered positive. I would like to know the accuracy of these machines since in addition to triggering an alarm for lotions and gels, they also alarm for dry hands. Because there was NOTHING at all on my hands, I suggested that there was an error with the machine and politely requested that my hands be tested again. Instead, I was forced to submit to a pat down that, surprise surprise, revealed nothing--using what seemed to be the EXACT same technology that was used on my hands. The invasion of my privacy could have been avoided were the machines more accurate and had my request that my hands be tested again been accepted. To assist me in pursuing this matter further, I would like to know why my request to be tested again was not granted and also the percentage of false positives the palm explosive screening machines generate.

Re: Orlando airport pat down delay 30 min; SW 889, Orlando to Atlanta, 10-19-2013, 2 PM, Supervisor (b)(6)

I want to complain of being delayed more than 30 min at the Orlando airport for opting to have a pat-down.

After the initial delay and first pat-down, the TSA screener told me my hands were positive and this requires a repeat more thorough second go around in a closed room. I asked what was positive and he said "We can not tell you for security reason".

The whole episode lasted from 2:00PM to 2: 30 PM, a delay of 30 min for my flight SW 889 scheduled for departing 3:30 PM.

I complained to supervisor (b)(6) and am formally filing this complaint for "intentional harassment of passenger opting for a pat-down".

I want you to reply to this email by a formal letter (not email) that you have investigated this problem.

10/20/2013 11:11:27 AM

Specifically: 1)What percentage of pat-down at your specific location was positive requiring second delay ,i.e. what was the false-positive rate of your wipe-down test?
2)Why is "we can not tell you for security reason" an appropriate answer for an inquiry by the passenger?
3) Why is the passenger asked for a pat-down always asked to wait for an available agent when the agent should be already being assigned for such option?

4)What is the average documented pat-down time delay, i.e. Is there an unwritten policy to make the pat-down option an INEFFICIENT process so as to deter passenger opting for this option?

I intend to address this to my congressman if you cannot provide me with an acceptable answer to each of the above question. Please be reminded that I ask for a formal letter for this explanation.

Sincerely, (b)(6)

From (b)(6)
Sent: Sunday, October 20, 2013 12:01 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/20/2013 12:00:37 AM

10/20/2013 11:11:42 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

X Ray of back brace

Comments:

@Bradley Airport, prior to scan, I asked TSA officer if I needed to remove my post-surgical back brace, and he said "no". I got into the "tube" and that TSA officer made me take it off saying it had to go thru XRay, making me lift laptop, carry on, etc w/o

You replied:
"we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed."

Information requested:

MCO. Orland, Florida. SW 889, Orlando to Atlanta, 10-19-2013, 2 PM, TSA Supervisor (b)(6)

From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Cc: (b)(6)
Sent: Sunday, October 20, 2013 9:22 AM
Subject: Orlando pat down

10/20/2013 1:11:17 PM

Re: Orlando airport pat down delay 30 min; SW 889, Orlando to Atlanta, 10-19-2013, 2 PM, Supervisor (b)(6)

I want to complain of being delayed more than 30 min at the Orlando airport for opting to have a pat-down.

After the initial delay and first pat-down, the TSA screener told me my hands were positive and this requires a repeat more thorough second go around in a closed room. I asked what was positive and he said "We can not tell you for security reason".

The whole episode lasted from 2:00PM to 2: 30 PM, a delay of 30 min for my flight SW 889 scheduled for departing 3:30 PM.

I complained to supervisor (b)(6) and am formally filing this complaint for "intentional harassment of passenger opting for a pat-down".

I want you to reply to this email by a formal letter (not email) that you have investigated this problem.

Specifically: 1)What percentage of pat-down at your specific location was positive requiring second delay ,i.e. what was the false-positive rate of your wipe-down test?

From: (b)(6)
Sent: Sunday, October 20, 2013 3:02 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Request for clarification of procedures for passenger with temporary driver's license

To whom this request concerns:

10/20/2013 1:11:38 PM

On October 15th 2013, I flew from Seattle, WA to Denver, CO on Alaska Airlines flight 670. Upon leaving TSA after being screened for security, I accidentally left my driver's license at the TSA. The following day I spoke with Rose at TSA at SeaTac and had it confirmed that my license was there and that it would be sent to my home address. I then called the airlines and explained my situation. I also informed them that I had been issued a temporary id from the state of Washington, and that I had on me three forms of photo id. I was informed that this was acceptable to fly, and that I needed to arrive early for my flight and that I should expect to undergo additional security measures.

At the gate in Denver this afternoon (October 19, 2013), I explained my situation and was directed to a manager. I showed the manager my temporary id, which I believe meets the description of acceptable id as it was a "Drivers License or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)" as listed on the TSA website. I then showed the manager my American Express card which has my photo, my Costco card which has my photo, and my faculty photo ID card at St. Martin's University where I work in Lacey, WA. The manager stated that I did everything right, that my showing the multiple forms of ID meant that they would not have to verify my identity through a publicly available database. He also informed me that I would be subjected to additional screening procedures.

The screening procedures I underwent included: AIT screening, a search of all my belongings by 2 security officers where I had to watch and was not allowed to touch my belongings, and a pat-down by a same sex security officer. In the pat down procedure I was offered a private room where a second female officer was present.

ATTENTION WORKERS OR PRESIDENT OF TSA;

HELLO MY NAME IS (b)(6) SORRY THIS LETTER IS A LITTLE BIT LATE , HOWEVER I DID NOT KNOW WHERE I SHOULD WRITE TO , AND I FOUND OUT WHEN I RECEIVED MY LAST LETTER BACK FROM THE AIRLINES WHICH I ALWAYS TAKE (JET BLUE). WHEN THEY ISSUED ME A FIFTY DOLLAR CREDIT AND A SINCERE APOLOGY NOTE WITH IT, SAYING THAT THEY WERE VERY , VERY, SORRY TO HEAR WHAT HAD HAPPENED TO ME BEFORE I HAD GOTTEN ON MY FLIGHT TO FORT LAUDERDALE

IN BRIEF I AM A HANDICAP WOMEN WHO NEEDS ASSISTANCE AND CANNOT GO THROGH THE MACHINES BECAUSE I HAVE A MORPHINE PAIN PUMP AND A PACE MAKER. I SHW MY CARDS TO THEVLADY WHO CHECKS MY ID . THEY ALWAYS TRY TO TAK ME NTO JUST STANDING THERE WITH MY ARMS UP AND I SAY ABSOLUTELY NOT ITS STOPS EVERYTHING, AND I WILL GO RIGHT BACK IN HOSPITAL THATS WHY I KNOW AND WAIT MY TURN FOR SOMEONE TO PAT ME DOWN.

NOW I AM A PRO AT THIS I OFTEN GO SEE MY MOM WHO LIVES THERE IT SO HAPPENED THAT THAT MONTH IT WAS TWICE I WAS THERE ALREADY(LIKE 2ND WEEK AUGUST AND THEN THIS TRIP FOR JEWISH HOLIDAYS). SO
10/21/2013 10:11:35 AM I PROCEED TO GO THROUGH I GET A LADY I FORGET HER NAME, SHE STARTS TO TALK AND SAY ALL THE THINGS THEY NEED TO SAY , AND I SAY HONEY YOU REALLY DONT HAVE TO CONTINUE I DO THIS SO OFTEN I COULD TELL IT TP YOU

SO SHE DOES ASK ME IF I HAVE ANY SENSITIVE AREAS, AND I SAID YES. I SAID (MY LOWER BACK,MY KNEE BECAUSE I HAD ABRACE N IT, MY PUMP AREA AND THATS IT)BWULD YOU LIKE A PRIVATE SCREENING I SAID NO ITS OKAY RIGHT HERE, BUT I SAID TO HER CAN YOU MOVE JUST A LITTLE BECAUSE THERE WAS A HUGE FAN AND IT WAS BLOWING ON ME. I'M TELING YOU IN PLAIN ENGLISH SHE WAS SO RUDE DID NOT CARE.

SO HERE WE START WTHTHE PROCESS CAN YOU STAND , I SAID NO I'M N A LOT OF PAIN TODAY. (IWANT TO TELL YOU SHE WASAN AFRICAN AMERICAN WOMEN IF YOU NEED TO LOOK HER UP FOR THAT TIME OF FLIGHT I TOOK THE RED EYE FLIGHT TO FT LAUDERDALE SEPT 2,2013FLT101)

CONTINUING AS I DO NOT CARE SHE IS OF AFRICAN AMERICAN DESCENT, SHE STARTS PLEASE PUT YOUR HANDS OUT , REALLY NOW I AM GOING UNDER YOUR BREASTS. THE WAY SHE DID IT , EVEN THE KID WHO WAS WHEELING ME HAD TO LOOK AWAY. . SO I WAITED.THEN PLEASE CAN YOU MOVE TO THE LEFT SIDE , HAND GOES UNDER THE BUTTOCKS REALLY HARD. SO I SAY SOMETHING TO HER.
I SAID , YOU KNOW I TRAVEL MAYBE TWICE A MONTH AND I HAVE NEVER EVER GOTTEN A PAT DOWN LIKE THIS. SO SHE SAYS WELL , I GUESS THERE NOT DOING THERE JOB WELL BECAUSE YOU HAVE TO GET IN BETWEEN EACH AND EVERY GROOVE. DO YOU BELIEVE THAT. NO THIS GETS EVEN BETTER,JUST WAIT. AFTER I TOLD HER TO STOP AND BE SOFTER SHE HAD NOT FINISHED YET SO SHE HAD TO DO THE AREA AND I TOLD HER PLEASE I(I HATE TO BE SO PERSONNEL WITH YOU IN THIS LETTER BOY I DO NOT EVEN KNOW YOU MR OR MRS TSA)BUT SHE TAKES HER GLOVES AND TOLD HER I HAVE MY MENSTRUEL CYCLE SO PLEASE BE GENTLE WHAT DOES SHE DO GOES FROM BOTTOM LEGS TO CROUCH AREA AND USHES MY PAD IN. YOU KNOW I SAID THATS DISGUSTING WHAT DO YOU KNOW SHE D0ES. I AM IN TEARS NOW.
I SAID TO HR , YOU KNOW I TOLD YOU I HAD MY PERIOD, AND HER NASTY COMMENT IS "THANK GOD WE WEAR GLOVES IS FOR PEOPLE LIKE YOU.MY BOY WHO WAS WHEELING ME SAID YOUWANT TO REPORT HER, AND THE REASON I DID NOT IS BECAUSE SHE WAS RUDE TOO.

Caller flew from Munich, Germany on 10-10 via ATL and to MCO after going through checkpoint at ATL, was pulled over because of wearing sweatpants. He is 87 yrs. old and had a walker and an Adidas jacket and they took the detachable metal basket with his jacket and they took the walker to another line and he had a patdown. His carryon was placed on a separate line and his bag is with his wallet in one location and he was out of control of his item. When he got his walker back his basket and jacket was missing and was told he had to report at the end of the line. He spoke with Delta and they couldn t retrieve his items.
Flight # DL 1669, Gate # not available.

Response:
10/21/2013 10:59:22 AM Apologized to caller and provided claim form via postal mail.
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.

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

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady, States it wasn t a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she didn t have shoes on and it s difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn t understand why she had to go through this She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn t have a problem at BWI and went through the same screening. WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.
Flying from Fll to Baltimore, Flight # 588, Gate # B4.
She would like to have an answer as to why she had to go through this procedure, she doesn t have an email address, but, would like to have a response.

10/21/2013 11:39:12 AM

Response:
Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

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

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.
Caller was at the Midway airport, there was a incident. He is writing up what happened. He is online and is looking for the rules for opting out of the AIT for screening so he can provide the information for his attorney. He wants to know where to find them. He says all officers were telling him he should not be opting out, he had told the officers that he was a cancer survivor and wanted to opt out of the AIT for screening. He was made to feel he had to go through the AIT for his screening. He says he was attacked by rude screeners. He says before they allowed him to opt out there was 3 different officers that were telling him he should use the AIT for screening. His doctor had told him he should not go through the AIT for his screening. He says they were boarder line aggresive about him going through the AIT. He says the officers told him they were trained to get passengers to use the AIT instead of opting out for screening. He says the most abusive was an officer named (b)(6)

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

10/21/2013 12:19:51 PM

I was sorry this was happening to him. I would email him the information for his record and I would also send his complaint to the CSM as well so they too can be aware this is happening.

Airport: Midway
Airline: AirTran
Flight number: 413
Date and time: 10-21-13 Departed at 12:35 pm
Terminal or gate: Main screening area
Items Damaged: Caller is being told he has to use the AIT for his screening, even though he is opting out for health concerns. He says the officers are telling him they are trained to try to get passengers use the AIT instead of opting out for a patdown. He is a cancer survivor and was told by his doctor he should not use the AIT for his screening.

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Remote Client IP: (b)(6)
Date Time: 10/21/2013 1:25:48 PM

10/21/2013 2:14:58 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):12.45pm Monday 21st October screening area nearest A15.
Comments:After 45 minutes wait I opted out of millimeter wave and was told to step aside and wait. Staff performed a rotation a few minutes later and I told the new barrier attendant I was an opt out, she looked confused and looked at the X-ray operator who informed me I should not have come down this ramp (I had no choice) as they didn't have a "barrier" which i assume is a metal detector so I would probably need to leave security and line up again. I informed her opt outs don't normally need a metal detector and I was waved through and handed to "Herb". Herb failed to get my items from the belt, failed to tell me the full speech on what he was doing and forgot to pat down my feet. He told me i was done but then remembered he needed to test his gloves! He then let me return to my belongings and as I started to put my shoes on he was told by another officer about missing my feet so I had to go back again and have them done, however no glove test for my feet pat down. The whole time this was happening the entire line was held from being processed which explains the wait times I guess

How about we do this right people?

Hello,

10/21/2013 2:15:16 PM

I traveled on United Airlines from Denver to Baltimore on Friday, Oct. 18. I am a 1K with United and have tsa pre check. While going through security, I was pulled over as random. Upon swiping my palms, I was incredulous to find that I tested "positive" for explosives. The agent explained that the machine was extremely sensitive and they were having issues with it, especially with women, as certain hand lotions are setting it off. After searching my luggage, I was sent to a private pat down room and had to await a female agent. She was very harried. I was not angry with any of the agents as they are only doing their job. She suggested I write and tell you about this as she is being run ragged having to deal with all of these machine malfunctions and the "hand lotion" alert. I can guarantee you that you are going to have a lot of upset women/tsa agents if this problem isn't corrected.

Thank you,
(b)(6)

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6) She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she though it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:
Airport: TPA
Airline: Delta
Flight: 1558
Date: 10-12-2013
Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so
Baggage Tag (b)(6)
Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.
10/21/2013 2:27:40 PM
NOI: Included, Oct 12 609. Initials were put on it (b)(6) hand written.

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Disability Description: The caller s husband utilizes a feeding tube and liquid nutrition as he cannot swallow. The caller mentioned that walking barefoot on hard floors also causes discomfort.

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only on female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or a receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should information TSOs of this before screening begins.

10/21/2013 3:05:02 PM

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

-----Original Message-----
From: (b)(6)
Sent: Monday, October 21, 2013 3:13 PM
To: TSAExternalCompliance@dhs.gov; (b)(6)
Subject: TSA Harassment - Officer King - NY - JFK - Terminal 8 - 2pm - Oct 21, 2013

TSA Harassment - Officer King - NY - JFK - Terminal 8 - 2pm - Oct 21, 2013

To Whom it May Concern,

Earlier today I was going through TSA screening at JFK Terminal 8 when I was selected for secondary screening as retribution.

10/21/2013 4:09:40 PM

Officer (b)(approached me as I was putting my luggage into the baggage scanner and asked, "How are you?"

I answered, "Great."

He seemed perturbed I didn't carry on the conversation, and blocked my entry into the x-ray machine which was open to pass through. He then asked me, "Where are you going?" I told him I had just provided my Boarding Pass and Passport to his colleague at the entry to security, and added, "Can you ask me that?"

Officer (b)(6) then stated, "I can ask you anything I want. Where are you going?"

My response was, "I don't think you can ask me anything"

He then ran through the x-ray machine. I went through the machine without problem and my bags were already on the belt having gone through screening, again without problem.

Officer (b)(was yelling at the lady at the x-ray machine to hold me for a secondary as he ran over to get blue gloves.

I asked him why he had chosen me for secondary screening, and he told me, "I can choose anyone I want." I told him I thought it was retribution and he told me he was again entitled to choose passengers for secondary based on "what I decide."
Caller is 84 and states that she gets a pat down every time she flies and her carry-on luggage gets opened and extensively searched every time. She says that she flew to TPA from Manchester 10 days ago and the TSO seemed to think that there was something on her or in her bag, but she brings no liquids nor sharp items nor contraband. She states that she flew to Manchester from TPA today and had a very similar experience.

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:

10/21/2013 4:45:48 PM

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.
(NOTE: Caller interrupted at this point to indicate that she does not plan further travel by air and therefore will probably not need this.).

TSA Contact Center:

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

Sincerely,

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

-----Original Message-----
From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

10/21/2013 6:13:10 PM

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

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/21/2013 5:27:26 PM Airport : SFO - San Francisco International Date/Time of Travel : 10/19/2013 11:55 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :
Comment : My daughter was carrying a 5.5 month old baby. She went through the screening, bags went through screening but she requested that a small bag containing her breast milk not go through the xray. She was taken aside, all her bags were visually checked again and the bag containing her milk. The milk was in a clear plastic bag. She had to go through a pat down carrying the baby. The baby starting crying and she asked if she could give the baby to me and they would not allow it. I do not see what this accomplished. Why couldn't they just check the bag with the milk? What purpose did this serve? Besides all of this, there were 4 TSA agents watching. I understand that some of the policies are changing, etc. TSA precheck for one but this policy I think needs to be revisited.
10/21/2013 6:13:26 PM
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/21/2013 6:18:16 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 10/18/2013 11:45 AM Airline & Flight Number : JetBlue 536 Checkpoint/Area of Airport : Baggage Body Scan TSA Employee: (If Known) :
Comment : I have a prosthesis in my leg and chose to go through the pat down lane because I'm a RADIATION worker. When I entered the scanner and the alarm went off I told the TSA (woman) worker I had a prosthesis. She rudely told me that I entered the wrong line, and there are machines for that now. That I was holding her line up. She was rather abusive in her tone. My 16 year old daughter was trying to retrieve all of our luggage from the belt, and asked me what to do with it. I started to tell her, and the TSA worker yelled at me NOT TO SPEAK TO HER OR ANYBODY ELSE. I told her she was being rude and she started yelling at me that YOU LIAR. My daughter became overwhelmed and started crying. The Police Officer at the end of the line tried to speak with her and calm her down. And older TSA worker aided me in the pat down process and apologized for the abhorrent behavior of her co-worker. When I met up with the rest of my party, they explained they received similar treatment as well. I'm sure if I asked the employee her name, I would have had more trouble than it was worth for the day. SHAME ON YOU FOR EMPLOYING SUCH ABBUSIVE PEOPLE! THERE ARE PLENTY OF PEOPLE WHO NEED GOOD JOBS, THIS WOMAN SURELY DOESN'T DESERVE HERS!
10/21/2013 8:07:41 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

Dear Sirs,

On Friday October 18th at the San Jose California airport I went through the body scan knowing I would have to have a "pat down" on my left knee because of a replacement. To my surprise the TSA agent patted down my right knee and insisted that was the correct knee. On our return trip from Las Vegas on October 21st. , the same thing occurred. The agent body searched the wrong knee again insisting that was the correct knee. I'm assuming that the scan is a negative picture which is showing everything in reverse and the agents have not been properly trained to recognize this. Needless to say my traveling companions and I were dismayed to have witnessed such an obvious glitch in the security process.

I would appreciate a response from you letting me know whether my assumptions are correct and what is planned to correct this problem of lack of adequate training. If I am incorrect in my assumptions I would appreciate an explanation as to why I've been searched on the knee with no replacement rather than the one with metal in it.
10/22/2013 2:02:01 PM

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 10/22/2013 4:40:20 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/22/2013 2:30 PM Airline & Flight Number : American 1041 Checkpoint/Area of Airport : Termina B TSA Employee: (If Known) (b)(6) (b)(6) & two other folks Comment : today I was going through PreCheck just like I do every week. However, I do usually fly on Sundays. Anyway, the line was really long, as a matter of fact, longer than the normal security line. And the TSA folks kept asking DO YOU HAVE PRECHECK on your boarding Pass? As though all people should. ONe guy in the pre check line moved to the other line just to get through quicker.

I was stopped for a random hand wipe. No problem. The the lady at the scanner said my red bag needed to be checked. And nother lady got it and put it on the table. She asked if I had anything sharp and I told her I did have 2 picture frames in the bag that could be it? She went through ALL my clothes and laid them in one of those dirty bins. Kept on going through all 4 pairs of shoes and wiped them with something. Another lady came over and said that she needt to do a pat down and explained that she was going to touch my buttocks and my breasts. I told her to quit talking about that and just do it.

it didn't stop here. Although my red bag was the only item that was id'd as the bag to check, they went through my purse and then my gym bag which had party supplies, snacks, etc of which were laid on the counter and dirty bins.
10/22/2013 6:10:42 PM
This encounter took 30 minutes and I missed the preboarding call. Luckily, I had a first class seat and they held space for me to have my baggage up above my head.

I have traveled every week for several yesrs now and have never been treated like this! I expect an apology .

Futhermore, I would like to know WHY they checked me and my other belongings when none of that was identified as something to check? Perhaps they were all new and didn't know what to do. However, one lady expressed that she was almost on the edge and I agreed with her whole heartedly!
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, October 22, 2013 2:26 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint on a TSA Worker in Memphis

I was traveling with my husband from Memphis to Chicago Midway on a 6am flight on Sunday October 13th, When going through security I set off the full body scanner apparently because of the underwire in my Bra. A black man in his 40's directed me to step aside, when I started to move to where he directed me he yelled in my face "I TOLD YOU TO MOVE THERE"

10/22/2013 6:10:59 PM

At that point a woman TSA worker, white also appeared to be in her 40's did a pat down and i was cleared. She did nothing inappropriate.

As I was walking to pick up my items from the bins the Man moved towards the woman and muttered something I was unable to hear. I believe it was in regards to why i was stopped.

I do not appriciate being yelled at like a dog while traveling and I do not feel comfortable that comments seemed to be made about me when I walked away. I feel this mans actions were very inappropriate and would appreciate if someone would look into the matter. If needed I can look up my flight number and offer more information if contacted.

I did make a phone call to the TSA manager on Monday night October 14th and she suggested I file a formal complaint.

Hello,

I'm contacting your to make a complaint about TSA Officer (b)(6) at Washington Dulles International Airport (IAD). On October 21st 2013 I had a very discourteous encounter with TSA Officer (b)(at 4:00PM EST while trying to catch my 5:00PM EST flight UA 326 (Gate D) to Seattle (SEA). I prefer not to go through the backscatter machines out of concern for my health and my right to opt-out. Initially when I arrived to the screening area I told Officer (b)(6) that I would like to opt-out at this point Officer (b)(ignored my request and walked away without a response. This left me with no TSA officer to make my request to opt-out of the backscatter scanner. After waiting for several minutes Officer (b)(6) came back and I again told him that I would like to opt-out. This time he opened the door without a verbal response and motioned me to come forward. As he was walking towards my bags he stepped on my foot and made no response. I told him excuse me you stepped on my foot and he ignored me walking by me and he pretty much put his shoulder into me. I'm not sure if Officer (b)(was having a bad day or what but I don't appreciate being intentionally abused when trying to get to my flight. I followed TSA Officer (b)(to the pat down area where he proceeded. There was little to no communication before the process was initiated and after completed TSA Officer (b)(6) ran the detection card through the machine and walked away without any communication to me on whether I was clear to leave. I fly quite a bit around the country but this was the most unprofessional experience I've ever encountered while going through TSA security screening. Assuming that everything was in order I left the security screening area but being
10/22/2013 8:05:44 PM
that I was in the nation's capital I would have expected a more professional and rigid screening. TSA Officer (b)(6) was both physically abusive and unprofessional by not communicating to me my rights when being pat down and what confused me the most was that I was never told that I was free to proceed when TSA Officer (b)(6) just walked off without uttering a single word. No one should be treated this way and I hope to find that someone talks to TSA Officer (b)(6) about his behavior and attitude so no one else has to encounter such an occasion in the future.

If you need any more information my contact information is as follows:

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/22/2013 8:10:01 PM Airport : TPA - Tampa International Date/Time of Travel : 10/19/2013 1:30 PM Airline & Flight Number : Westjet Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : It was my understanding that passenger privacy was to be maintained during the scannning process by blurring all images projected from a Body Scanner and placing the screener viewing the images in a remote location. This was not what I observed when being processed through the security screening checkpoint at Tampa airport on Oct. 19, 2013. While waiting in the long lineup adjacent to the security Body Scanning machine, I noticed that the viewing screen was clearly visible through the glass wall and that numerous passengers waiting in line were focused on the screened images. I opted out of the screening process after asking an airport official if this was available. There was no sign visible to me telling me of my right to
10/22/2013 9:12:01 PM request a "pat down". I am concerned that the images were so clearly on view to the waiting passengers and that there is no private area set up for the "pat down". I was advised that I could request a "screen" be brought out but after waiting in line for a long time, I was concerned that further delays would cause me to miss my flight and I allowed the pat down to be conducted in full view of other passengers. I have always found the Tampa Airport to be a wonderful experience but I feel that it can do better in this area.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Numbe: (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 10/22/2013 11:25:49 PM

Nam: (b)(6)
Email: (b)(6)
10/23/2013 8:19:38 AM Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jet Blue Terminal 4 JFK
Comments:I am handicapped and have all the medical documents as proof. I told the young man that I was unable to lift my hands over my head and that I was handicapped. When you say that, they immediately think you are opting out. Opting out means that you don't want to go thru the scanner and you prefer a pat down. I have no problem with the pat down. What I have is a problem that I am denied the right to go thru the other scanner where I don't have to lift my arms. The agent told me that I don't get a chance to select which scanning device I go through. I feel that my rights as a handicap person is violated and that I am being persecuted because I am handicap. I was immediately sent to be patted down. Those procedures are very demeaning, especially when they are touching your scrotum. That's very invasive. He pulls my pants so hard that they fall down which was embarrassing. That's not a pat down. You need to improve on your technique. The problem ensued when I asked to speak to a supervisor, who seemingly did not have the time or the professional fortitude to hear my complaint. We were engaged in conversation and I walked away to grab a seat because I am not able to stand for long periods of time. I have severe rheumatoid arthritis. He took it that I was being rude to him and he said because you walked off, I'm walking off. I am a senior adult and probably old enough to be his father. He was very rude and spoke condescendingly toward me. I just wanted to know why the rules are different from airport to airport to airport. I was treated with the utmost respect and dignity at the New Orleans Airport. Secondly, the agents I think attempt to do the job they were hired to do. But why are they so mean to the public. They are constantly yelling and screaming at us as if we are cattle. Very rarely do you encounter anyone that is pleasant. it seems that being rude is a part of their job description. This is my second complaint about the same thing. The supervisor needs to be reassigned as he only exacerbated the problem. The incident took place Friday, October 18, between 4:30 - 5:30 at JFK.

Dear TSA,
I am writing to explain why I will be opting out of the TSA body scanners from now on. When the body scanners were first implemented, I always felt pain in my right forearm where I have two large steel implants. I am a frequent traveler, and I always felt the same kind of pain after going through a body scanner but never when I departed from an airport that did not use the body scanners. Therefore, I began opting for the body pat-down to avoid the pain in my arm.

After a year or so, I read that the body scanners had been adjusted, so I started going through them again. I have been doing so for the past 2-3 years without any pain. Yesterday I went through a body scanner at IND, and I now have the same sharp pain in my right forearm. It may or may not be a coincidence that the body scanner had been shutdown and restarted for "calibration" just before I entered the machine.
10/23/2013 2:25:35 PM
I can no longer trust that the body scanners will not cause me pain, so I will opt for the body pat-down from now on. I am not accusing anyone or requesting compensation or anything like that. I am merely informing you why I am forced to opt out of your screening process.
Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/24/2013 8:03:29 AM Airport : EWR - Newark International Date/Time of Travel : 10/20/2013 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A/ Screening area TSA Employee: (If Known) : Officer (b)(6) Comment : The officer made me remove my head covering and did not want to listen that I can leave it on. She was disrepectfull and violated my religous requirement. She did not care. Please mentore her. I have attached your policy.

Head Coverings

10/24/2013 10:03:17 AM

On August 4, 2007, TSA implemented revisions to its screening procedures for head coverings. TSA does not conduct ethnic or religious profiling, and employs multiple checks and balances to ensure profiling does not happen.

All members of the traveling public are permitted to wear head coverings (whether religious or not) through the security checkpoints. The new standard procedures subject all persons wearing head coverings to the possibility of additional security screening, which may include a pat-down search of the head covering. Individuals may be referred for additional screening if the security officer cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through a pat-down search, the individual will be offered the opportunity to remove the head covering in a private screening area.

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

Disability Description: Callers son (b)(6) s Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSO s are trained to listen to passengers concerns. Also, If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.
I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.
I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.
I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.
I told her I would forward her information to a CSM and a disabiltiy expert for review.
Sent email and referred to CSM and ODPO.

10/24/2013 10:09:36 AM

Incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available.
In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number.
He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen.
She stated that it is not supposed to be subjected to magnetic fields.

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

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?
She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

	Attached:
	September 30, 2013 – Approximately 6:45 AM - Las Vegas, NV Airport TSA Worker, I believe his name was (b)(6) was very rude as I went through security check outbound for Chicago. TSA worker was working the X-Ray checkpoint and having everyone walk through. I was instructed before flying by my doctor not to, under any circumstances, to go through any x-ray machines at the airport. As I approached this worker, I told him "I don't want to go through the x-ray." I was told by another TSA worker that I simply had to make the request and could get a pat down instead. He responded, "why not?" I said "because I'm pregnant." TSA – "It's perfectly safe." JH – "I don't want to. My doctor said no." TSA – "Your doctor doesn't know what he is talking about." JH – "I don't care. I'm not going through it and you don't know that it is safe." TSA – "Go stand over there" pointing to the side of the x-ray machine. TSA let about 3 others go through. I did as instructed and stood off to the side. TSA – as he approached me said, "Does your doctor do a sonogram?" JH – "That's none of your business. It's my body and I'm not putting my baby at risk. I'm not going through it." TSA – Shouts out loud, "I've got a female refusing to go through! Need female pat down!"
10/24/2013 12:03:01 PM	JH – Went to meet female TSA. I started crying, overwhelmed by the situation and explained what happened to the female TSA. She offered to have me speak to a supervisor and a private pat down. I explained, that is all I wanted was a pat down, it does not need to be private, and I was fine having it in front of others. I reported the incident to the supervisor who asked me what occurred as I was going through the pat down with the female TSA. Female TSA mentioned that others have complained about the same TSA worker in the past. The supervisor said he would follow up with the problematic TSA employee. I am required to travel to Las Vegas again, Nov. 14 and 15, 2013 and hope to have a much better experience. I appreciate your looking into this matter and customer service.
	From: (b)(6) Sent: Thursday, October 24, 2013 11:40 AM To: TSA-ContactCenter@dhs.gov Subject: TSA COMPLAINT - Follow up requested
	To Whom IT May Concern:
	Please see the attached documentation of my experience while entering the screening process of Las Vegas Airport on September 30, 2013. I have to fly to and from Las Vegas again on Nov. 14th and 15th for business and am extremely hopeful not to run into the same TSA employee.
	For follow up, I can be reached via my cell (248) 231-7089 or email HYPERLINK (b)(6)
	I look forward to your prompt reply.
10/24/2013 2:54:34 PM	The caller is calling on behalf of his wife. The caller wanted to know if his wife can refuse to have a pat-down. The caller believes his wife will be touched inappropriately. I told the caller if an alarm sounds or an anomoly appears she would have to under-go a pat-down. I told the caller passengers are randomly selected for a pat-down. 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. The caller became upset and disconnected the call.

The caller had two bad experiences. She is still fearful with on. Her suitcase was ripped down in MD to AZ. She went and spoke to someone and was told that there was nothing they could do about it. Her suitcase was new but she can find a new case. She is a diabetic, African American, and 71 years old. She has spoken to TSA at the Super market. She always carries a bottle of water and her diabetic supplies. She does not use a needle, she uses pills. She needs water when she takes them. She had hair pins because she twisted her hair up and had them on top of her hair. She told them that she had them. She also had knee braces on both knees, a back brace, and a sanitary napkin on. She does not like to go into the bathroom on the plane. She was called aside and a lady lifted up her pant legs. She heard that pocket knives were allowed on the plane. She was told by the TSO at the supermarket to tell the TSOs everything and take out the bottle of water.

The lady was very nice but people saw the knee braces and back brace. They took her into a private room. She felt violated because they had to feel between her legs. She felt violated by this. She has traveled all over the world. She now travels with her sister because she travels with her sister. Southwest airline seats are too small and she does not want to fly because she was uncomfortable but she does not care about the people. She is very upset that they went between her legs and grabbed her pocket books. They asked her sister if she wanted to go in with her. Her sister did not because she is a professional person.

She does not know what to do. She does not want to go to the bathroom in the plane so she has to wear the sanitary napkin. The guy asked her if she used hand sanitizer before she got on the plane, she was told that there was something in it that they use to make bombs with. She said that there is something on her hands from using the hand sanitizer. She has it in her 3-1-1 bag and it is small. She though that the water caused her to have a patdown.

She wishes that someone would apologize to her when they realized that she did not have anything else on.

10/24/2013 4:35:26 PM She asked about her suitcase. She found a paper in her sisters. This was torn when she went through to AZ. It was taken off the conveyor belt to the floor. She had tape on it. It fell off the conveyor with Southwest airlines. She flew out of PHX. Flight 13.

Advised caller:

I apologize for the fact that you felt uncomfortable with the patdown.

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. If a patdown is required to clear a passenger during screening, it is not something that is optional to get through the checkpoint. You do have the right to ask for a private room if a patdown is required at all.

ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening.

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. 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.

You can go to tsa.gov website and you have the right to file a claim. However, if a bag is damaged during transport and not the screening, TSA would not be responsible.
Disability Description: Caller has an ileostomy.

Information Request: She wants to know the screening process for the future.

Response Details: Advised caller that she should first be informing the officer of the ostomy before going through screening. She could do this discretely by writing this on a piece of paper. Anytime an alarm is triggered a patdown has to be completed to resolve the alarm. She doesn t have to empty or expose the ostomy, but they could have her pat the pouch down herself then do explosive testing on her hand.

Advised caller that it is protocol to conduct a patdown if an alarm is triggered. They have to be sure that this is what triggered the alarm.

Advised caller that this is nothing personal to her. There are no guidelines as to what a terrorist should look like. The reason we have to do this is because if passengers with ostomies didn t get additional screening a passenger could conceal a gun near their ostomy. Then even if it triggered an alarm, the officer would just think it was the ostomy. If there is no patdown conducted, that gun would have just gone on the plane.

10/24/2013 4:43:18 PM Passengers with metal implants don t always receive patdowns because the AIT doesn t penetrate their skin. It doesn t detect these implants because they are internal. Her s is on the outside of her body, so it is detected.

She can file the formal written complaint for her feelings of discrimination. She can offer her suggestions in this as well.

If during screening, the passenger has questions concerns or needs assistance, they should request a PSS.

Sent ostomy screening guidelines and dRFI.

Incident Details: For the past 6 months the caller has had to receive additional screening because of her ostomy. She recently flew from SLC to Kauai to Lihue and back. She also flew 3 weeks before to and from Rochester. The most recent incident was from Lihue. She was upset about the patdown she received. She stated that she felt the patdown was discriminatory. She said there were many other people out their who looked suspicious, but she did not. She was very upset by having to receive a patdown. She says she has suggestions that if passengers with ostomies have documentation from their doctor they shouldn t have to receive a patdown.

10/24/2013 6:48:02 PM	Caller flew out of SMF in June. She went through the AIT machine and was than assulted by the TSO. The TSO ripped a stitch out of her breast and she bled and had to have surgery in Seattle, WA and is now maimed and scarred. The last 4 times that she has flown out of SMF she has been assulted by the violent TSOs at the airport. When she contacted the CSM (a Mr. Smith) he threatened her. He told her that she can opt out of the AIT machine but if she does she will be assulted again by the TSOs. He refused to let her be wanded. She is filing a section 424 complaint and has a Hippa report. She has also filed a report with the Department of Justice. She wants to know if she is on a secret TSA list that requires us to assault her. She has filed for redress. Advised Caller: Individuals who do not wish to be screened by the AIT will be required to undergo alternative screening, including a thorough patdown. Advised her that she can request a passenger support specialist or a supervisor if she feels that she is being treated unfairly. I assured her that she is not on a secret TSA watch list, explained to her what redress was for. Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly! So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine. This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.
10/24/2013 9:05:49 PM	The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because James Smith at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain, suffering and dehuminization. I will be - from start to finish - video recording 100% of my experience with TSA in order for my attorneys to proceed with a conspiracy complaint and Mr. Smith's threats of physical torture and humiliation in addition to file in federal court for conspiracy under color of law to deprive a citizen of her rights, or to otherwise threaten and execute retaliatory behavior against a citizen. In spite of the tatters of the Bill of Rights, we have not quite reached Nazism. When I talked to a TSA agent tonight, he said that I would not be touched except that I set off an alarm in the metal detector; therefore I intend to go through it in my Tai- Chi uniform (think Kaiser's bill-boards only with shorts) which consists of very short shorts and a tight fitting sports bra. I really don't care what other passengers think about this skinny grandmother in such garb, if it prevents pain and suffering, it's worth it. Other than the gold crown on my molar, there will be no metal on my body since my spinal fusion is ceramic, and I have not gone through knee replacement surgery at this time. I should not be touched by a TSA screener under these circumstances. If indeed these people at SMF insist on touching me, what can I do to protect myself from not only their torture but conspiracy to torture and harm a citizen? They would not have anywhere to touch except for what would be considered sexual assault anywhere else in the civilized world. What should I do under these circumstances to substantiate a retaliatory behavior under Title 18 beyond the fact that I have been threatened, have been humiliated, have a prior experience with pain and suffering at SMF and that the Director Kimberly Siro has done nothing that has been made public to improve the bullying that is going on at SMF? I would appreciate any advice you can give me that will prevent the execution of these threats, harm and pain at the airport and stop these threats before they can be made actual. I expect that I will be traveling by air over the End-Of-Year holidays, but flight reservations have not yet been made. I do have a "TRIP" number that I secured when the torture reached 4 flights for 4 flights, and it is affirmed that I am not on some "terrorist" watch list. What other advice can you offer me to prevent dehumanizing and torturous bullying by TSA agents?
10/25/2013 8:34:00 AM	Not a very good experience getting through security this morning. I got to the airport at 5:15 am for my flight that leaves at 7:20 am. The line was about 50 people deep waiting to get through security. Two different areas were staffed with TSA employees, but only one person checking ID. The pre-check area was open but you could not get to it without going through the one person checking ID. In the meantime four employees stood there waiting with no one to screen. I stopped counting at over 100 people in line and could see the line had backed all the way to the exterior doors before a second person was placed up there to check ID's. Once I did get through, the people were very polite. On another note, why do I get very inconsistent screenings within the pre-check set up. I went through the background process for the GOES systems and prior to breaking my leg again enjoyed the benefits of going through pre-check since I am a very high volume traveler. Now that I have a walking boot which I cannot take off I am subjected to either a testing of my hands and boot, a full body pat down, testing of my hands and boot, or just a testing of my boot. No one seems to be able to decide which is the correct procedure and they all swear that the other stations are doing it wrong. My question is why if I were a known traveler on one day, then because I break my leg and am required to wear a boot, do I have to be patted down or have my hands tested. I can kind of understand the brace/boot, but either I am a trusted traveler or I am not. In general the TSA does a very good job, most of the employees are polite and professional, just wish they all were and I did not see wasted labor with people standing around not able to work due to someone not paying attention or due to a scheduling issue. (b)(6) Sent from my iPad

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agents name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn t a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is up set this happened as well.

Told caller
I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.
I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.
For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

10/25/2013 11:20:11 AM

Airport: MCO
Airline: Southwest
Flight number: 328
Date and time: 10-25-13 11:00 AM
Terminal or gate: Terminal A, GATE ?, it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had came out of the AIT and just touched her breast without telling her what she was doing.
She had spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sentive part of the body. She is upset as is her husband this happened.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/25/2013 3:01:22 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/21/2013 5:00 PM Airline & Flight Number : United 1543
Checkpoint/Area of Airport : Terminal 1 TSA Pre TSA Employee: (If Known) :
Comment : I was treated rudely by a TSA agent.

I fly nearly every week. I am TSA Pre. I have an artificial knee and typically either go over to the scanner or accept a pat down after showing my ticket and ID.

This day, the scanner lines were particularly busy. So, I opted to go through the TSA Pre lane and accept a pat-down.

When I went through the metal detector and set it off, I told the agent that I have an artificial knee and I was "male assist."

The agent made a rather dramatic ordeal of the situation. He told me to step back through the metal detector and to wait to the side. Then he stood with his hand up, stopping the entire line - for no apparent reason - or perhaps to say "Look at this guy causing a delay to those of you behind him."

10/25/2013 4:06:36 PM

After a minute or so, he waved me though the metal detector and had me wait to the side. Why did he make me go back through the detector? Other people set it off and didn't have to go back through.

While I waited, I watched two other gentlemen set off the alarm, get patted-down and move on - while I stood and waited.

Why? My perception "I am in control of this situation. You'll do what I say."

Also, while I waited I had my hands in my pockets and the agent said "Take your hands out of your pocket." (Is that really a policy? Maybe it is. But my belt was off and I didn't want my pants to fall down.)

After a few minutes, the agent waved me through for a pat-down. Because I am frequent flyer and because of my artificial knee, I am accustom to pat-downs. However, this was the first time that felt that I was treated rudely and degraded.

The agent said "Step on the carpet." I did. "No the other one." (Which was literally adjacent to and touching the first carpet.) I stood and spread my legs, and held my arms out to the side. "Turn around" the agent says.

Why not: "Could you please step on this carpet, face this direction, and hold your arms out to the side"? My perception: agent thinks "I am in control of this situation. You'll do what I say."

He proceeded to give me - what I consider - an unnecessarily aggressive frisk. The agent asked me twice to spread my legs even wider so that he could get his hand up higher in my crotch. That has never happened to me. He asked me to do it

Caller stated that this morning they left DFW, Terminal C, and he and his wife opted out of the AIT, and opted for the patdown. He stated that the man that patted him down made the comment that he would rather be patting down his wife, as he was patting him down. He got the TSO s name, which was (b)(6) He spoke with a supervisor at the checkpoint, (b)(6) She directed him to call the contact center and provided him with an index card with incident details. He stated that the TSO that made this comment told him the machines weren t dangerous, there s no radiation, and proceeded with the patdown.

Response:
10/25/2013 5:41:15 PM
I obtained a few additional details from the caller:
Airport: DFW
Airline: American Airlines
Date: 10 25 13
Time: 8:15 a.m. indicated on index card given to passenger. The card also has she spoke with Pax and will address today
Contact Information (b)(6)

I apologized to the caller and for his wife for their experience today. I told him that I will be forwarding this complaint to the CSM at DFW for review. I told him that the CSM may be in contact with him, but I can t provide a time frame. I provided the EID of the call to the caller: (b)(6)
Caller states that he traveled from Orlando to PR. Caller uses a wheelchair. He was taken aside for a patdown. He was asked to stand up and then to sit down. They did a hand swab, but he did not know what it was and it was not explained. Caller states that his pants pockets were pulled inside out. He lifted his sweater so they could inspect it because they kept patting down his back. Caller was told that that was not necessary and that if he took off any article of clothing he would be put in prison. Caller is 75 years old. Caller did not want the inspection to be done in front of everyone. Caller feels that he was made to look like a criminal. They made him lift his feet to check the chair and did screening of his shoes. Caller states that the screener was rude to him and made him feel embarrassed in front of everyone. Caller states that he is in agreement with security screening, but he does not appreciate the way that it was carried out. Caller states that his wife was not allowed to assist him during the screening. Caller feels that there was an abuse of power and the way he was treated was uncalled for, especially since the screening he went through in PR was respectful and considerate. Caller states that he was screened with no additional TSA officer present. TSO was chubby and had a serious face. His last name starts with a V. Caller states that the way the patdown was carried out was very rough at MCO.

MCO to SJU
Flight 733
Date Time 10 24 2013 1145AM - 12PM
Airline JetBlue

10/25/2013 5:51:32 PM
Advised caller:

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

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

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 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 flew on July 28th and filed a complaint about a patdown she received at SMF. The caller wanted to know what the TSA was doing about our AIT machines bringing 100% false positives on people with disabilities. She states that Germany had done away with the AIT machines due to this flaw, and she wants to know what we are doing about it. The caller also wanted to speak to an Ombudsman or someone in the disabilities department to find out what the status of her disability claims are.

10/25/2013 6:44:27 PM
Advised caller:

We do not have any information confirming that the AIT machine brings a false positive to people with disabilities. I apologized to the caller and advised her that there is nothing further we can do to assist her at the contact center at this time, and unfortunately I would be unable to guide her in who to contact to find out this information. I thanked the caller and she hung up.

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO s.

United airlines
Not sure if it was the North or South checkpoint
10 18 2013 at 10:30 or 11AM

Advised caller:

10/26/2013 11:46:00 AM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

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

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

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

Dear TSA Administration:

I believe that during my family's recent trip to Atlanta, GA my family was treated with disrespect because of racial prejudice your TSA employees hold towards seemingly white people. My family is actually of mixed race, but we look white. A few of the African American employees working for our airline and TSA both had bad attitudes that was manifested in how they treated us. I travel enough to know normal routines of most employees for both the airlines and TSA. As the TSA workers with all slowness pulled aside my son and his family for extra searches, pat downs, stroller wipe down, etc., they were making bad remarks about my son to each other. He was stressed so he started begging them to hurry more since it was starting to look like they were going to miss their flight. It was obvious they were using their power to show my son he would have to submit to them and wait as long as they decided he should. It seemed as if the airline counter clerks had the same attitude as they made us wait for their extremely slow work too. It was not about security as it should always be. I work with the public too as a teacher of middle school students and know not to let my personal feelings influence how I perform in my job working with kids. It must always be with fairness and a servant's heart. I believe your Atlanta TSA workers were not performing with fairness or a servant's heart as public workers should remember to always do since they are working for the people (my son said it was a young black man in particular that was really bad). My son and his family went through the Southwest check in counter before me because I was with my very slow senior mother in law. He and his family was also far ahead of us in the TSA line. I asked for the pat down and had to wait for it too because of a rare condition I have I am afraid of the machines triggering a flair up in me. Somehow, I made it on my plane but my son and his family missed theirs. The actions of the TSA workers there at Atlanta are unacceptable when they cause a family with a baby and preschooler to miss their flight. My son is a military officer with top security clearance too!

10/26/2013 5:12:20 PM

Not only was my son treated bad, but when I got home and opened my bag, I had syrup spilled in my suitcase. Because we were there for my other son's military graduation, I wanted to fix him special food he likes and bought an expensive large bottle of real maple syrup and coconut oil while there and didn't want to leave them. I closed the lids tight, put them in a thick plastic bag and tied the top tight before placing them in my suitcase. I found a TSA card saying my bag was searched which explains the sloppy syrup spill and coconut oil on my fairly new suitcase and clothing.

I believe you have a group of bad attitude workers in that airport and it shouldn't be tolerated. Discrimination is never acceptable when your job is to represent our government. If they want to be that way on their own time, we cannot change that, but public workers should be held accountable for fair treatment of all people and respect for their property. I am not asking for compensation. I cleaned the mess up, but I don't want others to be stressed out missing their flights without good cause in the future, so I decided to write.

(b)(6)

Feedback Type : Compliment
Categories : TSA Pre?™
Current Date/Time : 10/26/2013 3:24:03 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/26/2013 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :

10/26/2013 5:12:46 PM

TSA Employee: (If Known) :
Comment : Like it. Please implement across all airports. It's nice to not have to strip, get groped and borderline molested or have naked pictures taken of me before getting on a plane.
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 he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump.He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

Response:I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

10/26/2013 7:04:07 PM

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

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

The passenger can request a private screening at any time.

She would like to file a complaint against a TSA Officer at the Denver airport. She has been in Mexico for two weeks and was unable to call. The caller stated that when she went to the checkpoint, she opted out of the AIT machine and requested a patdown. The officer gave her a hard patdown. She rubbed up her leg and hit her crotch. The caller stated that she was touched inappropriately and would like to report this officer. The officers name was (b)(6) The caller stated that she patted her in a way that no one should be pated down. The caller stated that the officer was not rude but should never pat anyone down like she did.

Airport: Denver
Airline: United
Flight Number: Unknown
Departure Time: 10-1-13 in the afternoon, maybe 4:00
Arrival Airport and Time: Mexico
Description of luggage: Checked a Hiking Pack, had a Teil Brownish Purse as carry on
Description of passenger: Long brown skirt. The caller is unsure of what shirt she was wearing. The passenger has Reddish Brown Hair and is Caucasian

Location: Security Checkpoint
Contact Information: Annonamous

10/27/2013 2:55:46 PM

Response:

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.

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.

RESPONSE Patdown Complaint General Response

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures.

Everything I have seen in the news media and on the TSA web site raves about how those travelers who use PreCheck won't have to take off their shoes, belts, jackets or empty their pockets. Not exactly true. If the traveler has had joint replacement surgery they either set off the magnetometer and get a full pat down or REMOVE THEIR SHOES, BELT AND JACKET AND EMPTY THEIR POCKETS to go through the body scanner.

Why don't you tell the public this? If a passenger has a metal joint PreCheck is of no use to them whatsoever.

10/28/2013 8:34:06 AM

(b)(6)
Claremore, OK

Sent from my iPad

On October 10, 2013 I was traveling to Phoenix for my year two Doctoral Residency. I am a retired Marine/Air Force and former Law Enforcement Officer. Prior to this flight I underwent two major abdominal surgeries in less than 30 days. The first surgery on 8/22 was planned, the second surgery on 9/18 was an emergency. I arrived at DIA and went through the TSA checkpoint that leads to the USO where I intended to wait for my flight.

I showed my ticket and ID put my items on the conveyor belt in bins and suddenly they closed our line and instructed me to go through the body scanner. I complied and went through the scanner. They stated that I had something in my back left pocket, they asked what it was and I told them I had nothing in any of my pockets. They then ran something over my hands and said "You tested positive for explosives go over there." I later learned that the hand lotion I had put on my hands can cause a false positive they never asked if I'd used hand lotion.

I was then directed to an area on the side where TSA employees were pulling my bins off the conveyor belt and were tossing it around like trash. I politely asked them to be careful as my laptop was very expensive, in return I received a dirty look. They proceeded to go through all my items, I stood politely by while my belongings were gone through with a fine tooth comb and no regard for my privacy or care for my items.

I was then taken to a private room for a "Pat down". I listened to the instructions and stated "I understand, but please be careful in my abdominal area as I've recently undergone major surgery and I have a small open wound." I indicated the area of the wound. They completed a rear pat down first then proceeded to the front. I again asked the TSA agent to be careful in that area. When she got to my abdominal area she worked her way from my rib cage down. As soon as she hit this area she used extreme pressure and pulling in her "pat-down" for a third time I asked that she be careful and reminded her of the surgery. She pushed harder and pulled across my abdomen. When she hit my pelvic-abdominal area she continue to use extreme pressure and pulling. I had asked repeatedly for her to use care and each time she used more pressure and pulled across my abdomen area harder. I felt a pop and she stated, you're done you can put your stuff back together and left.

10/28/2013 8:34:37 AM

As she was walking away I heard her say "Holy Cow, Wow" in a very demeaning tone. I was in tears by this time and gathered my items. When I walked out I was looking for a supervisor. Unable to find one I approached the three Denver Police Officers, I advised them what happened. The offered a paramedic which I refused as I was very upset and knew better than to "lose it" because TSA would go nuts! They brought over a supervisor, he acted as though it was no big deal. By this time I could feel wetness over the area I had felt a pop. I asked for the woman's name or badge number. I was instructed they don't do that and instead was handed a card that said.

DEN - A-Bridge - 1600 - 10-10-13. As a LEO when asked I was require to provide my last name and badge number. I was shocked! How will this person be identified. I was required to be placed on antibiotics, saw two physicians, and feared additional surgery. Thankfully that did not happen.

American citizens should not be treated this way.....I complied and was treated like a criminal. Actually I was treated worse than a criminal as I never treated anyone the way I was treating even when putting them under arrest.

I tried to report this previously but do to the government shutdown was unable to. I received the message that due to the shutdown no emails were being checked. The date of the incident I called my husband an Active Duty Military member and my son a Law Enforcement Officer they were both angry, shocked, and worried about me.

I'd like to know what TSA plans to do about this. I have contacted FOX news and my son I understand wrote his Senators and Congress reps. This is unacceptable treatment. When someone has a medical condition care and caution should be used especially when the agent is advised (3) times. Thank the Lord no further surgeries were required. I am fully intent on bringing this situation to light and believe that TSA agents are in serious need of training on how to handle situations appropriately.

Sincerely,
(b)(6)

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

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Remote Client IP: (b)(6)
Date Time: 10/27/2013 7:47:23 PM

10/28/2013 8:34:50 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK airport 640pm October 27 security line for sun country flight to minneapolis
Comments:If an agent intends to pay someone down, they need to tell them they will be touching them, not just grab the person from behind. If (b) don't they run the risk of severely traumatizing rape survivors.
Sir,
I just passed thru TSA security at the alternative checkpoint at the Pittsburgh PA airport at 5:50PM tonight. When requesting help for a companion that needed help with a delay due to a medical emergency it was explained they were unable to help but the information was delivered in a rude condensing manner. Three white male agents in their 50's teamed up to impart that information in a rude condensing manner. Furthermore my luggage was inspected and I received a pat down. I understand this is for safety but my understanding was that I should be able to see all my luggage at all times. One piece of luggage was moved to an area were I could not watch the luggage and I am unsure if it was inspected. I did not dare question the agents as they kept saying how they had found an unknown powder on my box-I had taken the box out of attic storage. Anyway my companion missed her flight and chose to sleep in the airport rather than go thru TSA security-pretty extreme measures reflecting the experience with your personnel. I was shocked to hear Pittsburgh is a training center- I sincerely hope this is not the customer service you teach here.

10/28/2013 8:34:59 AM

Sincerely,
(b)(6)

Sent from my iPad

Caller will be flying on October 30, 2013. He is disabled and has a bone growth stimulator that can not be x-rayed. He has a letter from the manufacturer that says it can t be x-rayed. He will not be wearing the bone growth stimulator. He will be taking it as a carry-on. On his last trip from FL where he lives he had a problem getting the bone growth stimulator through the checkpoint. He said that the TSO called a supervisor and he had to wait. They told him that he was supposed to call TSA 72 hours before his flight to tell them about the bone growth stimulator. He called TSA cares two or three weeks ago and was told to just tell the TSO that it can not be x-rayed. He called JetBlue and they told him to call the TSA Contact Center. He said that he has made arrangement with JetBlue to get an attendant to assist him and he does not need anyone to meet and assist him through the checkpoint. He said that the information that TSA Cares and I provided is not what he was told at the airport and we are not on the same page.

10/28/2013 9:52:23 AM

I gave the following information: Passengers who have medical devices attached to their bodies such as bone growth stimulators should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. 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.
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.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.
The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
I advised the caller that I can give him an address to file a complaint about his experience. He did not want to file a complaint.

Caller s middle name is (b)(

10/28/2013 10:54:34 AM

Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn t trigger any alarms, so she shouldn t have either. They told her this was not right and she didn t look like a terrorist. She says that when she was pulled to the side, she couldn t see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:
The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn t penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I m not saying it is impossible, but it is much less likely. Advised caller that it is most likely that their were something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger s body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

Hi,

I'm writing to express my concern over the process of opting out from AIT scanners at the airport, something I do regularly. I have been disappointed by the lack of staffing available for patdowns, as well as the apparent lack of system readiness for people who opt out. I've regularly had to wait 10 minutes or more for an agent to show up, watching nearly a hundred people pass through the AIT scanner while I wait. No wonder the vast majority of people use the AIT scanners; there's a strong disincentive for opting out.

10/28/2013 12:07:13 PM

Considering that the long-term health effects of Backscatter X-Rays and Millimeter Wave scanners are virtually unknown, it is incredible to me that the process of opting out is so highly disincentivized, not to mention that so many thousands of people are being intentionally exposed to this untested technology everyday.

If the TSA intends to keep the AIT scanners, I hope you will do the right thing and make opting out a smoother process. I'm not sure whether the answer is more staffers, or better training of existing staffers to be aware of opt outs, or spacing staffers better so that they are more readily available, but I hope a solution will be found.

Thank you.

(b)(6)

10/28/2013 12:36:26 PM

Caller indicated that she was traveling through the Delta Airlines checkpoint at SDF on October 17th, going through screening between 0500 and 0600 hours that morning. She said that she alarmed the WTMD and thus required a patdown to clear, and handed off her carry-on baggage to a TSO for screening. She said that after completing the patdown, a female TSO brought her property to her and advised that during screening her laptop was damaged and handed her the computer and a piece that had broken off of it. Caller said that she missed her flight, and when she came back to the checkpoint, she spoke to a male officer at the podium about the incident and he provided her a tort claim form. She was completing the form today and said that she never received a statement or anything from the checkpoint that day that acknowledged an incident occurred or any way to signify that something happened. She thought someone would contact her since she made the complaint to the officers that day. She no longer has her flight information specifics, other than the airline and time frame of the incident, nor remembers what attire she had on that day other than she has short brown hair and had a patdown.

Apologized to caller for her experience and explained that I would forward the information to the CSM at SDF for review to see if any additional assistance can be provided. Explained the tort claim process and that she has up to two years from the incident to file, and the claims management branch is responsible for investigating the claim.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/28/2013 12:02:18 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

10/28/2013 2:02:41 PM

I travel often with my 3 small children. I will say first that I find TSA employees to be professional, courteous and very accomodating of families. My issue is with pat-down procedures. While traveling yesterday with my 13 month old daughter, I was pulled aside for a more thorough search. This involved being patted down--including, to my surprise, my breasts and genitals. I am not a modest person and have never been a victim of any sexual assault. The TSA screener could not have been more respectful and professional. Despite this, I was left feeling violated and humiliated by the process. My daughter was afraid and needed a long time to be calmed afterwards. I feel strongly that this pat down procedure goes too far in terms of sacrificing personal privacy for security. I also do not believe it is effective. There is nothing that I could have concealed in my bra that would not have fit in a diaper or the pocket of my baby carrier. What will the next procedure be--pat downs of infants? A simple set of questions designed to assess my reaction by a trained examiner would have been far more effective and likely taken less time. El Al uses this approach effectively to screen passengers all the time.

The idea of my daughter having to endure such humiliation some day has prompted me to write to you. I would ask you to please re-examine the need for such physically invasive and humiliating airport screening procedures given the existence of proven non-invasive methods.
Would you like a response? : True
Passenger's Name(b)(6)
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 needs information for procedure for sreening. She had traveled from Denver to Dallas yesterday. She went through the body scanner and was told to step aside and hold out her arms and told not to touch her back pocket. Her hands were swab and had residue that had explosive materials on it. She was told it may have been her lotion. She was told there was an alarm of her back pocket on her pants. Her belongings were all screened and she was taken in a private room where she was given a body search then told to have a nice day. Her checked luggage was searched, there was a paper in the bag. There was an article in the bag, things that was wrapped in bubble wrap and not re rapped. Ever time she travels to Dallas her bag was searched, she wants to know why they are having to do this every time she travels. She packs her clothes and a lap top in her checked bag.

10/28/2013 3:24:14 PM

Told caller
I explained to her if there was an alarm during screening they will have to give a patdown to clear any alarm. They can swab and test for traces of explosives as well. It can be from lotions or as simple as medications. I told her it could be as simple as the frabric of her pants that caused the alarm. Anytime there was an alarm of the sentive part of the body they will offer a private screening.

I could not tell her why they were having to open her checked bag for screening. But they xray all bags, if they xray the bag and see something large like a lap top and they cant see through the whole bag they will have to open the bag to screen it. I told her I was sorry this happened to her but her checked bag had nothing to do with her screening at the checkpoint.

I explained to her they are trained to put things back as close to the way they find them. If this happened each time she travels out of the same airport she should let us know. We can let them know at that airport this was happening so they can address this to the officers.

Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

10/28/2013 6:08:38 PM TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Passenger Name: (b)(6)
Phon (b)(6)
Work
Cell: (b)(6)
Mailing Address (b)(6) Kuna, ID 83634

Denver Intl Southwest

My husband (b)(6) and I were at the security point of the scanner. He has a medication pump that has tubing that runs from the pump, through a permanent central intravenous port (IV) located in his left chest. I am not only his wife, but a registered nurse who acts as his outpatient caregiver. Just before advancing toward the scanner, a female clerk demanded that he take of his waist pack that holds his medication pump. He started to explain that he could not do this, as it is connected to his chest. She cut him off, before he was able to finish his sentence, she yelled again I said, take it off, it can t go through the scanner . Which we already knew. He attempted to explain again and was directed to another area for pat down search . When traveling he is required to pack three days of medication (glass vials) and syringes, tubing supplies including ice packs, which are necessary to stabilize the medication after it is mixed. He carries all of the items together in a back pack. We were both separated from the back
pack as I continued through the process, and he was taken to another area. I was walking over to collect both of our bags and belongings, I saw the clerk with greasy hair, holding my husband s back pack yelling who does this belong to , I stated it is my husbands, he was taken to another area , He started walking with it , I heard him say well YOU will need to witness this , as he was walking off with the back pack. I had no idea what he was doing, or what I was supposed to be witnessing. I was
10/28/2013 6:17:59 PM attempting to gather up 6 bins of our belongings, I looked up and saw that he had already opened the backpack, and was tossing items out. I walked up just as he tossed out an extremely fragile, and expensive medication cartridge. One day supply costs over $400.00. He said WHAT is this He never even looked up. He began lecturing me about the ice packs and how he was going to throw them out, as they had turned slushy . Although, if he had bothered to ask he would have known that those were acting as insulation. I reached toward one of the ice packs, to see for myself the condition of the ice pack. He then SCREAMED at me DO NOT TOUCH THAT! At this point I was absolutely speechless, and was having difficulty maintaining my composure. Thinking to myself, this Psycho is yelling at me, after what he has just done? My husband was still being detained. I, or my husband, was never allowed be a witness , or give an explanation, which any professional would know to be necessary. At some point another, person (a supervisor, who was Hispanic) walked up, to the other side of the greasy haired one, who had just turned his back on me.

There was a whispering discussion between them. The supervisor walked away, not saying anything to me. The greasy haired clerk jammed everything back into the back pack, and, (obviously angry that his own decision was over ruled) stated boss says you can keep the ice packs. He then moved closer to me and sneered and ... YOU are welcome . Was I supposed to be thanking him for something? Before I could say anything, I saw my husband walking toward me, the clerk immediately walked away .. Obviously this is an incident that violates civil liberties.

Your employee is a hostile sociopath, with no social boundaries, who, obviously derives great pleasure in domineering and humiliating any one around him, who he can use as a target of opportunity. This behavior may not be illegal, it is socially unacceptable, and, unfortunately for us, he used this opportunity to target someone who is physically disabled, and, is dependent on the mercy and justice of other human beings You should also know that my husband is a veteran, whose disability is the result of exposure related to a
lifetime of Military service. He has already given his life, for this country. It is ironic that he is treated with complete contempt and disregard, by a United States government agency who we all would assume to be committed, and behave in a manner that support
excellence in security.

Everytime she goes through screening she alarms. She was wanting to know if there was a way to prevent having a patdown done everytime she goes through security because she is flat chested and it is embarassing to her to have a patdown conducted. She flew out of SFO at 12:10PM gate 20

10/28/2013 7:07:39 PM Response:
Apologized but it is our standard procedure for a patdown to be conducted when any alarms go off when going through the AIT or WTMD anyone not just persons that have had surgery are subject to these patdowns. It appears from the information you ve given me that the officers are following standard operating procedures.

If you would like you can contact the CSM at that airport at 650-266-1966.

(b)(6)

(b)(6)

Seattle, WA 98111

(b)(6)

October 28, 2013

10/28/2013 9:05:51 PM

Transportation Security Administration

Civil Rights & Liberties, Ombudsman and

Taveler Engagement (TSA-6)

701 S. 12th Street

Arlington, VA 20598

Re: Complaint Regarding Unprofessional and Inappropriate Conduct By Screeners Sky Harbor Airport, Terminal2, Phoenix Arizona

October 24,2013, approx. 1:00PM

Re pre check status
It seems to me somewhat irrational to use old technology to initiate a new process, specifically PSA Pre-Check

10/29/2013 8:20:03 AM

At both the Denver and Seattle airports, the Pre-Check process results in a passenger with a prosthetic joint such as myself being "frisked" because that queue uses old "metal detector" technology. I suspect that those of us who are frequent, high mileage travelers are relatively older, and thus more likely to have prosthetic joints or chemotherapy port implantations. Should I anticipate that this "glitch" in the process will be fixed, or should I return to the old non Pre-Check premium flier line?

I should specify that I do not so much dislike the "pat down", so much as the wait for a female TSA agent.

Respectfully yours
Citizen
(b)(6)

Caller stated she came through JFK to Sarasota and when she went through screening, she was pulled aside for a private patdown after she was told a scan showed something between her legs. She stated a supervisor came out and searched her and the only thing they found was a pantyliner. She states they also searched her bags and her shoes and let her go on to her flight. She states this has happened another time at JFK when she flew on American Airlines and she is tired of it. She said these people have no training and after the private screening they should not have searched her bags. She stated that they found nothing on her and she has done nothing wrong. She stales she will take this to Washington if she has to. She demanded the CSM phone number.

Sometimes those show up Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

10/29/2013 11:35:05 AM

We regret that you were unsatisfied with the manner in which your screening was handled. TSOs receive training in the procedures to properly inspect passengers and their bags and are required to exercise great care during the screening process. What I will do for you is report this incident to the CSM at the airport where this happened, make them aware of this incident.

Name:(b)(6)
Phone

Airport: JFK
Airline: Jetblue
Flight#: 163
Date: Oct 28, 2013
Time: 7:46am

10/29/2013 12:28:00 PM

The caller flew on Oct 19 from Detroit airport and got a patdown by a TSO named (b)(6) She stated that the TSOs hand went up her leg twice and touched her private area. When the caller complained, the TSO got a supervisor, STSO (b)(6) In front of the supervisor the TSO told the caller to sit down and lift her legs up to check the bottom of her feet. The supervisor said he didn t know why she did it but would talk to her about it. He took a copy of the callers boarding pass and told the caller it was to make a record of it, then he gave the caller a card with a number to file a complaint. Caller feels victimized and thought it was rude. She thought maybe she made the officer mad because she called her out on touching her inappropriately. It was not easy to lift her feet as she is 54. . Caller did not set off any alarms and they had already searched her. She stated she was standing on dirty carpet in her socks. Caller stated she is disgusted by hygeine procedures at the airport and is also worried about all the officers and people going in and out of the bathroom and thinks they should wear booties.

Airport where the incident occurred: Detroit
Airline: Southwest
Flight numbers: 1648
Date and time of incident Oct 19 2013, 5:45am to 5:55 am
What terminal or gate? Unknown
Individual s contact information email:(b)(6) if by phone the best time to call is in the morning.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 10/29/2013 11:41:26 AM

10/29/2013 2:13:38 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Albany International Airport, 10-26-13 @approx 1:45 pm.
Comments:Inappropriate pat down by two TSA representatives, at one point I was almost taken off my feet be his version of "until I meet resistance"

Caller is calling on behalf of her 70 year old friend who flew out of DEN last Sunday. Her friend lives on a ranch and does not fly frequently. She was screened in a room by 3 different women for at least 50 minutes. The TSO stated that residue was on the gloves from her skin collected from the pat down procedure. She stated that they pulled her shirt up. They also searched her purse. The passenger is very upset and still crying. The caller said the only way they released her from the room was when the passenger stated she wanted to call her lawyer; at that point the officers let her leave the room. The caller stated she is traumatized by this incident. She has cancelled her up and coming flight due to this experience. This happened last Sunday. The caller stated that she had to go and might call back with additional details.

Advised:

I apologized that the callers friend was upset and had gone through this undesirable experience.

10/29/2013 2:20:28 PM TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This 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.

We regret that you were not satisfied with the service you received.
I asked if I could get additional information such as the name of the passenger and the caller did not have time to continue the conversation.

The caller stated she was a principal and that she had to go to check lunchroom duty, but wanted to know if her friend could have some type of telephone number to speak with someone else about this matter. I offered to place her on hold to check for additional information and reaffirmed that I would be sending this to the CSM. The caller asked if she could call back when convenient and I stated yes that she could and offered the EID number to provide to the TSA agent so that she would have the information from our call. The caller took the EID number and said she would call back.
Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge , and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old.She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers. LT 5O 0715 @ A-35 is wrote on paper.

Informed caller:

10/29/2013 4:23:21 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

Caller flew from Denver, CO to Sacramento, CA on October 8th. She was in a wheelchair and received a patdown by 2 female TSOs, one was new and was being trained. They were very serious and not very friendly. She would like to put in a complaint. She also was in a hurry to get to her plane and left her coat and would like to know how to get it back.

10/29/2013 4:44:17 PM Advised Caller: I apologized for her experience. I will put complaint in the record.

Offered to give caller the phone number for lost and found at Denver International Airport, however caller did not have a pen.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/29/2013 5:21:57 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/18/2013 12:45 PM Airline & Flight Number : AA 335 Checkpoint/Area of Airport : Terminal 3, I think Security checkpoint 6 - far right as one faces the ticket counter TSA Employee: (If Known) : Officer (b)(6) tall African American male) Comment : I came through the body scan machine and, as is usual, the man I now know to be (b)(6) told me to wait. However, instead of sending me on my way, he told me to turn around. Then, without any warning, he aggressively placed his hands in contact with my back. I have a back condition and had been treated in the ER just 8 days earlier for intense back pain. I had been in physical therapy since (and still am seeing the physical therapist). I felt a spasm of intense pain in my back and up and down my right side. I screamed and jumped forward (b)(6) said, in a hostile tone, "What you got on your back? You got an anomaly on your back." I turned to face him and said, "I have a back condition. You just lit up my back. I am in pain." He replied in a hostile tone, "You got an anomaly on your back. I got to pat you down." The pain was intensifying and I was feeling faint. I said, "I am in pain and I need to sit down. I fell like I am going to pass out." He replied in a hostile tone, "I got to pat you down." I was feeling faint and the only thing I could find to grab to steady myself was (b)(6) arm. I grabbed it. At that point, he may have finally realized that he had hurt me as he said, "You can hold onto my arm." I said, "I need to sit down. I am going to pass out."

At that point, another TSA officer came over with a chair and waived (b)(6) out of the way. I do not know this officer's name, He was African American and shorter than (b)(6) As outrageous as (b)(6) was, this other officer was laudatory. After I sat down, he asked me if I was okay. I told him that I had a back condition and his partner had lit up my back. I thanked him for the chair and said that I had felt like I was going to pass out from the pain. In a soothing voice he said that the machine had shown an anomaly on my back and I had to be patted down but I should just sit there until I was ready and then, if I wanted, we could do the pat down in private. He asked if I needed medical assistance. The level of pain was reducing and I said I was concerned about missing my flight so do the pat down but be careful of my back. He allowed me to stay seated, asked me to lean forward and gently patted down my lower back and then told me I was clear to go. He asked if I would like assistance getting to the gate. I declined the offer, slowly got up and gathered my belongings. I then walked over toward (b)(6) to get his name. He must have seen me reading his name tag because he came over and in a hostile manner took his identification badge off and flashed it aggressively in front of my face and then turned his back and walked away.

10/29/2013 6:05:10 PM

On my way to the gate, I purchased some food. I arrived at the gate as the flight was boarding. Once on board, I ate the food and took some pain medication. This was the first time in 36 hours I had had to take pain medication. In about one minute, (b)(6) undid the beneficial effects of three separate hour-long physical therapy sessions. After I took the medication, I wrote down everything that had happened. This complaint is based on those notes.

I have been patted down before and since (this past Friday) by TSA agents and have never been patted down as aggressively and harshly as I was by (b)(6) In every other instance, the agent always said in a polite tone of voice, "I have to pat down your ___." I have never had a TSA agent pat me down with no advance warning. Had (b)(6) told me up front that he needed to pat down my back, I would have advised him of my back condition and this incident would not have occurred.

I don't know if (b)(6) failure to tell me first what he was going to do violated a TSA protocol but in light of my other experiences, I suspect that it did. His hostility and his indifference to my medical condition and to the pain I was in is nothing short of outrageous. And then, when I went to get his name, he literally added insult to injury with his continued hostile conduct.

On the other hand, the conduct of the other TSA agent, the shorter African American gentleman, was laudatory. His professionalism and compassion enabled me to make my flight. Without it, there is a good chance that I would have passed out end ended up back in the ER.

Would you like a response? : True

Passenger's Name (b)(6)

My original e-mail of October 5, 2013, to which you have yet to reply.

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

10/29/2013 8:04:49 PM My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Caller went to fly with her dog this morning from Florida to Medford via United and was stopped at the airline ticket counter. The airline told her that TSA would not allow her dog to be too large for its kennel and medicated. They then would not let her board her flight. She was directed to call TSA. She has flown from Utah to FL on the same airline with the same dog before with no problem.

10/30/2013 9:32:57 AM Advised caller:

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

Contact the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

Caller wants to know who she can speak to regarding a complaint. She has a service dog, she has flown before with the dog, and usually she walks first and then the dog walks behind her. And if she beeps then they do a patdown, she states that the TSO officer made her take off her leash and vest and told her she had to pick up the service dog and walk through. The dog ran away and by luck her husband was with her and ran after the dog. The TSO yelled at him and told him that he had to get his fingers swabbed and she states that this was a mess. She does not feel discriminated against , but she feels like this is poor training. She has never experienced this before. She traveled back out of Chicago and stated they were wonderful. All she had to do was walk through the machines with the animal. She specifically said this was poor training and customer service, not disability-related. She did not want information on how to file a disability-related complaint.

Phoenix Sky Harbor
September 19, 2013
9:30am
Terminal 3
American Airlines

Informed caller:

10/30/2013 10:48:43 AM

Specifically, you were concerned about screening for passengers who have service dogs.If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

The caller is trying to get in touch with the TSA Lost and Found at LAX. He has been dialing 310 242 9073. He indicated that the line is always busy and he cannot ger through.

He flew from LAX on Thursday of last week at around 10am. He received a patdown. He w advised to remove his belt. He forget his belt at the checkpoint.

10/30/2013 11:35:08 AM

I confirmed that he was dialing the correct number the TSA Lost and Found at LAX.

Los Angeles International Airport
310-242-9073
http://www.tsa.gov/traveler-information/airport-lost-found-contacts#46

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response:Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

10/30/2013 1:15:33 PM

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

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

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

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

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :
Comment : To Whom It May Concern:

10/30/2013 4:06:23 PM

I strongly protest the treatment to which I was subjected when traveling through the Denver, CO International airport on October 26, 2013. A sign informed me that if I wished not to go through the body scanner, I could opt out for a pat down. By pat down, I took it literally as a pat down, not a body groping. I was separated from my things (since I could not go through with them, it was all I had and would've been helpless and stuck if someone stole them). I was NOT given the option of going through the metal detector as listed on your website, though people before me were allowed through it. I had been willing to open my luggage if necessary even though it would take longer, as I had time and nothing to hide. Even though they knew I had a problem with being touched, they gave me no other options (as I said, I thought it would be a "pat down" not a body groping!). So, the only options given me were to go through the body scanner or get groped! Perhaps you may not believe it, but some people don't like getting naked pictures taken of themselves by radiation or having strangers feel them up. I know what you tell people about those machines, but there is no evidence to back it up. There should be a third option; I was wearing no metal, I was willing to have my carry-ons examined, I am a citizen of the United States in good standing, you have my name, my address, and all my information. I am not that big or strong (in other words, I am no threat), why on earth are you doing this to me? In other countries, they have scanners that only scan for what you are looking for, which would be much more effective than those body scanners; maybe they cost money, but in all fairness, so did those scanners. I vehemently protest such violation of rights for myself and all travelers like me, and insist that you give travelers a third option that does not violate their rights as human beings. I know that dogs can be trained to find these things you are looking for, and that it can be done at a distance, why not that option? There are others still... I don't think US citizens should be subjected to such treatment, but at least we would not be violated, and I think non-citizens would appreciate the better treatment as well. Please take this under consideration.

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

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :
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(b)(6)
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :
Comment : To Whom It May Concern:

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

10/30/2013 6:02:42 PM

Hello,

During my flight on 11th Oct from Maui to Los Angeles my luggage was checked. When I opened my back I noticed that my small transparent cases for small items were left open. Later on while unpacking my luggage I realized that from my zip bag with jewelry there were two gold earrings from two sets missing and another set was broken. I am pretty disappointed that I am not only forced to go through the full body scanners, exposed to the radiation and still being pat-down checked.

Kind Regards,

Caller wants to verify TSA policies at the check-point regarding minors and their screening. Can I explain the procedures to him?

I advised that the question was very general. Does he have a specific issue or concern?

Caller has a 14 yo daughter. If they go through the screening checkpoint, what is the screening procedure?

They would be the same as those applied to the caller. If she goes through the screening equipment and there are no alarms, then there is no need for further or secondary screening. If there is an alarm, they have to clear it with a pat-down, and the policy is the same for anyone over 12 yo.

What does the pat-down entail exactly?

You are patted down; you are not required to remove or displace any clothing; there will be a female screener performing the pat-down; they will use the back of the hand to pat-down any sensitive areas.

Why does a female screener have to do that?

10/30/2013 7:02:10 PM TSA tries to provide a female screener for a female passenger.

When you say sensitive areas, what areas specifically are we talking about?

The best I could advise is the breast and crotch area. Those would be the sensitive areas; the areas a reasonable person would have issues with. These areas have to be patted down as well, and the screeners will use the back of their hand in those areas.

So, you are saying that they are going to come into contact with the genital area, the anus, the groin, inner thighs, the buttocks, the breasts, those areas?

I believe the statement I made before covers that.

Caller asked for my name.

I provided my first name.

Caller asked for my last name.

Feedback Type : Complaint
Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/31/2013 2:59:19 AM Airport : SFO - San Francisco International Date/Time of Travel : 10/08/2013 Airline & Flight Number : Air Canada 0738
Checkpoint/Area of Airport : Security check in TSA Employee: (If Known) :
Comment : I have been a type 1 diabetic for 57 years and for the past 15 years have been wearing a Medtronic insulin pump.My level of control is excellent.
I have flown many times wearing a Medtronic insulin pump and have had no problems at security check points in North America,Mexico or Europe.

On October 8th, I had cleared the metal detector and explained to the attendant official that the insulin pumps (I carry a spare pump in case of failure of the imbedded pump) could not be x-rayed and that I would prefer a "pat down". I was assured that the scanner would not do ANY damage to an insulin pump and before I could consider or protest was whisked through and "scanned".
Unknown to me both pumps were damaged and I began the long day's journey (landing in Kingston Ontario at 1200 midnight) without proper delivery of insulin from 0900. If you are at all familiar with Type 1 diabetes you will know how serious a problem this is.
I was surprised to see a rather high blood glucose level once I was on board my first flight,but thought little of it since the stress of travel,some food I had eaten might have had this effect. I programmed the pump to deliver adequate insulin to correct the glucose level,not knowing that the pump delivered only a slight percentage of the programmed dose required.The motor mechanism in the pump had been damaged in the scanner.
The next morning I was ill,suffering a severely high blood glucose level (19 mmol)and high levels of ketones. Still, I thought perhaps travel stress had had an extraordinary effect, since the pump did not indicate that it had failed;it was still delivering (minute doses of) insulin.

10/31/2013 8:39:34 AM

I gave myself an injection (not using the pump) of insulin and within 5 hours my blood glucose level had returned to normal. Good.
I tested the pump and it showed no problems;it was deliverfing miniscule amounts of insulin.
That afternoon I went for a walk, an activity that usually helps to stabilize and lower blood sugar levels. I was out for most of the afternoon,visiting with a friend before the walk. I felt unusually tired all afternoon, assuming that jet-lag was having an effect along with the very high blood glucose test of that morning. I was horrified to see a blood sugar result of 30(mmol) by 5 o'clock accompanied by high levels of ketones. It struck me then that the pump had been adversely affected by the scanning device. I phoned the Medtronic 24 hour Helpline to ask how the pump might have been affected. I was led through a specific test and it was determined that the motor mechanism had been damaged and the pump was delivering only a THIRD of the daily doses required to maintain my health.The totall daily dose of insulin I reuire is quite low, so basically I was receiving no more thanthree or four units of insulin.
A brand new pump was delivered to my door by 11pm that night and with help I was able to reprogramme and start to use the device by about 1 am.
From the time the damage to the pump was recognized and restarting the new pump I had been severely ill;dehydrated,vomiting with severe abdominal pain and at the same time,needed to take hourly blood tests, insulin injections and urine analysis to determine whether or not hospitalization would be needed.
The keto-acidotic condition lasted for 2 more days of severe illness. I have not experienced this condition in my entire life as a diabetic. My self-care is excellent and I am being honoured this coming month for just that level of self management.
The after effects of this episode have lasted;extraordinary efforts on my behalf to stabilize diabetes management and regain the normal level of control.Disruptions in sleep continue to be a problem.

I am very unhappy about the level of respect that was afforded me when I CLEARLY STATED stated that I was wearing an insulin pump and could not be exposed to x-ray. It is not clear to me how difficult it is to remember that Insulin pumps are exempt. Are your security staff not trained to protect the health of passengers as well as their security?

As I flew my health was rapidly deteriorating and no one could have helped on board a plane.Even if it had been possible to determine the damage done,I could not use the second pump, since it too had been damaged.
It would have been so simple to listen to me and give me the pat-down that I had requested.
Caller will be traveling with a pet onboard.
The airline told her specific size for the cage etc and she has that.
She knows what the need.
It is a Kitten
She has proof of his shots but thought the vet said they need a health certificate 10 days before the trip.
Someone at the airline said just so the cat looks healthy.

RESPONSE:

10/31/2013 1:27:11 PM

Told her we do not require paperwork but I cannot say about the airline.

If she thinks there is risk of escape she can let the Officer know.
(She confirmed she expects no issues for the young kitty).

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

Confirmed she should never leave the kitty in the carrier for the XRay machine screening.

Please read the email below, I received a request to fill out a survey based on the email I sent below. The survey was a waste, so I thought I would resend the email so the issue can be addressed..

I want to let you know about my experience with TSA on 9/29/13.

First, let me give some background on my situation. I travel for work flying twice a week for the last 5 or so years. I am also diabetic and use an insulin pump. I am very accustomed to the necessary procedures that I must go through to get through security. My insulin pump is different than most, having no tube, it is wireless, and tubeless. My normal TSA experience goes like this:

All my normal belongings go on the belt and go through the xray, and then I go through the scanner. Before I enter the scanner I hand my pump controller (looks like a glucose monitor, but tells a pod containing insulin that is attached to my leg when to inject me with insulin). I was told by the manufacturer of this device that since it communicates wirelessly and I travel every week, that they do not recommend it go through the xray. The controller is then ETD'd, and usually I rub my hands over the area where my pod is and then my hands are ETD'd as well. All clear…

10/31/2013 6:02:25 PM

I have verified the above procedure with Jeremy Buzzell Transportation Security Administration - Department of Homeland Security Senior Policy Advisor Office of Disability Policy and Outreach to be correct.

Yesterday I handed my controller to the TSA officer to ETD it and he didn't know what to do with it, so he asked a supervisor. The supervisor told him to do a modified pat down, and then ETD the controller. After the pat down when the officer ETD'd his hands, the alarm went off. I was told that I would then be subjected to a resolution pat down in a private screening room where my private area would also be searched using the palm of a hand. I refused on the grounds that a different type of pat down would not result in a different ETD would not render different results. The police were called and copies were made of my boarding pass and driver's license. The supervisor then called his supervisor who said that if they could check all of my belongings, pat me down again and ETD everything, I could proceed.

If they would have followed the correct procedures, that I know to be correct and asked them to follow, I never would have been subjected to the embarrassment of standing there with three police officers, and several TSA officers surrounding me. I am seriously considering changing employment over this ordeal so I no longer have to go through such headaches. I do understand the need to keep people safe, but I was very clear about what my device was repeating it about ten times, yet according to the supervisor, the first officer I encountered did not understand what it was. Him and actually discussed it enough that I now know he is a type 1 diabetic as well. I do not want to require special assistance going through TSA and I do not need it, but your officers need to listen to what is being said by travelers and follow the procedures they have already in place.

To Whom It May Concern:

You need to be made aware of an inappropriate incident that occurred between myself and one of your security staff, (b)(6), on Sunday evening October 27th/13 at Sky Harbor Airport in Phoenix, AZ.
I was passing through the security check point on my way to catching a U.S. Airways flight to Calgary. I went through the scanner and the alarm went off so the security gentleman who was observing the scanner asked me if I had anything metal on and I didn't other than a pair of earrings that I removed. I went through again and the alarm went off and we couldn't figure out why so the gentleman called for female security personnel for a "pat down" (b)(6) showed up and immediately starting raising her voice, physically touched me and was ordering me in a very loud and bossy manner to get my carryon items and to hurry up. She was extremely accusatory and confrontational for absolutely no reason. I am a 64 year old educated, professional woman who travels a lot, holder of a NEXUS card and was a former flight attendant and in all my years of travel have never been exposed to someone as rude and ignorant as (b)(6) She made me stand out in the open while she patted me down, asked me to raise my top, roll my waist band down while she inappropriately touched me in public. I fully understand the need for security but I also feel the need for privacy during a pat-down or why would a full body scan not have been offered? I felt violated by a young woman who obviously has the need to express the authority she thinks she has!

This situation needs to be dealt with and I would like to know that she has been spoken to and that this situation is taken seriously.

10/31/2013 6:03:02 PM

I will look forward to your comments and reply.

Sincerely

(b)(6)

Canada

Home (b)(6)
Cell:
e-mail:

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/31/2013 5:25:09 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 10/31/2013 3:45 PM Airline & Flight Number : Delta 5272 Checkpoint/Area of Airport : DAL Main Checkpoint for Delta/United (Terminal 1) TSA Employee: (If Known) (b)(6) Comment : Officer (b)(6) prevented me from boarding my flight on time. I arrived at the security checkpoint at 3:20pm for a 3:45pm departure. Another TSA officer called for Supervisor (b)(6) because my middle initial was included in the first name of the boarding pass, making it "difficult to verify my identity." I fly twice a week, every week, with my name spelled this way on the boarding pass, and have never been denied boarding. The same is true for countless members of the traveling public. Officer (b)(6) stated that I would need to undergo enhanced screening, but that I would not miss my flight. He verified my TSA PreCheck status. He then proceeded with the full body patdown and luggage check. I reached the gate and the flight door had been closed. After returning to the security checkpoint and requesting Officer (b)(6) name and ID, he behaved unprofessionally. He became agitated, explaining that he had done me a favor by expediting my pat-down. He also suggested that he would call Dallas Police to verify my identity, which would delay me 45 minutes further, and asked whether or not I wanted that. I asked for the name of the TSA officer at the podium, which was not provided. I am exceptionally disappointed for two reasons. TSA has an obligation to ensure consistent security screening across airports. My boarding pass name is often my first name and middle initial, along with my last name and suffix initials. Never is it spelled exactly as it is on my driver's license or passport. Officer (b)(6) delay prevented me from successfully boarding my flight, causing significant extra expense and friction in my travel plan. Second, the way which Officer (b)(6) behaved after the incident was unprofessional. I appreciate his willingness to go through the pat-down as fast as possible, but he should have exercised better judgment in both deciding that the pat-down was necessary (I am PreCheck verified, the middle initial matched with my ID, etc.) and in responding professionally to my request for his badge. He did not offer any apology or condolence for my having missed the flight, but he did insist that I have my boarding pass name changed for all future flights (cannot happen) and that I should stop conversing with him unless I would like Dallas Police to be involved. I don't expect much from the TSA, but I do expect better that this. Please have a member of your team contact me to discuss resolution of this problem.

10/31/2013 6:03:44 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

Sirs:

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)
Polebridge, Montana

*****

My original e-mail of October 5, 2013:

10/31/2013 8:07:59 PM

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a $20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

	(b)(6) is calling about an incident that occurred on 10-27-2013 at Denver International Airport. The caller stated she is traumatized by this incident. The caller said that when she went through security the alarm went off because she thinks because she had a knee replacement. A TSO then gave her a patdown. The female TSO kept saying that something was wrong and called for another TSO to come over. Then that TSO gave her a patdown. They then took her to a small room. She was not allowed to put her shoes on and her feet was very cold. She said then a policeman was called who had a badge. Her purse was then searched 3 times. They kept her cellphone. They would not allow her to call her son or friend in Denver. They would not tell her what was wrong. It has took several days for her to calm down. She said that she is close to 72 years old. She had traveled to Denver to go to musical with her friend. She had the same clothes on she previously wore when she went through security in anther airport. The TSO never explained to her what was going on. She said that they were very closed mouth. She felt very violoated. She has another flight coming up next Friday and Sunday. She is concerned that the same thing will happen. She finally told them that if they do not figure this out that she was going to call her lawyer, then soon after they called someone else. She said that this man was head of something and then about 10 minutes after that she was allowed to leave. The process took about 40 or 50 minutes. She is requesting to be contacted by the CSM at her home telephone number is (b)(6) Her friend previous called and made a complaint on her behalf. The Event ID: (b)(6) She called back to give her side of the incident.
	Advised the caller:
11/1/2013 1:35:12 PM	Apologized for the experinece that she had. 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. If you are concerned about your upcoming flight you may call us back with your flight itinerary to request assistance through the checkpoint. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. You may always ask for a Passenger Support Specialist for assistance. Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.
11/1/2013 2:05:10 PM	Feedback Type : Complaint Categories : Missing or Damaged Items; Other Current Date/Time : 11/1/2013 12:07:19 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/31/2013 7:00 PM Airline & Flight Number : El Al 002 Checkpoint/Area of Airport : Terminal 4 going to gate B31 TSA Employee: (If Known) : Do not know name Comment : I requested a pat down as I always do. This is the first time my bags were taken and NOT kept in front of me. While I was being pat down by a very tall black young woman, I noticed a male TSA officer hanging around on the other side of a small wall where my bags were kept next to the machine that screens for gun powder and other substances. I do not know why I was taken out of sight of that area. I went in, grabbed a bite to eat and proceeded to the bathroom closest to my gate. I went to get my clear toothbrush case to brush my teeth and where I had put some earrings and a diamond bracelet my husband had given me for our anniversary. The bracelet was missing. I went to the gate but there wasn't enough time to go back and complain without missing my flight. The ONLY time my bag was out of my site was when it was taken from me during my pat down. I expect the TSA to assume FULL responsibility for the actions of their employees and to either get the employee who stole it to return it to me or to reimburse me the 2600 that it cost. I will be contacting my attorney on my return and he is being made aware of this. Just for the record, I caught another TSA employee red handed stealing a pearl necklace from my carry on several years ago. You have a serious problem on your hands. I cannot begin to express my anger and expect you to rectify the situation immediately. Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

(b)(6)

Dallas, TX 75252

Date: November 1, 2013

11/1/2013 5:06:42 PM

Re: Personnel Attitude and Security Issue at SFO Airport on October 30, 2013

The following describes relevant events at the SFO Airport Checkpoint for Gates 50-59 on October 30, 2013 at about 22:00.

When making my way through the checkpoint for my American Airlines flight, I elected to opt out of the millimeter-wave "body scan" flow and waited for the TSA representative to invite me through the access gate. I was offered the standard instructions to indicate which personal articles boxes were mine and to not actually touch them. The boxes eventually came through on the belt, but I had been observing that that my assigned TSA representative was engaged in conversation/socialization/etc with another TSA representative, facing away from me and the conveyor belt, for 5-10 seconds. I politely tapped the TSA representative on the arm between the elbow and shoulder with the back of my index finger and said, "Here's my box coming through now." The TSA representative turned around and looked down at his arm silently with a look as if "I know you didn't just do that," or "How dare you touch me." I asked him verbally if that kind of look was really warranted here. He replied with something similar to "You may address me with 'Excuse me, sir.'" Feeling that this was out of line, I asked the TSA representative to summon his supervisor.

On October 28th, 2013, while visiting my mother in Sullivan Missouri I lost my wallet which contained all of my credit cards and identification. My flight from St. Louis Missouri to Crescent City California was to leave on the 29th. I contacted the St. Louis international airport to get a phone number for TSA. I talked with a TSA agent who informed me to get a police report and asked if I had any other form of identification. I said I had a blue cross insurance card but no photo identification, the woman told me TSA have ability to find out who you are and you are not the first person who has gone through this but you will beable to board the plane.

After a thorough pat down and twice through the provision atd machine, (which really exposes you through a lot of radiation) I was successfully accepted by the TSA and boarded the plane. When I reached Sacramento California I was informed that the plane to Crescent City had mechanical dysfunction and I would not be flying out until the following day. The next day on October 30th, at the Sacramento airport I would be met with unprofessionalism and unnecessary treatment by TSA AGENTS (b)(6)
ALONG WITH DEPUTY SHERRIF (b)(6);(b)(7)(The following is what transpired.

On October 30, 2013 at approximately 0920 hours I presented myself to TSA and was led aside where TSA agent (b)(6) approached me. I understand not having any identification is a big deal and I didn't expect special treatment, but I did expect to be with professionalism and intelligence which was not the case.

11/2/2013 9:26:27 AM

Agent (b)(6) approached me and ask me where my identification was. Her demeanor was brash and short. I had worn a black halter top so there could be clear transparency for a visual inspection. After (b)(6) determined I would be let through for boarding I was told to walk through the Provision ATD radiation machine with arms up. I complied. after I was let out of that machine she informed me I needed to be patted down. I expected to be patted down from the waist down because you could clearly see that there was nothing on the top to hide anything in. In fact I was almost embarrassed to have worn the top as I felt it was too revealing. Bu (b)(6) had other plans. She asked Macintosh to pat me down. I argued that I did not need my breast to be touched as you could see there was nothing there. (b)(6) yelled out for all to hear. "YOU AGREED TO DO THIS". I asked if I could take off my pants because I had swimming suit bottoms on, and the two agents were forceful in telling me to keep my pants on. I complied with that as well. I felt this pat down was a little excessive and over the top especially since I had already been cleared by the St. Louis airport the day before without incident (b)(6) viewed me as a threat and informed me she was going to write me up. I don't know what she meant by that, but it was a threat just the same. Once patted down I was taken to a table that had a black skirting around the top of it so they could go through my things. (b)(6) asked me if I had anything sharp in my back pack. I asked her to define sharp because I didn't know what she considered to be sharp. She then had (b)(6) return and said I refused to answer her question. I was asked again and I said I didn't think so. They conducted the search on my bag. I said nothing more. I was then let go.

after I left I bought something to eat. As I sat there processing this event in my mind I decided there was a story to write up as I am a reporter for the Crescentcitytimes.com online newspaper. Once I finished eating I returned to the TSA area to observe how other people were treated. during that time I utilized my phone to video tape how other females were being handled. I had only been standing there observing when I heard (b)(6) yell out to (b)(6) "that's (b)(6) approached me and asked me what I was taking pictures of I told her I was not taking pictures. (b)(6) stated, "your not allowed to view this or take pictures as this is a confidential area. I asked (b)(6) where the sign was that said that. After she looked around she informed me it was policy. I told her I was not violating any law and continued to stand there. Deputy Sheriff (b)(6);(b) now approaches me. He asked me what I was doing. I told him I was a reporter and I was observing how TSA agents worked. He said you need to leave this area or I am going to take you to the ticket counter and have you taken out of here. I responded stating, " let me get this straight officer (b)(6);(b) your going to falsify a report utilizing creative writing to have me kicked off the plane". He then said, this is abnormal behavior and you are being watched on the video. Officer (b)(6);(b) informed me he was going to stand next to me and I said that's fine. He soon left and walked back over to the agents.

as I begin observing other people, I discovered many people were standing in the same area as me for several minutes watching others come through as I had. There was no legitmate complaint that anyone had there was a strong showing of retaliation and harassment by these people which indicated to me their lack of intelligence in how to effectively deal with people. Meaning this. I would think the TSA would hire people who have at least a bachelors degree in criminal justice so they know how to act and talk to people instead of abusing their power under the color of authority and making it miserable for people to travel.

Disability Description: Caller has a prosthetic device in her knee. The caller stated that her knee is made of metal and plastic.

Response Details: Advised the caller that in Michigan, the two airports that participate are Detroit Metropolitan Wayne County Airport (DTW) and Gerald R. Ford International Airport (GRR).

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

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

Sent Email

11/2/2013 1:07:29 PM

Incident Details: The caller was traveling from Kalamazoo to Detroit, then from Detroit to Florida. In Kalamazoo the boarding pass said she had TSA PreCheck. The caller stated that they told her they do not have PreCheck.

The caller stated that she is a retired delta employee. The caller stated that everytime she goes through the machine, it will set off an alarm and she gets patted down. The caller shows them her employee ID and other documents to prove she has worked for the airlines.

The caller stated that she shows them or tells them before screening that she had a knee replacement.

Most of the time, they just take her to get patted down.

The caller stated that they treat her like a criminal. Everytime she leaves out of Kalamazoo they treat her like a criminal and other airports as well. She got patted down and does not like it. The caller stated that she feels discriminated against because she is disabled.

The caller feels like they are treating her like a terrorist. She feels like if her knee sets the alarm she should not get patted down since other people who do not have a knee replacement do not get patted down.

11/2/2013 1:17:39 PM	The caller is a 100% disabled police officer. The caller s last flight through TPA his arm was tested with ETD. The caller then was taken to a room where he stated that he was nearly stripped searched. The caller stated that he was told it was a chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested duringt his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers. The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers. The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items. I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger. Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM. I discussed with the caller that we do not have a set list of what will or will not set of an ETD test. Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening. I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger. I advised the caller that the ETD test is used on property and passengers. I advised the caller that there is no way to guarentee that a passenger will not revieve a pat down. I informed the caller that TSA relolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown. I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

To Whom It May Concern:

Thank you for your reply, however it has indicated nothing that I am not already fully aware of and that abide by. I did ask for a Supervisory TSO and that is how I got (b)(6) name and a business card with the information as to who I could contact to express my concerns but that is all I received from her. I feel that she should have been pulled aside and immediately spoken with. I will not be satisfied until I hear that (b)(6) has been dealt with by TSA.

I am not normally one to complain but this incident was rude, embarrassing and uncalled for and needs to be dealt with so that other travellers are not treated in this manner by TSO staff with attitudes like (b)(6)

I believe I deserve something more than a "form letter" and also believe I deserve a formal apology.

Sincerely,

11/2/2013 1:35:47 PM

(b)(6)

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

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

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

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.

After having just received another "form letter" from your agency I can't tell you how extremely disappointed I am in your agency. I will not use up any more of my valuable time dealing with this issue.

(b)(6)

Begin forwarded message:

From: (b)(6)

Date: November 2, 2013 10:31:11 AM MDT

To: HYPERLINK "mailto:TSA-contactcenter@dhs.gov"TSA-contactcenter@dhs.gov

Subject: Inappropriate Incident

11/2/2013 6:36:00 PM

To Whom It May Concern:

Thank you for your reply, however it has indicated nothing that I am not already fully aware of and that abide by. I did ask for a Supervisory TSO and that is how I got (b)(6) name and a business card with the information as to who I could contact to express my concerns but that is all I received from her. I feel that she should have been pulled aside and immediately spoken with. I will not be satisfied until I hear that (b)(6) has been dealt with by TSA.

I am not normally one to complain but this incident was rude, embarrassing and uncalled for and needs to be dealt with so that other travellers are not treated in this manner by TSO staff with attitudes like (b)(6)

I believe I deserve something more than a "form letter" and also believe I deserve a formal apology.

On October 25th, my husband and I flew from Manchester, NH to Jacksonville, FL with a connecting flight in Atlanta, GA. My flight departed at 7:15, yet my husband and I were at the airport at 5:00 am. We have a great deal of patience and respect for TSA agents, as I can only imagine how rude and inconsiderate flyers can be due to increased security measures. Whenever I have flown, I have always found the TSA agents to be professional and courteous with passengers, however, I was not pleased with TSA at the Manchester Airport.

I am pregnant and it was requested by my doctor to avoid X Rays and the Magnetic Body Scan. When flying to Manchester, I had no problem with this at the Jacksonville International Airport. When I told an agent this at the Manchester Airport, and asked if I could elect for an alternative or for a full body pat down, I was denied this request. I had arrived early just in case this would take longer than the body scan, that I had plenty of time. I even had paperwork from my physician, however, the TSA agent told me that I didn't look pregnant and that if I refused to go through the scanner, I would be arrested and would not make my flight. I motioned to another TSA agent who walked over and I explained my situation and provided paperwork. I told them I was not trying to avoid security and that I was willing to do whatever I needed to do to avoid the body scan. The other TSA agent told me that they didn't do body pat downs at that airport because they didn't have time; that if a passenger refused to go through the scan, they did not fly.

11/3/2013 9:54:05 AM

I find this information very difficult to believe. I felt as though the agents did not WANT to complete full body pat downs or any other alternative security screening because it was much easier to simply send someone through the body scanner. This is very alarming as it pertains to my safety and the safety of other passengers.

I would advise that someone look into this matter and possibly give the agents at the Manchester Airport some "refresher classes" on the aspects of their duties.

Thank you,

(b)(6)

Dear (b)(6) Since we last corresponded, I have been accessing all United Airlines flights through the security entrance in Terminal 6, and this has worked well for me, because I have consistently been able to go through the scanning machine expeditiously. On Wednesday October 30 2013, I proceeded through the security clearance and the scanning machine in the usual fashion, and the male agent greeting me as I passed through the scanning machine noticed wires for my TENS (Tanscutaneous Electrical Nerve Stimulation unit)protruding from my left pants pocket - I had removed the transducer piece of the equipment , and had left the electrode pads and lead wires attached to my hips as I have been doing without incident for several weeks - this piece of equipment is for control of left hip pain. Unlike other agents positioned at the exit from the scanning machine that expeditiously check my hands for explosives because of the presence of the wires, this fellow seemed at a loss in interpreting the imaging findings and in understanding the nature and purpose of the wire and other accessory prosthetic equipment attached externally to my hip. He called for male assist - there was a bit of a delay - not nearly as prolonged as the delay with the last situation about which I wrote to you.

I was concerned about what appeared to be his lack of training and competency establishment, and asked to speak to a supervisor. I was directed to Agent (b)(6) whom I found most professional and accommodating. I told him that I had corresponded with you previously about an earlier concern. He asked me to point out the agent about whom I was complaining, and I did so (b)(6) advised me that he would conduct his own investigation, and that he would communicate with you regarding his findings. He suggested that I communicate my concern to you as well.

Before concluding this message, I wish to offer my sympathy for the TSA agent that was fatally shot at LAX airport yesterday. This is very sad and frightening as well, particularly because of the random nature of the assault. It does deepen my appreciation for TSA agents and the mission they fulfill.

Thank you, and I'll wait to hear back from.

11/3/2013 12:26:04 PM

Best regards (b)(6)

On Fri, Aug 16, 2013 at 12:41 PM (b)(6)

I submitted the grievance regarding neglect on the part of your staff member (b)(6) at Los Angeles International Airport some 10 days ago. I was advised by the TSA Contact Center shortly thereafter that this complaint was being referred to the Los Angeles International Airport facility for review and response.

I am concerned because I still have not received a response to my grievance.

Thank you for your attention. I am patiently awaiting a reply to my grievance.

11/3/2013 1:11:32 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/3/2013 12:00:08 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 11/02/2013 11:30 AM Airline & Flight Number : US Airways #2802 Checkpoint/Area of Airport : Tsa screening TSA Employee: (If Known) : Various Comment : I was traveling through SAV screening and decided to opt out the imaging. there were about three agents working the imaging device.(Not sure if three people were needed) Around seven total working the screening. The TSA agent, tall young African American decent, told me to wait by the gate to get pat down. He said there were no males available for them to pat me down. I asked him how long was a supposed to wait then, and just ignored me and walked away. I walked up to the UNATTENDED gate to call him over, and asked him again he said that's what I get if I opt out. I told him to contact his superior, he refused, and said there was nobody available so I asked if he could pat me down and refused again saying he was in a fixed position. This kind of behavior is far from professional it's more like a club bouncer. I saw this was an old psychological scheme of "comply by segregation" tactic. (Ironic considering he is black) My flight time was nearing so I decided to go through the imaging machine. On the other side of the airport by the gates, there were two older agents just laughing and looking at videos on their smartphones for about 20 minutes. Keep in mind there were no other male agents per the screener. These agents at this airport really serve no purpose other than getting a free paycheck for goofing around. Considering there are TSA agents losing lives on the job, and peoples lives at risk, this kind of behavior and lack of efficiency should not be taken lightly.
Would you like a response? : True
Passenger's Name (b)(6)
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 she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and it the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions.

Advised caller Walk Through Metal Detectors
Items that could set off a metal detector include:

11/3/2013 5:15:54 PM
•keys
•loose change
•mobile electronic devices
•heavy jewelry
•clothing with metal buttons, snaps, or cuffs
•metal hair barrettes or other hair decoration
•belt buckles
•under-wire bras
Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

To whom it may concern:

This is my third attempt to contact (b)(6) over the last going on three weeks. My family and I were at John Wayne Airport Sunday October 20th to catch United Airlines flight UA669 home to San Francisco. Before coming through security I notified the TSA officer that my daughter has a prosthetic leg, and that it has a metal pole in it , and that it buzzed coming through security when we flew down. He told me ok, and said let her walk through and that if it alarmed she could be pat down on the other side. My husband and other two children went through first followed by my daughter and then myself. Of course when my daughter when through the alarm buzzed. They asked us to wait to the side and that a female officer would come do the pat down. I told my husband to get our things. (b)(6) assisted us, and I explained to her the situation and she was very nice and understanding. Then (b)(6) came to also assist. I was told she was the superior of (b)(6) and she knew what to do. I was apparent that she did not. First she asked me to expose my daughter's leg to her in front of all the people coming through security who were now looking at us like we did something wrong. I told her I would not, she could see through my daughters pants and she could touch it. Then she got on the phone to call someone, I don't know who, but clearly she did not know what to do. Finally when she found out how to proceed, she said we had to go to a private room. She was very rude and not sensitive to this situation which is very delicate not only to my six year old daughter, but to my family and myself. She made a spectacle out of it and made brought unwanted attention to my daughter. She asked me about my things and I told her my husband would get them, then for some reason he was told he could not touch them. The next thing I know, were in this room and here she comes with all of my stuff, I asked her what was she doing and she said my husband wasn't claiming them. When he was trying to find out from me what was going on, she kept closing the door in his face and wouldn't tell him anything. Then she stood in front of me and my daughter while giving direction to (b)(6) on what she was supposed to do. She tried to make small talk with us because she noticed our bags from Disneyland. I didn't have anything to say to her other than to answer her questions that were pertinent to this situation. She got upset by that and told me " if you want to play it this way, I can play to" I told her I wasn't playing and that I was very upset. She seemed oblivious to that. I can't even believe her behavior period.

11/4/2013 8:28:07 AM
My family and I will be coming through John Wayne again next month, and I can't even begin to think about having to subject my daughter or myself to this women. She clearly doesn't know or understand customer service, Children with Disabilities, or human kindness. After this happened I immediately asked for a manager, and (b)(6) came. My husband and I along with (b)(6) explained to him what happened, then (b)(6) excused herself (b)(6) said he would be e-mailing (b)(6) (b)(6) about this situation and told me to call or e-mail him about it also. I have done so twice with no response and this is my third attempt. This is a very important and serious matter to my family and to myself. We have been traveling with my daughter for six years through many airports, and John Wayne at least three to four time a year. We have never been treated this way before, and hope it does not ever happen again. Please contact me to follow-up.

Thank you,
(b)(6)

The first caller works for Frontier Airlines. She transferred the actual caller to me. She flew from ILG recently. She had to have a pat down of her hands for some reason. Why did they have additional screening? Her things were to the side where she could not see them she is missing $100. money in two separate compartments

Airport: ILG
Airline: Frontier
Flight #: 377
11/4/2013 10:22:57 AM
Date and time: 10 22 13 at around 5:30 a.m.
Description: Brown satchel with a side zipper where she had her wallet.
Location: It is a small airport. It only has one terminal.

The name and phone numbers are for the passenger with the missing money. It is not the name of the Frontier Airlines employee.
Response:
I told the caller she would have had an alarm from another screening procedure for them to put her through additional screening.
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 7 to 10 days 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. They may have video footage of the terminal that they can view.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2013 8:56:52 AM Airport : PHL - Philadelphia International Date/Time of Travel : 11/03/2013 6:30 AM Airline & Flight Number : USAirways - 795 Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :
Comment : I travel frequently between Tampa and Philadelphia and I am TSA Precheck. First, the difference between the attitude and treatment between these two airports is stark. The former -- polite and courteous while the latter -- rude, disrespectful and offensive. In Phila one can only use Precheck in Terminal C but we informed of this option only after we were in line in terminal B.

11/4/2013 10:23:27 AM

In Tampa I am asked whether I have any metal, artificial joints, etc. and because I do, I am directed to the screening machine that does not set off an alarm. On one occasion, when I did set off the alarm, I received a pat down that was gentle and respectful. Yesterday I was not asked about metal nor was I directed to the scanner that does not set off alarm - rather when I set off the alarm, I was taken to be patted down even though the other scanner was just next to where I was. I requested that I be treated carefully because I have just had breast surgery. The woman who patted me was surly, banged down my back and between my legs with forceful fist and when I commented on the roughness of treatment I was told "That is regulation pat-down." Since my experience in Tampa has been so dramatically different, I felt the need to report this truly unpleasant treatment.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Forwarded to TCC

-----Original Message-----
From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]
Sent: Wednesday, October 30, 2013 3:34 PM
To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov
Cc: TSA-ContactCenter@dhs.gov
Subject: Got Feedback : ORD - Chicago-O'Hare International

Feedback Type : Complaint

11/4/2013 10:33:15 AM

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/30/2013 3:34:00 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/30/2013 12:10 PM Airline & Flight Number : ASA29 Checkpoint/Area of Airport : Terminal 3 near American Airlines TSA Employee: (If Known) : One more overweight idiot with a government job Comment : Your precheck does not work for those with medical devices such as a pacemaker. Do you realize pacemaker patients cannot go through the metal detectors unless you want them to die while forcing them to be screened since the detectro could possibly cause the device to not properly send a signal to the heart to beat? I paid for precheck through GOES and I would expect your screeners to do a hand pat down in the precheck line. Apparently they are not trained or misinformed as to their job function and what exactly is required for precheck patrons who have implanted medical devices. Idiot employees instead made me go through regular line, take off my belt, remove coat, remove watch, take computer out of bag, stand at xray, etc. Annoying to say the least. I paid for this service since I am 77 years old and cannot handle any more stress with traveling. You need to get your agents at the precheck line trained to perform a pat down and not force them to use two lines while possibly having their personal items stolen from the xray belt. This is the second time in a week this has happened so I would venture to say you have not trained your employees adequately to handle those with implanted medical devices in the precheck line. This also occurred in Seattle on Wed, Oct 23 at 7:00am flight ASA20. I spoke with the supervisor who told me the employees in Seattle were not trained. It appears they were not trained in Chicago either. Get it fixed!!!
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I flew out of Great Falls, Mt on September 17th to Denver, final destination of Pittsburgh, on the early morning flight.

I have a recently implanted neurostimulator, and this was my first time flying after this implant.

I didn't have a good experience being screened. I must confess I also confused the process by unthinkingly packed jam and syrup gifts in my carryon which I realize was a no no, and that incident was resolved to my satisfaction.

However! I was very displeased by my treatment over my implant. I stated I had an implant, and that I had been instructed not to go through the usual scanner, but to have a pat down or wanded. But no one seemed to listen to me! The gentleman on the other side of the scanner told me to walk on through it. I said I wasn't to be scanned, but he said to come on through. I asked if it was off, he just waved to me to come through it, so I assumed it was not active for me. On the other side, he said "You don't have a artificial joint",I said no I have an implant.

I was instructed when I received it that scanners could affect the settings in the device even if the device is turned off. My device was turned off, as I had been instructed to do by my doctor.

The TSA agent was not listening to what I was saying, and was just trying to get me through there. I then was patted down by a very polite woman, and continued on my way.
My husband, who has a knee replacement was also told to walk through after he had said he had a knee implant, then the same agent said" you don't have a hip replacement".

11/4/2013 12:07:01 PM

At first I just thought that was how it is nowadays to fly, but after thinking about it I decided to make a complaint. This man did not listen to what I, THE CUSTOMER, was telling him. Maybe he doesn't hear well. As the customer I deserve to be listened to, and treated with respect, not just made to jump through hoops that could be harmful. I have worked as a nurse for 40 years and have learned we need to listen to what people are trying to tell us,even if interferes with how we want things to go.

In stressful situations people are nervous and, yes, it can be trying to be patient with them. But this is part of his job,as a public EMPLOYEE. I got the impression from him that he had the power and would do things his way!

We the public need to be treated with patience and respect, just as we need to be patient and respectful to those who doing a job to keep our country safe.

This gentleman could learn a lesson from the agents in Pittsburgh, where the agent listened to what I told her and then offered me choices that applied to my needs.

That was how it should be done.

Thank you for your time,
(b)(6)
Great Falls, Mt.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2013 11:18:38 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/30/2013 11:00 AM Airline & Flight Number : US Airways 2069 Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) : Agents (b)(6) and (b)(6) Comment : After I opted out of a body scan, a TSA agent in the security screening area (hereafter, the screening agent) pulled me aside and called out "Male opt out, need an agent for a search." Agent (b)(6) said something in reply to the screening agent's request and they both laughed. Agent (b)(6) spent the next 5-10 minutes milling about the security area and chatting with another colleague. Finally, I asked the screening agent when an agent would be available to perform the search. He called out again for an agent and then added that the delay was my fault for opting out of the body scan. Agent (b)(6) soon appeared and escorted me toward the search area. This is when I realized that Agent (b)(6) was responsible for performing the search.

Agent (b)(6) then asked me, "Where are your bags?" "At the end of the luggage screening line with the other bags," I replied. He glared at me and then ordered me to turn around and follow him. "What?" I asked. He repeated that I should turn around and follow him, which I did. He took me back to the screening area, informed the screening agent that I had "an attitude" and walked away. Shortly thereafter, I was directed to Agent (b)(6) who performed the pat down. My gripe about Agent (b)(6) (Badge (b)(6) is that he stonewalled my efforts to collect information – full name, badge number – about Agent (b)(6) He claimed that there had just been a shift change and that he did not know Agent (b)(6) but repeatedly refused to specify the time at which the shift change had occurred. Lastly, I asked Agent (b)(6) to direct me to a supervisor who would have a roster of agents on duty that morning so that I could obtain Agent (b)(6) full name and badge number. He stated that he was a supervisor and that no one else was available.

11/4/2013 12:07:55 PM

I have opted out of body scans 10+ times at airports across America. In every case, TSA agents have handled the subsequent body search quickly and professionally. But based on my recent experience, it appears that measures designed to enhance the professionalism of JFK's TSA staff are needed.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller was a United employee for 17 years. She has worked out of SFO, LAX and New York. She was in NY during 911.

She had an incident with TSOs at LAX twice. Caller stated that people are willing to go through with the procedures if they are treated with respect. The thing that bothered her was that the female TSO pulled the caller out of the line. She had very expensive luggage, Louis Vitton. The TSO would not answer when the caller spoke. Caller asked if there was something wrong. The TSO treated the caller as a nonentity. Caller stated that people get angry when they are treated this way. A person can relate to a TSO who talks to them.

Caller was stopped another time when returning from Europe. The TSO also did not engage her. The TSOs at LAX have a cold aloof attitude.

Caller is 70 years old. She said, You have to engage with people respectfully to minimalize the intrusions of the patdowns, searching luggage. Passengers feel helpless. She said people think, now you are not giving me a reason why you are singling me out.

11/4/2013 5:04:07 PM

With these two instances, caller was angry. She did not feel like she deserved to be treated as a nonentity. In NY, the TSOs treat passengers with the highest of respect. At LAX, there was no respect. She does not even like to travel now because of the attitude of the TSOs. She does not want to deal with how the TSOs treat people.

Caller stated that the TSO does not necessarily have to answer the questions. A TSO could say, We pick ever so many people, sorry for the inconvenience. I will finish in a moment and you can be on your way.

Caller said she knows there are nuts on the plane, but someone needs to talk to the agents and tell them to be more respectful. Answer the passenger s question, don t ignore the person.

Caller stated, You have a job to do, it is difficult. ... with rational people you can say, I will be finished in a moment. You don t feel like your dignity is ripped apart while someone is going through your luggage.

I thanked the caller for her comments. I also told her that she can go online and provide suggestions. I did tell her that I have made a record of what she said. Caller said that since I had made a record of it, she does not need to do anything else.

To Whom It May Concern,

I am writing the Transportation Security Administration because of an unprofessional and highly upsetting event I experienced at the Dallas Fort Worth airport. As I have had positive experiences with your organization before, I thought it important to share with you the way that some of your employees are treating the citizens of this country.

This letter is specifically in reference to a situation brought on by my status as a queer person, but it is also on behalf of human beings everywhere. No person, be they seemingly "normal" or "different" from your perception of the norm, should be treated as "less than" by anybody, but especially by a government employee. Our government is in place to protect the interests of its people.

Before I begin, I need to explain something to you. I wear men's clothing and a breast binder, which is a special shirt that makes my breasts almost completely flat. A few years ago, I bound my breasts for the first time and felt more comfortable than I have ever felt. This year, I purchased a binder and made it a part of my every day attire. It is so much a part of my identity that if I get dressed and do not wear it, I feel wrong. Without my binder under my clothing, I feel uncomfortable and have little confidence.

Let me make something very clear: I do not want to be a man. I do not identify as transgender. I love being a woman and I love my body, but my "look" is a large factor of my gender identity. My identity is what many in my community would refer to as "boi." The style in which I feel comfortable is youthful and masculine. When I wear my clothes, binder and all, I feel like a complete and attractive human being.

11/4/2013 8:09:12 PM

My style, however, can be confusing to people in everyday life with whom I am not acquainted. I often encounter people trying to determine my gender or confusing me for a man. For the most part, this does not bother me, as curiosity is a natural human response. Two places I have recently noticed this confusion were at different airports, one being Seattle Tacoma and the other being Dallas Fort Worth, when I got to the security checkpoint. I am going to describe the two very different experiences with the TSA as means to explain what should and what should not happen with regards to LGBT people at the airport:

About a month ago, I traveled to Seattle to see family and friends. When I was going through security for my return flight, I was greeted by a friendly male TSA employee. I work for a company that sells construction equipment and their logo is on my luggage. "A tool guy, huh?" he said, smiling at me. I nodded and smiled back, as I had no reason to be offended.

I walked through the scan, as everyone had to. Something showed up on my chest, so I was asked by a female TSA employee to step aside for a pat down, an employee with whom I am thoroughly impressed. It seemed she recognized me as transgender, which—again—does not offend me, as it is a common mistake. What she did next is exactly what she should have done. In a calm, quiet tone, she asked me if I would be more comfortable with a male or a female patting me down. I assured her I was fine with her performing the pat down. She ran her hand across the front of my chest in a quick, thorough, and professional sweep and, when she realized there was nothing there, allowed me to put on my shoes and be on my way to the gate.

This is what should happen. The employee made every effort she could to make me feel comfortable in an uncomfortable situation. Though she never explicitly tried to identify my gender, she was sensitive to my "gender queer" status in asking if I

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/5/2013 8:35:46 AM Airport : ORF - Norfolk International Date/Time of Travel : 11/04/2013 12:30 PM Airline & Flight Number : US Airways 4247 Checkpoint/Area of Airport : Southwest/US Airways TSA Employee: (If Known) :
Comment : November 5, 2013
Dear TSA Supervisor,

In my fairly frequent flying, I have found TSA agents to be respectful, responsible, and courteous. Not today. My two worst experiences flying have taken place at the security station at the Southwest/US Airways concourse at the Norfolk International Airport.
I had a boarding pass for the 1:45 pm US Airways flight to Philadelphia. I went through security around 12:30pm.
With an orange TSA pre-check sticker on my boarding pass, I was directed to go through the walk-through metal detector. The alarm went off. I had no shoes on, no pockets, no belt loops, no belt, just elastic-waist pants and a cotton shirt. I took off all my jewelry - a watch and a silver chain. The alarm rang each time, three times total. The TSA woman said that the machine was indicating something at my waist. I lifted my shirt to show them my elastic waistband.
There were two TSA women, one of them probably in training. They kicked in to their procedures. I knew what was coming and could feel myself beginning to get very upset. I began deep breathing. "Don't touch your things. Follow me. Stand here." Power asserted. All assumptions of innocence obliterated.
11/5/2013 10:01:38 AM Perhaps the TSA agent was new and learning, but I NEVER want to experience what she put me through again - two deep crotch feels, breast pressing all over. I stood there silently crying. My adult son touched my hand to comfort me. He then had to have the full pat down. Unbeknownst to us, he wasn't supposed to touch me. "Those are the rules," the woman said.
Who protects me from Security? They found nothing on either of us, no metal around my waist or anywhere else.
"You're free to go, ma'am," she finally said.
No apology for violating me when I had followed all of the rules. No acknowledgment that the machine had been wrong. And no inkling of humanity for a 58 year old woman who had done nothing wrong having to suffer such a public violation. In any other arena of my life, this would have been called assault and I would have pressed charges.
My second worst experience flying, also at this security post, was triggering the metal detector and subsequent full body pat down because there were wires in my bra. I have never encountered any experience remotely like these in any other airport.
Is there no way to travel without being assaulted by TSA agents for a bra and elastic? This has gone too far. I do not deserve this treatment, nor does anyone. I would never tolerate this kind of disrespect anywhere else in my life.
I understand that security may have been heightened due to the tragedy that occurred in the LA airport last week. My husband was a Congressman recently. I understand the necessity for airport security.
And in the name of security yesterday, my freedom and humanity were taken away from me. I did not feel safer, believe me.
I never want to fly through Norfolk again. And, yet, I must, for I live in New Hampshire and my mother is near death in Virginia Beach. Please, do not make me go through this Orwellian experience again. Please rethink and rewrite your policies. I am asking for some balance in our security policies. The pendulum has swung too far. Please train your TSA agents to be responsible as well as understanding, respectful and humane.

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/5/2013 9:40:46 AM Airport : GNV - Gainesville Regional Date/Time of Travel : 09/25/2013 5:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

11/5/2013 12:06:35 PM My name is (b)(6) I live in Alachua, FL. I just got back from my recent trip to India. I do have a complaint about one of your security officials. I was traveling that morning and I did went to through the scan machine. Nothing came on for me. Then, one security official (a lady) saw that I was wearing a Saree (A traditional wear); She told me that she has to do a pat-down. Wow, what a pat-down that was. I really think it was improper in the sense that she was touching me everywhere. Even between my legs and all the way up. I've been in airports around the world. I've been in JFK (New York), Newark, Charlotte, LGA, London (Heathrow), China (Shanghai), Delhi (India), and I never experienced such a pat down. Every airport has been so respectful to me and I appreciate that. In Gainesville Airport, this lady really was improper to me. In my heart, I didn't really like it. It didn't seem too right. I am not sure what her name is, but she was working there that working as one of your security official.

I would really appreciate it if you can look into this complaint.
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 was traveling out of Colona B. C. into the US and got a full search out of Seattle. His itinerary was Colona to Seattle to Oakland. He went to lunch and came back into the security area and he received a full search including a patdown and was told it was because of SSSS on the boarding pass. This has never happened before to him and he immigrated to Canada from US. He didn t set off any alarms going through the AIT when he received a patdown.

Advised:

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

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

11/5/2013 4:50:31 PM Explained that a patdown is required to clear discrepancies in the AIT or WTMD.

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

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

Passenger Name: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Arlington WA 98225

Email: (b)(6)

What Happened?

11/5/2013 6:17:45 PM Dallas Fort Worth Airport

D- Terminal Security Area

Date: Nov 3rd 2013 Time: Approx 5:30-6:30PM

Air Carrier: American Airlines

I received a full-body patdown when I went through the security screening and was touched exceedingly unappropriately on my scrotum by the man doing the patdown. Before the patdown I was reluctant to allow the man to touch me and I asked for his supervisor. The Supervisor came over to us and both he and the man who was to do the patdown repeatedly interrupted me when I attempted to express my concerns about the security proceedings and intimidated me to discontinue speaking. When the man giving the patdown explained to me what he was going to do, he used language similar to: "I will use the back of my hand for sensitive areas."

When the man doing the patdown cam to patting down my legs he reached ALL THE WAY UP my groin area firmly, touching my scrotum and brushing it all the way down as he slid his hand down the inside of my leg. This was done 2 times on each leg for a total of 4 times firmly touching and rubbing my groin area.

Dear TSA Contact Center:

I submitted the above-referenced claim via your website on September 5th, 2013 but have not heard anything back yet (except for a brief standardized survey). I am contacting you today to follow-up on the status of the claim. If you could please provide me with a case update, it would be greatly appreciated.

Thank you for your time and attention to this matter.

Sincerely,

(b)(6)

11/5/2013 8:09:59 PM

From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Damaged Item: August 21, 2013 Flight Out of Seattle (#206-214-9300)
Date: Thu, 5 Sep 2013 20:18:48 +0000

Transportation Security Administration (TSA)

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

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

I wanted to offer a comment from a recent trip through a TSA Pre checkpoint at O'Hare Field in Chicago. On last Sunday, about 2pm, at the Terminal 2 TSA Pre, a TSA officer named (b)(6) was unhelpful (I use the word loosely). I travel a lot (100,000 miles annually), and because of an artificial knee, I need to have a hand pat down for security screening. Prior to the procedure, I commented to Officer (b)(6) that at every other TSA facility, the bags are carried from the scanning belt to the screening area, to avoid separation of bags from the owner. His comment (and he seemed very offended) was "I don't carry bags for nobody". This seemed inappropriate. Furthermore, his pat down was one of the lightest I've ever received.

I realize that protection of the travelling public is the principal duty of TSA, but customer service is also an essential part of a well-functioning agency.

11/6/2013 8:17:49 AM

Caller is 78 yrs old and takes a wheelchair, she states she had a bad experience at SAT. She states she went through screening and an alarm went off. She said she had on gold jewelry and pins in her hair. She states the officer put dirty gloves on and told her she had to do a patdown. She states the officer proceeded to put her hand down her panties. She states she asked for a supervisor and a private screening, she said the supervisor came and put a spanish speaking officer in charge. Caller states the agent was talking in Spanish. She said she went in for the private screening and she took the pins out of her hair and the alarm did not go off again after that. Caller states she just wants the rules changed instead of the agent talking so much; they need to be trained to listen. She is upset because they did not offer any other screening methods than a patdown, she said she felt disrespected.

Advised caller 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.

11/6/2013 11:33:15 AM

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

Airport: SAT to Sun Valley Idaho
Airline: Delta
Flight#: NA
Date: October 31, 2013
Time: 6:20 AM
Gate: 4
Terminal: She states only 1 terminal
Email: She states she don t have a computer
Caller stated on October 18 he flew from Ronald Reagan on Southwest Airlines. Caller stated his wife had a small suede bag with jewelry inside her purse. Caller stated he got separated from his wife and she had to have a patdown. After this, the bag of jewelry was missing from her carry-on luggage. Caller stated during the patdown, her purse got out of their sight and he thinks that is when the jewelry went missing. The caller stated there was a ring, 2 diamond earrings, and a diamond cross worth 3,000 to 4,000 dollars. Caller stated he thinks the screeners removed the jewelry bag. Caller wants to know what can be done about the missing jewelry.

11/6/2013 12:42:28 PM

Incident happened:10-18-2013@01:30pm
Airport:Ronald Reagan
Airline:Southwest Airlines
Flight number:2330
Gate Terminal:Didnt Remember
Description of purse:Black leather purse and the jewelry bag was paige in color

Advised caller I will forward the issue to the CSM at Ronald Reagan airport. Advised caller I will send claim forms to the email address and he will need to download the claim forms, print them out and fill them out and send back to the CMB.

Caller said that she has flown many years with Delta. She flew yesterday and had a horrible experience with TSA. Caller said that she was directed to the Pre Check line. Caller said that she has a cyst in her chest and she requested a patdown. Caller said that she was also traveling with an animal. Caller said that she had to take her laptop out and placed it in the tray Caller said that the line was no better and it was chaos. Caller said that she patted down the animal and moved the carrier to the side.

Caller said that one of the trays fell off the conveyor on her dog. Caller said that they checked the dog for about 45 min to make sure that it was ok. Caller said that if she did not see the tray falling on her 8 pound yorkie that it would have been seriously hurt. Caller said that her problem is the negligence of the officers. She said that the dog is now not eating and just laying around and sleeping.

Caller said that she was pulled aside by STSO (b)(6) and he talked to her about the incident. Caller said that she has a written statement from the officer.

11/6/2013 1:49:04 PM

Name of Passenger- (b)(6)
Airport- DTW
Airline- Delta 2244
Date and Time- 11-5-13 11:00 am
Gate or Terminal- 77 Lane 5

Resolution:

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

Monday, November 4, 2013, at 10:15am

Terminal 5 International, O'Hare Airport, Chicago

Terminal to enter American Airlines terminal after clearing customs, coming in from Vietnam, via Seoul, Korea.

Prior to boarding American Airlines flight 2988 from O'Hare to Philadelphia at approximately 11:30 am.

I am a 66-year-old woman, tall, blonde, Caucasian, & was wearing a pointed straw hat from Vietnam, because that was the easiest way to carry it through the airport. Upon setting off the alarm as I went through the scanner, I pointed to my hips and told the TSA agent that I had two replacement hips. This agent chastised me, pointed to the most modern kiosk-type scanner that reads the body, & asked why I didn't use it. I replied that there was a barricade in front of it and no line, appearing to me that it was closed. This agent asked why I didn't tell her I had two replacement hips before I went through the scanner, implying I was either hiding my condition or making her job more difficult. She then referred me to Officer (b)(6) who would give me a body check.

11/6/2013 3:06:02 PM

TSA agent Officer (b)(6) female, young middle-aged, black, gave me an overly long, detailed description of the body search she would perform. I told her to proceed & she continued to describe the steps of the body search. Then she started a zealous search, repeating pat-downs of the same body parts several times. Upon finishing the search on the outside of my clothes, she told me she needed to go inside the waistband of my jeans. I became impatient & pulled the waistband away from my body & said go ahead. Officer (b)(6) took offense at this & told me she didn't like women, she liked men. She repeated next, 'I like dick; I don't like women.'

I don't mind being searched. I declined being searched in private. I don't expect courtesy. However, I DO expect common civility from a government employee. I consider Officer (b)(6) comment "I like dick" to be out of line, offensive & unbecoming to the agency she serves. Both TSA agents I encountered were aggressively hostile but Officer (b)(6) needs remedial training in how to communicate with the public.

(b)(6)

HYPERLINK (b)(6)

Hello,

This morning I was in line for screening at Seatac airport when I asked the agent to pat me down instead of requiring me to go through either machine due to my early pregnancy (13 weeks with twins). He ignored my request, telling me to go through the metal detector. I told him I was concerned about the safety of the machine and told him again of my request for a pat down and pointed to my obviously pregnant belly.

This time , in a very stern voice, he told me stop talking and to listen to him, that he had chosen me to go through the machine and to do it. Not knowing what else to do, I complied.

My question is what can be done when an agent doesn't comply with your organization's own policies, as it is my understanding that anyone, regardless of whether a medical condition exists, can request a pat down. Also, what can be done the next time I encounter an agent like this?

11/6/2013 3:06:27 PM

I am gravely concerned about the effects of even minimal radiation and ahould not be forced to put my unborn and still developing children in danger because I would like to occasionally travel, particularly when another, safer, and equally effective option exists.

Please advise as I would appreciate your assistance.

Best regards,

(b)(6)

11/6/2013 4:16:07 PM

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closes to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6) he told me "no harm, no foul, your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to stead my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/6/2013 2:55:45 PM

11/6/2013 4:16:12 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):09/23/2013 southwest flight from Birmingham Alabama airport enroute to Denver Colorado airport leaving at 10:10am
10/31/2013 southwest flight from Denver to Birmingham leaving at 10:20am
Comments:In Birmingham: I am the daughter/caregiver and accompanied my 89 year old father who has Alzheimer. We inquired and were told that he could leave his jacket and shoes on while proceeding through screening. When the alarm beeped, the TSA Officers immediately ordered me aside and began "yelling" for a pat-down. My father was confused and I was distanced from him. He was ordered to remove his hat, jacket, belt, and shoes and in the middle of the screening area where he was then subjected to a COMPLETE pat-down from head to toe. This was all so unnecessary had the TSA Officers simply used a wand to re-screen him. It is hard to imagine that 4 TSA Officers had to briskly take him to the center of the screening area and perform such a humiliating search on this innocent man. He was upset afterward believing he had done something wrong.
In Denver: Again, I accompanied my father and the first TSA Officer inquired about his age which we told him was 89 years. The Officer advised that he was not required to remove his hat, jacket, belt or shoes however he should remove everything from his pockets and hold them in his hands as he passed through xray security. Just as we approached the security machine, another TSA Officer began loudly telling him to take off his jacket and shoes and put all of his pocket items in a bin. When I attempted to explain the other TSA Officer's instructions, she informed me he would be the subject of a pat-down if he kept his jacket on. So, we removed his jacket and hat and he proceeded through the x-ray machine. He still had his eyeglass case and a Vick's brand nasal inhaler in his hands. The TSA Officers on the other side of the x-ray machine grabbed him roughly to see what was in his hands and reprimanded him for not placing the items in a bin.
IT WOULD BE NICE IF ALL OF YOUR OFFICERS RECEIVED THE SAME TRAINING INFORMATION SO THAT U.S. CITIZENS ARE NOT SUBJECTED TO THE WHIMS OF THE NEXT OFFICER THEY ENCOUNTER. THIS WAS ALL EMBARRASSING, UNNECESSARY, AND UPSETTING TO ME AND MY FATHER AND TSA AS AN ORGANIZATION CAN DO BETTER. SHAME ON JOHN PISTOLE FOR ALLOWING SUCH BEHAVIOR BY THE OFFICERS UNDER HIS COMMAND. SHAME ON THESE TSA OFFICERS FOR THEIR AGGRESSIVE AND DISRESPECTFUL ACTIONS TOWARD INNOCENT CITIZENS OF THIS COUNTRY.

(b)(6) called yesterday to request assistance for injured service members through the Wounded Warrior program. He was told by the agent he talked to that his request would be sent and information would be sent to him in an email regarding using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is (b)(6)

His flight information is:
Departure flight:
Airline: United
Flight date and time: 11-12-2013 at 2:51 pm
Flight # 3907
Email (b)(6)
Cell phone (b)(6)

Return flight:
Airport: LAS
Airline: United
Flight date and time: 11-15-2013 at 9:52 am
Flight # 1226
Email (b)(6)
Cell phone (b)(6)

11/6/2013 4:41:15 PM

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.
Callers daughter traveled on 11 06 2013 from MCO to Puerto Rico. Caller wants to know if it is normal that in 4 times in a month her daughter had been experiencing difficulties when travel. The last time she was traveling with a baby and she was delayed during the screening process. She had to go through a patdown.

I advised the caller
The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

11/7/2013 9:39:01 AM

To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

I did not send the forms because she is going to apply online.

I was a recent air traveler. I flew out of Philadelphia, PA on November 1, 2013 and returned via Palm Beach International in Florida on November 5th 2013. I am not a frequent flyer, and have not done so in years. I had a cochlear implant surgery in 2012. Before flying on November 1st I did research about what to expect and what my responsibilities are as a flyer and going through security.

I cannot tell you how scary and confusing my trip was. I went to security with my cochlear implant ID card and driver's license in Philadelphia and requested the metal detector and pat down. The TSA officer said you will be fine and I was denied and forced to go through the full body scan. After that my implant for the rest of the trip was working differently.

I made it a point when returning home to be more adamant to the TSA officers about my situation. I verbally said to the lady (she had a really bad bloody eye) that I have a cochlear implant that will be effected by the full scan and want a pat down, she said "what is that? What do you mean." I said on way here I went through and I don't want to. She again ushered me through the full body scan, I was then taken to an area and my hands were wiped down with a liquid. My implant was not working after going through the machine. It is currently not back to normal, although it did come back some.

11/7/2013 10:20:13 AM

I cannot fathom, that in a world where over 300,000 people have cochlear implants, that TSA agents don't know what they are or how to respond when someone advises of such. Never mind that insurance does not cover implants and we are talking about a 10 thousand dollar machine that was damaged by your agents incompetence. I don't ever want to fly again, and I expect some type of response as to what you, as a government agency, are going to do to correct this.

(b)(6)

Recently I noticed the pre-check lines have expanded exponentially and just today learned from a TSA official the recent enrollment of 75+ year olds and other flyer categories have caused the expanded lines. This is one of the most frustrating decisions I have seen in a long time. By way of example the Minneapolis pre-check line has now gone from the shortest and fastest line to the longest and slowest. While I understand the security considerations,trying to move seniors through a line with any sort of speed is monumentally ridiculous. Watching them this morning, they clearly benefit from the extra time afforded by a normal check-in. My concerns were voiced by every other person in the line.

I understand pre-check is a security driven consideration and not a frequent flyer perquisite yet at the same time,this decision has uprooted what was a sensible solution to move lines quickly and now slowed to to an embarrassing crawl with no obvious benefit other than the occasional awkward pat-down of 75year olds in the screening line.

11/7/2013 12:03:47 PM

I respectfully ask you to re-consider this change if the information given to me by the TSA officer was correct - which by the way, she similarly felt was a ridiculous policy change.

Sent from my iPad

The caller stated he just got off of a flight from Germany and his luggage was sent to SFO instead of Sacramento. The caller wanted to know why his bag was sent to SFO. The caller said his bag was inspected. The caller wanted to know why his bag was inspected. The caller said he had honey in his bag. The caller wanted to know why the officer s would inspect his bag. The caller stated he is treated like a terrorist when he enters the airport. The caller stated he loves the United States. The caller is upset because he is treated badly and he does not have the creditability he deserves. Caller stated he does not like having to be touched after her goes through the AIT. The caller said he is upset because he left his wedding band on and he had to under-go a pat-down. The caller is upset because TSA spends money on the screening machines and passenger s have to receive a pat-down after they go through the AIT.

11/7/2013 4:05:33 PM

I told the caller to contact the airline. I told the caller TSA screens baggage. I told the caller it is the baggage handler s responsibility to place the bags on the plane. I told the caller I cannot tell him why his bag was inspected. I told the caller sometimes books or magazines may appear as an anomoly and the bag would have to be opened. I told the caller baggage is sometimes randomly selected for additional screening. i told the caller if the officer s cannot tell what is inside of a bag they will open the bag. I told the caller food items may cause an alarm. I told the caller the officer s may do an ETD swabbing of the food items. I told the caller all baggage has to be screened. I told the caller we monitor the number and nature of complaints to tracks trends. I told the caller TSA wants to see if their are certain screener s or screener teams that are subject to repeated complaint s.

I recently had a connection from Lynchburg Va. To Charlotte NC airport .. I clear TSA in Lynchburg with my carryon and had misc. cables, laptop and a 3" magnetic tipped screw driver that had various replaceable tips that were housed in a Red Rubber tip case specifically designed to hold the replacement tips.. when I get to charlotte I had extra time , so I went outside for a smoke and re-entered the screening afterwards.

I go through my normal pat down and examination of my laptop bag as I always do , when (b)(6) describes my extra screw driver tips that are approx. ¾ " long and secured in its rubber case as drill bits and would not allow me to them take with me .

I tried to explain to him that I have traveled with these tips for over 5 yrs , and never had issue, and he insisted they were illegal, and kept them .

11/8/2013 8:33:34 AM I have traveled with this same set for over 5 yrs. on a regular if not daily basis through airport security..

I always get the extra screening due to a left prosthetic leg that alarms TSA screens me every time I pass through the screening process, and have searched my laptop bag 80% of time , due to the amount of networking type cables I carry for my job ,

That concerns them through x-ray,,, which I have never had issue allowing .

I have flown for over 15 yrs and realize there are NO standards in the rules between Agents and it at their discretion of what the rules are or aren't . he insisted this was a rule, and was listed at TSA.GOV.. I after clearing and getting to my gate I went to TSA.Gov , and pulled up the rules , that I already Knew ,but wanted to confirm and they are follows directly from your site

(b)(6)

Scottsdale Sky Harbor Airport
United Terminal
7:11 AM flight Scottsdale to Newark

Went thru TSA check expedited screening at about 6am Random check with machine that detects residues alarmed Taken to booth for patdown

TSA person somehow ended up with my belt and either failed to return it to me or put it somewhere where I failed to see it.

Can it be sent to me?

11/8/2013 10:10:52 AM It is a leather woven belt (the kind that has no holes but that the buckle bar simply goes thru the webbing). It is brown and of good quality.

Thanks, understand if simply impossible.

(b)(6)
Bridgeport, CT 06605

(b)(6)

To whom it may concern:

For your review and action as deemed appropriate. (b)(6) applied to the Redress program on 04/06/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

11/8/2013 10:11:11 AM DHS TRIP

Traveler Information:

Name (b)(6)

Address (b)(6) New York NY US 10021

Email Address (b)(6)

Phone Number (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: 11/8/2013 10:39:23 AM

11/8/2013 12:12:48 PM
Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SEATAC Delta TSA-3
Comments:I went though the TSA Precheck security screening line at about 1:45pm on 11/7/13. I was selected for additional screening on my purse. Since I was traveling alone, I went to gather my other other items to follow the TSA agent. He told me twice (actually shouted) to leave the items where they were while he took my purse. I told him I did not want to leave my items unattended. He said I could watch them from where he took my purse. How am I supposed to watch the agent examining my purse and watch my other items at the same time? As a frequent traveler, I occasionally get selected for additional screening either on my person or my property, but I have never been told to leave my items unattended. When he was done, I went back to claim my items and noted a male passenger was advised that they wanted to further examine one of his bag- and to gather the rest of his belongings. Please advise what the proper procedure is. Are we to leave items unattended where they could be stolen or tampered with?. On another note- there were a lot of people going through the TSA precheck screening station, because they allowed the general public to go thru

The caller flew from PIT to FLL and stated that she had a horrible experience. She had to have a patdown and her bags were hand-inspected. Everything was scanned individually. Her checked bag was missing items and there was an NOI inside of it, with nothing hand-written or stamped on it. She had two bags and was removing items from both of them before realizing items were missing, so she is unsure which bag they were missing from.

Airport: PIT
Airline: Southwest
Flight: 397
Date and time: 11-8-13 and went through screening around 5 a.m.
One bag is a green Eddie Bauer brand, with green tags, 4 wheel roller bag. The second bag is a brownish tan color with brown trim, roller bag with 4 wheels.
Baggage Tag (b)(6)

11/8/2013 1:03:48 PM Response:
Apologized to caller and provided claim form via email.
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Baggge Screenings are under surveillance video and can be reviewed by the CSM, may contact passenger via email if additional information is required.

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.
Pittsburgh
Pittsburgh International Airport
412-472-3500 (Airport lost found)

(b)(6)

What happened:

During a pat down screening, a uniformed TSA representative intentionally and repeatedly assaulted me and violated my civil rights by using excessive, unnecessary force to my groin. The force was applied using the inside and outside bridge of his hands. The amount of force used was intended to cause discomfort, pain or injury and was unnecessary to meet the requirements of the screening. The force from the TSA representative's hand impacted my testicles between my groin and his hand in a crushing-like manner. The action cause initial pain that became increasingly worse and lasted over 30 hours.
I regard this incident as a physical assault and violation of my civil rights. I request an official investigation and response.

When did this happen?

The pat down screening and subsequent conversation with the TSA manager took place approximately between 0600 and 0630 hours on 7 November 2013.

11/8/2013 2:19:03 PM Where did this happen?
ATL South Terminal TSA security checkpoint.
Atlanta GA

Who treated you unfairly?

According to my limited knowledge of TSA procedures and policies, as far as I'm aware of, the TSA representative that performed the pat down screening is the only individual that treated me unfairly. I do not have a name or badge number of any TSA representative involved; however, the TSA representative that approached me as the on-site manager stated that another uniformed TSA representative had indicated to her who the TSA representative was that conducted the pat down. The TSA representative was that conducted the pat down had a large, athletic build, approximately six feet tall.
The TSA manager was also uniformed. She was sitting in a TSA booth behind and to the right of the screening lines. She was approximately 5 feet, 4 inches and average build.
Additionally, the carry-on x-ray screening TSA representative interacted with the pat down TSA representative prior to the pat down screening because I had left a water bottle in my carry-on. She even asked him to verify the water bottle on the x-ray image.

The TSA manager on duty at the time of the incident expressed concern and asked if I required medical assistance. The TSA manager said she would address the matter with screening TSA representative individually. Additionally, the manager told me she would conduct a group briefing regarding the incident. Finally, she asked if I'd like to fill out a comment card; at the time I declined, but as I thought more about the situation, I later decided it was necessary to file this complaint to initiate a formal response to the actions of the TSA representative that performed the pat down.

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 09/27/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

11/8/2013 2:19:04 PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Estacada OR US 97023

Email Address: (b)(6)

Comments submitted to Redress (DHS TRIP):

Caller said on 10-28-13 she flew PHL to Nashville, TN on Southwest #1613 departing at 3:55 PM
Caller was in the line for Security sometime before 1 PM.

Due to cancer on her face she does not use the machines she has the patdown.
The Officer checked her carry on bags and she had forgot about her liquids and the Officer dumped out her things.
Caller is missing a pair of Talbot light blue jeans and a 2 jewelry pendant and one snake chain.
The Jeans were in a brown carry on bag. The pendants were in her purse.
One pendant looks like a cage with leaves on it. It is about an inch high -sterling silver and one is like that but it is metallic antiqued charcoal colored.
The TSO put his hands down into her purse.
Caller feels the Officer took her jewelry out of her purse and stuck it in his pocket. She felt he acted suspicious.
The TSO is a black man but she did not catch his name.
Caller feels the TSO moved her away from her things and he went over to the Girl TSO and was smiling almost laughing at her.

Caller asked how long she has to file a claim.
Her mother is dying from cancer and she does not have computer access right now.

11/8/2013 3:20:24 PM

RESPONSE:

Told her I am sorry she is upset.

If she wishes to file a claim she can access a form on www.tsa.gov.
She has up to 2 years from the incident date to file.

We will send her complaint to the Customer Support Manager.

Caller asked what will be done and will TSA review the tapes.
Told I cannot speculate on what action will be taken.

****

CSM Referral Information:

Dear Sir/Madam,
On Nov 6 I was travelling from PHX to SFO US Airways flight 403. I received eligibility for TSAprecheck. As I was going through the security checkpoint near gate A5 in Phoenix, I was selected for additional screening. There was something (I think paint residue from painting a closet the day before) on my hands which led to a full pat down and checking & removal of contents of my carryon. In the course of this my filtering water bottle, red, stainless steel in a black netted sling for carrying was removed from my bag and not returned. I think this was inadvertent, Since now it was just 15 minutes before my departure time, I rushed to the gate. I did not discover my missing water bottle until landing in SFO. I got the TSA lost and found number from US Airways and called and left a message. I waited 48 hours having heard nothing and left another message today. I would like to have this filter bottle found or replaced at your expense since you removed it and did not return it. The bottle is about $75 and sling $10. Thanks. I would appreciate your prompt response.
Sincerely,
(b)(6)

11/8/2013 8:19:56 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 11/8/2013 6:04:53 PM

11/8/2013 8:19:58 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Charleston, SC (CHS) Concourse B checkpoint, 7 am EST, 11/8/13
Comments:After opting out, I respectfully indicated to the TSA officer that I would keep my headwear on during the patdown, as is my right per the TSA website. I was subsequently verbally abused, threatened, and intimidated by several TSA officers, including the involuntary removal of my headwear despite my protest. I was then subjected to an aggresive, retaliatory patdown in a private area without the ability to have a witness. I fly around the US weekly on business and have never been subjected to any abuse of this sort, until today. I am disgusted with the treatment I received from the Charleston TSA and request a formal inquiry into this matter.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 11/9/2013 12:00:39 PM Airport : DEN - Denver International Date/Time of Travel : 11/09/2013 9:00 AM Airline & Flight Number : UA 1619 Checkpoint/Area of Airport : Tsa pre-check south west TSA Employee: (If Known) :
11/9/2013 1:26:33 PM
Comment : When I told the agent checking IDs that I have an implant, her option was to go through the common line rather than mentioning that the TSA pre-check on the other side had a scanner. Would be the benefit of both TSA and myself if I knew about the scanner option to eliminate the patdown. Also, a sign indicating which lines have a scanner would be helpful.
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

thank you for responding, but you did not answer my question: since I have metal implants and will still have to pass thru the metal detector when going thru the TSA Pre line (when so approved), will I still be faced with the same pat-down procedure as one gets thru the regular screening lines.
thank you

In a message dated 11/7/2013 8:16:08 P.M. Mountain Standard Time, tsatcc_do_not_reply@senture.com writes:

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

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.
11/9/2013 5:22:22 PM

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at http://www.globalentry.gov/. TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the future with more airlines at additional airports. For more information, including a list of participating airlines and airports, please visit http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2.

We hope this information is helpful.

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

Remote Client IP (b)(6)
Date Time: 11/9/2013 1:44:47 PM

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1)Information about the person who experienced the civil rights/civil liberties violation (fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

11/9/2013 5:22:43 PM (b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

To Whom it May Concern

This is an appeal for some common sense review and revision of TSA policies and procedures at US airports. While I am far from being a super-frequent traveler, I do travel often for family visits, volunteer work and for vacations. I am elderly, handicapped, and have a hip transplant which sets off the screening equipment in most airports. When it is not a full body scanner - which most are not - I am then subjected to really intrusive (crotch, breasts, buttocks) and excessive pat-downs.

In contrast, last month I boarded a Lufthansa flight in Barcelona, Spain. When the airport scanner detected my hip replacement, a woman official just gently ran her hands across my hips and sent me on my way, accepting my explanation. Is there some GOOD reason why Spain should have such a different approach to terrorism threats? Why they can treat people with common sense and the US cannot?

I truly believe that real terrorists are delighted to see that EVERY American who attempts to board a plane in this country is harassed by it's own citizens because their tactics - the terrorists - have scared the daylights out of our public officials. Not only do I find myself resenting these faceless terrorists, but also my own over-reactive government for imposing on its citizens what I believe are excessive militaristic procedures.

I cite a recent specific local example related to this same trip. We live in a isolated community and must drive 70+ miles to a small regional airport to catch feeder airlines to either Dallas or Houston. In this case, we went to Hobbs, New Mexico to catch a United Airlines flight. It rained that morning, enough that our flight from Hobbs (Lea County Airport) was delayed - after the entire group of passengers had already passed through the TSA screening. In my case, I was processed by an inexperienced young woman who was terrified she would be fired if she did not repeat everything three times. (I told her that I have been through this at least 100 times, but that did not deter her.) It took almost 10 minutes of poking and patting for her to do her thing. When the flight was delayed, ALL passengers had to return to the lobby (i.e. out of the secure area) to re-book their flights. (In larger airports, this would have been accomplished at a terminal in the secure area - but never mind.) And - you guessed it - we all had to go through the whole bloody thing again, including my having to wait 15 minutes until the stumbling novice and her "say everything three times" routine could even start to process me again. I indicated to the supervisor that I thought this was, in my exact words, "beyond reasonable." He threatened me as being disruptive, something I perceived that he delighted in doing.

11/9/2013 7:13:15 PM

Why should a 75 year-old otherwise quite placid and reasonable cripple who requires wheelchair assistance be subjected to this sort of treatment every time she decides to take a trip by air? I should be easy-peesy. It's not.

If no-fly lists can be created, pre-screened lists should be as well. I discovered that a letter or certificate from my doctor is meaningless. People should be able to easily apply for pre-screened status. This is NOT an easy process, and is not available to most ordinary flyers, like myself. If I could avoid the treatment I described to you above, I would be willing to pay the $85 fee that is quoted in the TSA materials on the website for the special status which is available to a select number of people who happen to fly from central airports and have access to the service.

While I am doubtful that this memo will either reach anyone who can do anything about it, or be taken seriously, I do appreciate the chance to vent my opinion.

Sincerely,

(b)(6)

Carlsbad, Nm 88220
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/10/2013 10:59:48 AM Airport : LAX - Los Angeles International Date/Time of Travel : 11/09/2013 12:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This is an encouragement to be consistent on how to handle passenger items when passengers elect to opt-out and be patted down as I (and my wife) always do.

In most airports the procedure is to first take the passenger to identify their items on the conveyor, and then for the TSA Agent to collect the items from the conveyor after those items have gone through the x-ray machine and place them in a safe place where the passenger can keep those items in view. The pat down takes place.

This procedure works great; however, this is not the procedure consistently used at all airports.

Twice, in the past year, this failure to conduct business in this manner has resulted in damage to my computer or, as happened yesterday in Los Angeles International (Terminal 1), my computer almost being upended off the conveyor onto the floor. This occurred because other items behind my items were allowed to continue through the x-ray machine and jam the end of the conveyor crunching, and finally upending items.

11/10/2013 1:30:46 PM

Yesterday, when I observed this happening to the bin in which I had placed my computer and shoes, I quickly protested. The TSA Agent at the end of the conveyor beside where this was occurring and did not appear to be watching the conveyor, told me to "calm down" and ignored my concern. At the time I was standing in the putdown area with a different agent patting me down and considered myself unable to break off and go to the conveyor myself to protect my computer.

Moments earlier I had protested that my computer was not in view as I waited for an agent to come and pat me down. Last year, when being patted down in BWI, I observed someone pickup my computer from the conveyor, look at it and then look around as if they intended to take it. In this instance, where I also protested, they placed it back in the bin and left the security area.

At LAX yesterday, in the end one of my shoes went out of the bin onto the floor and my computer which was being upended by other items crowding up behind it, wobbled up and tipped in the tray but did not. One of my two shoes was not so lucky, but it was a shoe -- no harm, no foul. The Agent who had instructed me to calm down, had to find and retrieve one of my shoes once the pat down was completed. But she only did so after I pointed out that my shoe was on her side of the conveyor on the floor and I could not access it. It was clear to me that she was watching very little. My shoe had actually between her legs.

A far more serious thing happened last December at BWI when a TSA agent banged my computer down the computer rollers instead of moving it slowly to the end or carrying it.

This incident at BWI resulted in the failure of the hard drive in my computer. Because the computer was less than one year old Apple replaced it at no charge and also retrieved as much of my data as they could. They indicated they would report this to TSA and I assume that they did.

I think the procedure used in some airports where the TSA Agent first retrieves a passenger's items and places them in a safe place in view of the passenger before proceeding with the putdown works just fine. I encourage TSA to encourage all airports to follow this procedure or a similar one.
Caller stated she did not want to register for anything. She did not want to go through the AIT machine, but the TSO insisted she pass through it. She experienced heart palpitations. She has a family history of breast cancer.

Advised:

I apologized that she was not happy with the screening procedure. I suggested that the next time she fly, she could request a Pat-Down procedure.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports.
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.
11/10/2013 7:37:57 PM
The caller stated she did not use cell phones.
The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

She stated that the TSO did not give her the option for a Pat-Down.

The caller was not satisfied with my response and I offered to take additional information for her complaint. She said it would not do any good.

Caller stated that she was traveling out of Palm Beach International Airport on 11-11-13. She stated when she arrived at the airport the TSA agent had placed the wrong gate number on her boarding pass. Caller did not realized she was at the wrong gate until she had already cleared screening once. Due to airport layout, getting to the correct gate required her to undergo screening again. Caller stated that she had told the TSOs that she had a metal knee and that she was epileptic. She tried to provide the TSO s with her card but they refused to look at it. She stated that she the original TSO that was supposed to pat her down was pulled away and another TSO conducted the patdown. Caller overheard the first TSO say This woman is crazy in Spanish. The second TSO who arrived to conduct the patdown was accompanied by STSO (b)(6) who stood there and watched the patdown. During the patdown, caller stated that they grabbed her breasts, buttocks, and pulled her pants out in the front and the back and looked down her pants. Caller stated that she has never felt so violated and stated multiple times that she felt the TSO s were very arrogant and rude.

Advised Caller:
I apologized that this happened and I explained that anytime theres an alarm during the screening process that the person alarmed was going to receive a patdown. I told her that her card for her metal implants was great for communication but it would not change her screening or exempt her from actually receiving the patdown.

Flight Information:
Airport: West Palm Beach
11/11/201 Airline: JetBlue
3 9:03:51 Flight number: 561
AM Date and time: Nov 9 Departed 1:49 PM
Terminal or gate:Gate B5

I told her I would provide her the information to make her complaint official and I too would take her complaint for her. She can email her complaint to 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
Arlington, VA 20598

She had ask who was over TSA. I told her John S Pistole was the administrator, she wanted contact information for him as well.
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/11/2013 10:56:57 AM Airport : OAK - Oakland International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : TSA stands for Those Stupid A**holes. I have never seen such incompetence. There are no terrorists that TSA has EVER stopped. Some idiot puts a bomb in his pants overseas and comes to the US, WE have to go through naked body scanners or be subject to gay pat downs...some idiot comes in from overseas with a shoe bomb..WE have to take off OUR shoes..I have a medical device to breath at night..I get singled out for further inspection..a woman nearby, older, WHITE, certainly not a threat..has her hair up in a bun, they make her take her hair down...a little old lady in a walker, yah, real threat isn't she, is pulled out of line and thoroughly inspected, including her walker..tell me the last time a LOL was a threat..all the
11/11/201 terrorists were muslim males between the ages of 18-35. What the hell is wrong with you people?..What kind of idiots are running the TSA? The TSA has no purpose other than to harass the traveling public. At LAX, four TSA agents just standing
3 around goofing off at gate 13...they don't have a rec room? No, they get to be stupid in front of all the passengers...in OAK, 0530, over 50 agents standing around the area doing nothing..what a drain on the federal govt monies...they know they have
11:46:08 power over people, you dare to question what they are doing and they threaten you with pulling you off the plane...just shut up and take it....my daughter was going home through OAK, her grandmother had just passed, she was crying, the TSA jerk
AM was mean to her, pulled her out of line to further inspect her stuff, pulling underwear out of her case in front of people...are agents insane or just mean? ..nobody treats my kid like that..seriously... you are the most hated and incompetent organization in the country..in fact...YOU ARE the terrorists...you terrorize every passenger at every opportunity...because you CAN! And while I really am sorry for your loss of an agent, he had a family and was a human being, the organization should be disbanded as it does NOTHING worthwhile, and the agents are for the most part rude. I recently traveled OAK/HOU/LAX/PHX and observed utter nonsense. to go through the naked scanner and STILL be patted down by some gay guy? That is why air travel is off, people don't want to deal with the idiots of the TSA. And I have to go to Hawaii in January through OAK and I just have to endure it. Just expressing my 1st amendment rights...but oh, can't question the TSA, can't complain...they are in charge...more like gestapo than anything else.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller s wife and he travelled to Newark from Richmond VA on Friday November 8th via United 4510. The flight number was 5810 on United from Newark to Richmond. He printed tickets out at home before they left. He received a preboarding email from United while in Manhattan on his phone so he wasn t able to download the ticket then but had to wait and get a boarding pass at the desk. Their boarding passes had SSSS on both. When they got to checkpoint they were told they had to wait to the side. Two agents arrived and told them they had to be searched. It was very humiliating to them and they were kept there close to half an hour, their license and tickets were taken and had to be copied. He has medical issues that causes him to frequent the bathroom. This screening kept him from doing so. The agents gave them some forms to complete and he was wanting to know why this happened to them. Caller is ultimately concerned about how rude the agents who conducted the patdown were. They were at terminal A going to gate 26 around 4:15pm.

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

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

11/11/2013 2:36:57 PM

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

Due to you stating that the officers were rude we will also forward a copy of this to the CSM at that manager that way they can review the events during that time and take the necessary action. Sent email regarding how to apply for redress.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

11/11/2013 5:16:40 PM

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

-----Original Message-----
From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Sun, Nov 10, 2013 5:18 pm
Subject: In Response to your inquiry.

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

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "http://www.cbp.gov" \nwww.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/11/2013 4:53:25 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 09/08/2013 Airline & Flight Number :
Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :
Comment : I would just like to take a moment to submit feedback about a negative experience I had with a member of the TSA staff at ROC airport. My husband and I were traveling together from ROC to JFK on Sunday, September 8, 2013, and for personal reasons both opted to have pat-down screening rather than going through the machines. My husband wears an insulin pump, the manufacturer of which strongly recommends that it is NOT worn in airport screening machines since it can potentially damage the pump; I was 8 weeks pregnant at the time and elected to forego the x-ray machine. As we both placed our items in the bins on the conveyor belt and informed the TSA agent of our wish to bypass the x-ray machines, we both received snide and careless remarks from the agent. My husband (who is also an Endocrinologist and therefore very familiar with insulin pumps as a physician and as a patient) exchanged more than 1 remark with the agent who treated him with a hint of disdain and who was clearly judging him/us for our elections. The two remarks I remember most distinctly were "people do it all the time" and "whatever, it's fine, but you're gonna do what you want." I found it most ironic that

11/11/2013 5:17:09 PM

placed directly next to the TSA agent was a very pleasant and congenial TSA sign that clearly stated that it was any passenger's right to select their method of screening and that it was the TSA's pleasure to accommodate those requests.

We had been traveling for a friend's wedding and experienced none of this same negative judgement from our home airport of JFK. On the contrary, the agents there were accommodating and helpful. While this interaction did not cause any personal harm or loss of belongings, it was quite disconcerting to listen to this particular ROC agent bully passenger after passenger. I can only hope that continued education and training will be provided to TSA agents so that they fully understand that just because "people do it all the time," doesn't mean that it's right and doesn't give them allowance to judge us for what may prove to be a very personal decision.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

On November 12, 2013, I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

11/12/2013 8:29:59 AM

-----Original Message-----
From: (b)(6)
To: tsa-contactcenter <tsa-contactcenter@dhs.gov>
Sent: Mon, Nov 11, 2013 3:48 pm
Subject: Fwd: In Response to your inquiry.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov"TSA-ContactCenter@dhs.gov:

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Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

Good evening and happy Veteran's Day,

I'm writing because of my experience today flying out of Minneapolis-St. Paul International Airport. I am active duty military, just returned from Afghanistan in July, and am stationed at Fort Lewis. I was visiting family for the Veteran's Day weekend and left early this morning to return.
I am a veteran and experienced traveler who is very disappointed with how I have been treated at security check-points throughout the US. Below are just a few of the ridiculous things that I've witnessed since I've returned from Afghanistan.
- I flew pre-check out of Seatac on the 8th of November and had to wait for first class passengers who apparently get priority there over active duty military. According to your website, the implication is that frequent flier programs were automatically enrolled. How long did it take you to enroll active duty military? Before deployment I was told on 2 separate occasions that I was not eligible for pre-check because my CAC wasn't registering in your system. My CAC worked with I scanned in at Khandahar Airfield.
- When flying out of LAX 2 weeks ago, I was selected for "additional screening" from the pre-check line, despite flying pre-check down to LAX form Seatac, and despite repeatedly informing the TSA agent that I am an active duty Army officer. The "additional screening" included a pat down and an opening of my carryon.
- At pre-check lanes at JFK in late September I was required to remove shoes and belt and told that "only children and the elderly" do not have to remove shoes etc. I asked why this was the case, as I did not have to do it coming out of Seatac, and was threatened with removal from the checkpoint and denial of entry to the gate area.
- Again at JFK, I exited the back-scanner device (which I still have significant privacy concerns with) and immediately was groped (yes, groped) by a TSA agent without warning. He rushed up to me, stuck his hand on my inner thigh and proceed to make a rather intrusive analysis of my anatomy. There was no explanation.

11/12/2013 8:30:54 AM

What is going on here? "TSA Pre?™ is a pre-screening initiative that makes risk assessments on passengers who voluntarily participate prior to their arrival at the airport checkpoint." (from your website). I would like to know what risk assumptions you are making about an active duty army officer with a security clearance that would presuppose me receiving a pat-down. I am tired of this. And so are the rest of my military friends and veterans who are exhausted and frustrated that it's taken this organization over a decade to admit that active duty soldiers don't require the same security screen as everyone else....and then you completely mess up the execution.

My suggestion is that all active duty military members receive their own screening that is different than Pre-check. I don't want to wait around with a bunch of people who get the same screening that I do simply because they are wealthy enough to afford flying first class for the last 10 years. Additionally, think about the perception of this organization here.

Figure it out.

-A disappointed frequent flier veteran

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Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that If a patdown is required in order to complete screening:

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

11/12/2013 10:28:23 AM I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need to enter the airport code.

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Good morning,

I just traveled through the TSA checkpoint in Las Vegas, where they took away an unopened, sealed jar of Nutella, which is like peanut butter, only made with hazelnuts. It is not a jell, it is the consistency of peanut butter. She told me that anything that could be spread was not allowed. This is not what is on your site. It is ridiculous that a small knife is now allowed, but a jar of what is basically peanut butter, that is still sealed, is not. I think what is taken is very arbitrary; case in point, I also had the same size container of butter (spreadable) sitting with the Nutella, and that was not taken. As you might guess, they took away a large part of my nutrition budget for the week. TSA owes me money for the inappropriately confiscated items, which was about $4.50.

I travel every week and it is something new every week. One week they kept me waiting with my cane (I am an older female with a slight disability) for 20 minutes at the San Francisco airport, because the agent at the checkpoint did not recognize a standard security document for standby passenger. When his supervisor came, she also did not know what to do, and she went moseying around for quite a while, talking and laughing in my view, until she found someone who did know. That person came over, explained to the agent what a security document was, and then I could go. No one apologized or acknowledged my inconvenience.

11/12/2013 2:14:11 PM

I have had agents approach me from the back and start patting me down after I went through the scanner, without announcing their intentions or that they were even there. Of course, that is actually assault.

I had an agent pat down my bra area, ask me what that was and when I said it was my bra, she screamed in my face something like "hand scan", which forced me to wait many minutes for someone to mosey over to do that task. By screaming in my face like that, it appeared she was exerting her authority on a helpless victim, me.

I frequently see small parties of agents come to the gate to randomly check carry on items that were supposedly already checked at the check point, forcing everyone to get back out their identity items and have people paw through their items like they are criminals. The last time, two agents worked through the line waiting to board the plane, probably spreading germs from item to item, while two more stood leaning on the barrier, laughing and flirting with each other.

This makes it appear that you have way too many agents on duty, if you have to have them roaming around intimidating people who have already gone through the check points. It also appears that you do not have confidence in your check point procedures.

I wish to inquire about an Enhanced Security check procedure required of me. I am 80 years old.

Date of this incident: Sept. 18, 2013 approximately 7:30pm
JFK Airport New York
British Airways flight BA 8006 to Orly Airport, Paris France

I approached the Security zone with satisfaction, when I saw the posted notice that passengers 75 years and older were no longer required to remove shoes when going through Security. But as I entered Security, a British Airways attendant held up his hand and said to me, "No, you cannot enter. You must come with me."

"Why?," I asked? The answer: "you must go to Enhanced Security, and I will take you there." He then pointed to my boarding pass which had four SSSS stamped on it (in red).

Once I arrived at Enhanced Security, I was told to empty my pockets, take everything out of my carry-on, and take off my shoes as well. I said that I did not see why I had to remove my shoes, since I had just seen the notice stating that 75 year olds were no longer required to do this. I was told that if I refused, "you will be arrested." I was then subjected to a complete security procedure, including a pat down of my buttocks and genitals. I was then told to grasp or squeeze some odd-looking device. I asked what this was, and why I had to squeeze or handle it (don't remember exactly which). I got no reply from the TSA agents.

11/12/2013 2:14:20 PM

When I got through with this procedure, collected my belongings, and got dressed, I finally arrived at the boarding gate, and found my wife who had been looking for me with great concern; she was a few feet ahead of me at the original security and did not see me taken away to another location. I then asked a British Airways person at the Boarding gate why this happened--why I was singled out for this Enhanced Security. "We don't do that," she told me. "TSA does it, and they pick out people at random."

Is this accurate? Did TSA pick me at random for Enhanced Security? If so, how and why can TSA select an 80 year old man? If so, would TSA at random select a 95 year old man and put him through this? Or a seven year old girl?

Was I selected because I have a dangerous profile? If so, this must be revealed to me, because there is nothing whatsoever in my background that should bring me to the attention of TSA as a security risk.

Please tell me exactly WHY I was subjected to this procedure on Sept. 18, 2013

(b)(6)

New York, NY 10021

11/12/2013 2:17:18 PM

Feedback Type : Security Issue
Categories : Duration of Screening Process; Other Current Date/Time : 11/12/2013 11:59:47 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 11/11/2013 Airline & Flight Number : American Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a retired Special Agent with the FBI (25 years with the FBI and 10 years as a Police Officer in Connecticut). While employed as an FBI agent I travelled dozens of times on aircrafts with my weapon. As a "retired" agent I know longer have the authority to travel on an airline with my weapon. However, I do carry my retirement credentials. Why do I still have to wait in long security lines and then be subjected to an "extra pat down?" It is my contention that TSA should recognize and respect my retirement credentials an allow me to circumvent the security line. My wife is a current FBI agent and I was travelling with her recently. So she filled out the necessary paperwork and was allowed to circumvent the line but I had to stand in line for over an hour (Palm Springs Airport). I have contacted both my Senator as well as the Retired Agents Association and filed a complaint concerning this matter. Your attention to this matter is appreciated.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/12/2013 2:32:32 PM

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can t go through the WTMD and if the AIT isn t available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process.
Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review.
Advised if additional information is required, CSM may contact via email.

Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn t suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through.
The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn t set off any alarm and didn t understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn t suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation.
There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station.
Flight #not available, via Jetblue from Long Beach to Oakland, Gate #7, departed at 3:56PM.
He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation.
Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

11/12/2013 9:06:23 PM

I came through Tampa airport Sunday night. I always choose not to go through the radiation in the scanning machines. I was pat down and your employee touched my genitals inappropriately.
She did not have to GO SO HIGH AS TO TOUCH THE INSIDE OF MY GENITALS.
I've been pat down numerous times, and never this way. Disgusting!!
Not only was I pat down once, but I was appalled that your machine malfunctioned and I was required to be pat down again by another TSA agent.

I am extremely upset and disturbed at this treatment, and even more upset that your machine malfunctions!!

WHERE can I go to place an official complaint about this??
AND I want to speak to someone high in the ranks about this

Disability Description: Caller has an insulin pump and travels quite a bit and carries three juice boxes for her diabetes.

Information Request: She is needing to know if this is TSA regulations.

Response Details: I advised her that TSA regulations state that if she does not want her liquids to be opened she will have to go through additional screening which would include a patdown screening. Whether the items are swabbed for the ETD or if they need to be opened is up to the TSO at the checkpoint because they have the final say.

11/13/2013 9:05:36 AM She requested the contact number for the CSM at PHX.
(b)(6)
Phone: (b)(6)

Incident Details: She placed the three juice boxes in a zip top bag. Usually they just swab her items and everythings fine but at PHX yesterday the TSO advised her that she will need to open one of the juice boxes and the caller refused for her juice box to be opened and had to go through additional screening.

Caller is trying to get in touch with (b)(6) regarding a complaint he filed. She called yesterday and he did not pay attention to her. He needs to get back to his Senator about it. Caller said he is 81 years old, has a metal hip implant and is a cancer patient at Sloan Kettering hospital.

He said all of this started with a complaint. When he was at DCA the TSO told him he did not have to remove his shoes. He went through the AIT and was on his way. But when he went through LGA the next day he was told by the TSO to remove his shoes. Caller told the TSO he was 81 years old and did not have to remove his shoes. TSO said, I m telling you to take off your shoes. The only chairs available were at the beginning of the line so he would have to go all the way back there to take off his shoes. TSO told him if he did not want to take off his shoes, he would have to go through the Magnatometer (WTMD). Caller said that was okay because that is what he had been doing. The TSO also did a patdown on the caller, then an ETD of his shoes. The TSO then told him he was free to go.

Caller walked 15 feet and a TSO came up to him and told him to come back. This TSO had talked to the first TSO the caller had come into contact with. Caller told him he wanted to talk to an STSO. The person said he was the STSO, then told the caller to remove his shoes. Caller did so and the STSO looked at them and told caller he could put them back on. Caller asked what was going on, why he had to do that. STSO said he didn t have to tell the caller the reason. Caller was very angry.

Caller stated that he is a veteran, worked for airlines and was in security. His jog was the Advanced Passenger Information Coordinator for all airlines at JFK. Caller felt as though he was treated badly by the STSO so he filed a complaint. No one responded so he went to his Senator.

11/13/2013 9:59:02 AM I offered him the CSM phone number, but he did not want it. He felt that it was a retaliation for asking a simple question. What made him angry first was that there were no chairs where he could remove his shoes. Caller said he lives in Virginia, near Washington, and said The next thing I amd going to do is walk in there.

Caller said You d think [the STSO] would explain what he was doing. Caller wants some feedback from the STSO. Caller stated that the STSO will examine his own conduct and if he is satisfied with it, caller is okay with that. But I want feedback from him... I am a veteran and I think that is important. He can t tell I am a veteran, but he could treat me like a citizen, with dignity.

He had called (b)(6) He cannot get through to (b)(6) He went to his Senator s (McCain) Chief of Staff . He had filed a complaint in June and he just heard something last week. He contacted his Senator about a month ago. The Chief of Staff told the caller to call back whenever he heard from TSA so as to bring her up to par. Caller said when he went to his Senator he got immediate action. He said he was supposed to call the OCRL s Marble Schlanger (sp?)

He is preparing to fly again so I told him to ask to speak to a PSS. If there are no alarms or anomalies, he can go right through the screening. I told him to be sure he tells them he has a metal implant. I also told him he could call the OCRL at 571-227-(b)(6) He said he would.

Caller did not say which airport he is flying from. The gist of this call, after his venting, was to get a phone number for someone from OCRL and to know what to do when going through screening with a metal implant.

My wife and I were flying out of LAX this past Sunday, 11/10.
Our boarding passes said Precheck.
I was told that this meant I could keep my belt and shoes on.
Of course I set off the alarm, as my belt has a metal buckle.
They had me take off my belt and shoes, go through again, and still beep.
11/13/2013 4:07:41 PM I was then subjected to a pat down, before being allowed to continue.
I have a titanium rod in my left shoulder area, which did NOT react when I went through SEATAC, a few days earlier.

I do appreciate the need for screening, but it seems that precheck was supposed to cover those conditions.

Are the units set differently at each airport?
We had plenty of time to catch our flight, but I was really confused by the whole process.

11/13/2013 6:10:00 PM

To Whom It May Concern:
Recently my girlfriend and I went on a trip to Denver. We enjoyed ourselves during our visit, but upon our return to the Denver Airport to depart, I was struck by the level of arrogance and blatant disregard for my rights during the screening process. After going through check-in and then another level of check-in at the security screening area, I observed that there was a typical metal detector in use and an automated imaging device or xray type device being used to screen passengers. Most passengers (almost all) were quickly herded through the Xray screening. Knowing that I did not have to submit to X-ray screening, I moved toward the metal detector where I was stopped by an arrogant, pushy female TSA agent and informed that I could not go through the metal detector and would have to go through their "primary screening" the Xray imaging machine. I thought about discussing the fact that I don't have to opt for that method of screening and it is my right according too the Official TSA website to choose alternate screening or what I would call traditional screening. Instead, I saw a male TSA agent working the imaging machine and I decided to raise my objection to him and opt for alternate screening. Immediately he knew I was displeased and said something to the effect that I was lucky because the machine had just gone down for calibration. Anyway, now I am redirected back to the screening I was entitled to in the first place and, of course, went through without incident.
As an attorney, I find it disrespectful and outrageous that people are being directed to a level of screening they can choose to deny and select traditional metal detector screening and patdown if necessary. To come across as if a person has no rights during this process and you will be screened by the method the TSA agent chooses is a ridiculous abuse of power and citizen's rights. I inform you of this as I am sure this happens on a daily basis and it is only a matter of time before Denver TSA agents bring unwanted publicity and lawsuits to your doorstep.
It would be a good idea if your Denver TSA screeners follow your own policy and get some badly needed training or perhaps just read your from your own official website that every person can choose alternative/traditional screening.

11/13/2013 6:10:16 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/13/2013 5:34:44 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/12/2013 6:30 AM Airline & Flight Number : Delta 3492 Checkpoint/Area of Airport : Delta Air Lines Checkpoint TSA Employee: (If Known) (b)(6) Comment : Going through security at DCA is always an unpleasant experience for me and yesterday's trip was no difference. First, my Hawaii State driver's license was given unfair scrutiny in my opinion without the TSO ever asking me and questions for verification (if he had questions about the ID.) I would have gladly provided my US Passport or my Federal Employee badge. Next, I was "randomly" selected to have my hands swabbed. Again, I felt very judged and was appalled at the lack of professionalism and courtesy. I looked past this, though, because I know TSO's are in a difficult position just trying to do their job the best they can with the regulations implemented by TSA.

However, there is absolutely no excuse for TSO's being rude, indignant, and unprofessional. As I was stepping into the AIT, a TSO rudely yelled at my to take of my sweatshirt. She did not ask me, she yelled at me. That upset me so I asked her why I needed to when she had already let through individuals with suit jackets and heavier coats. While I realize every passenger is a different case, I expect to be treated equally with respect and fairness. TSO (b)(6) was rude, unhelpful, and stunningly bad at her job. When I asked her for her name, she refused in an angry way and in my opinion, failed to do her job. This is unacceptable. Her fellow TSO, whose name I do not remember, did nothing to rectify the situation and refused to make eye contact with me and instead wanted to complete his pat down without addressing the situation.
While the two supervisors who I spoke with were much more professional, their ambivalence towards the situation was equally as shocking.
I have yet to find any policy dictating that light outer garments (sweatshirts) need to be taken off, especially considering it was 40 degrees outside at the time. If this is indeed a requirement, I can accept that. But I expect that to be applied judiciously to all passengers and that TSO's can articulate that policy effectively.

I have had plenty of good encounters with TSA going through security but I can say with confidence that 90% of my negative experiences with TSA have been at DCA. I have never before formally complained, but something needs to be done. TSA at DCA is failing to uphold the high standards that the Department of Homeland Security has set and I hope that something is done to train TSO's to better interact with passengers and treat them with respect while also being confident in their knowledge so that they can better control situations.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/13/2013 6:10:32 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/13/2013 4:35:26 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 11/08/2013 4:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : CHECKPOINT B TSA Employee: (If Known) :
Comment : After passing through the backscatter machine, I was subjected to an additional pat-down which I did not consent to as I exited the machine. Upon questioning the procedure the TSA agent replied "That's the way it is". I am a frequest traveler and this is the first time I have ever been patted down after going through a backscatter machine. The agent was rude in his response and I feel that after all of the press the TSA has gotten this year about wasted funds, sleeping on the job, leering at backscatter images, etc...the agency should not allow agents to act in this manner. I did not see any of this behavior demonstrated on my return flight form JFK on 11/11/13.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

	He traveled from Yemen to Kata to ORD to RDU with Qatar Airlines.
	He indicated that in Doha federal police approached him and began asking him questions which they did not have the right to do.
	I explained that this is out of TSA jurisdiction as TSA is only present at airports in the US.
	He asked who the guy was. I advised that I did not know.
	He indicated that at ORD ORD yesterday, a federal officer with a badge that indicated Federal Police along with a TSO approached him just after he got off the plane. The TSO questioned him. He asked what he was doing in Yemen. The caller replied that he was visiting family. The TSO replied with a smartelic answer. The caller indicated that this was not his business.
	The TSO asked if he is traveling with family and if he knew why he was stopped. The caller indicated that he was and that he did not know why he was stopped.
	The caller indicated that he was questioned due to misinformation. A doctor advised that he was paranoid, however he is not. The caller indicated that he is conscious.
11/14/2013 8:54:05 AM	TSA conducted a patdown inspection. The federal officer indicated that he is responsible for anything that was in his luggage. His luggage was screened.
	The federal police put anti psychotic medication in his drink and food on the plane. He doesn t know 100 percent for sure, however he has taken this medication before and is experiencing the same systems. He feels that they are trying to make him angry so that they can take some type of action and then be punished for the action.
	He thinks that Federal Police deals only with terrorist and he is not a terrorist.
	He asked what Customs does. He asked if I knew of an attorney that would take this case or if there is another agency that can provide information.
	He asked for another number for Customs.
	I advised that this is out of TSA jurisdiction as well as this would have been apart of Customs clearance which occurs when a passenger arrives into the US from another country. I advised that I have documented his complaint and the information in reviewed, however there is nothing further that we can do. I referred the caller to CBP at 877 227 5511 and that he contact the entity that he is referring to as the Federal Police.
	The number that I provided for Customs is the only number that I have.
	I explained that US Customs and Border protection controls people and items coming into the country.
11/14/2013 9:15:37 AM	Caller states that he went through Miami Airport, he opted out of the AIT and they placed him right beside the AIT and did an patdown, he states that he had to wait for a patdown. And he didn't want to be placed beside the AIT since he can still get radiation from the machine. Caller wants to know if in the future that happens again can he ask to be moved away from the AIT machines. And he wants to know how to get in contact with the CSM.
	Informed caller: Informed caller that usually he does have to wait until an officer becomes available. That yes he can always ask to be moved away and he can call this number back that he dialed and press option 5 and enter the airport code for miami and get the number to the CSM.

	Disability Description: The caller has metal implants and had a bad experience at the checkpoint.
	Response Details: I advised that I would send caller a claim form and information on filing a disability-related complaint. I read the RFI statement to the caller and stated twice in the call that she would have to commit her complaint in writing.
	Incident Details: The caller advised that she is calling from the United desk and asked if I could speak to one of their customers.
	The passenger had a problem in Pasco, WA, at 0602. She is in SFO now. The caller stated that they put her through such drama at the checkpoint due to the metal in her body. She had to take her shoes, belt, and coat off. She said that it was humiliating. The flight attendant asked if she could help the caller carry her baggage. The TSOs refused to allow the woman to help her. She was told to remove her jacket, belts, socks, and shoes. She had a pat-down from a female screener and four males were standing around watching.
	When she said she needed assistance making it to the plane, she stated that the officers told her that was too bad.
11/14/2013 11:19:14 AM	Does she believe that they discriminated against her because of her injuries?
	Yes, they humiliated her, and didnt offer to help her.
	I advised caller that she would have to put her complaint in writing. Caller advised that she understood. Later in the call, I read to 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?
	Caller stated that she believed that she was discriminated against.
	She also was missing an iPad 5 from her carry-on bag.
	1. Airport: Pasco 2. Airline: United Express Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnatti while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.
	I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.
11/14/2013 1:44:39 PM	Also, the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.
	TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process. Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a paldown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. I told him he may voice his concern to the TSO at the checkpoint.

The caller would like to clear his name when he goes to travel. The caller states that the last 2 times he flew the officers searched his bag and took him to a room and searched him as well. The caller has a NOI and he wants to know why the officers keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing boarders.

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

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

11/14/2013 2:53:31 PM

Traveler's belief that they are on a government watch list.
Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
Difficulty printing a boarding pass at home or at the kiosk.

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

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

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/14/2013 4:48:01 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I always opt out of the screening and choose a pat down - not for health reasons, but because I object to the screening itself. However, almost every time I have gone through this procedure I have waited twice as long as my husband to receive a pat-down (I am a female). In fact, on two occasions the only reason why I was patted-down more quickly (still waiting about twice as long as my husband) was because my husband, waiting for me on the other side of security, told security that I had been waiting a long time. I once waited for about 40 minutes! And that was in addition to the wait time for the actual security line.

11/14/2013 6:01:27 PM

Being an American citizen I was under the impression that men and women are Constitutionally required to be treated equally. The fact that I am always left to wait longer than my husband impresses upon me the fact that I am not treated equally by the TSA, and I will venture to say that other women are not either. When I once told a TSA security guard this, he laughed at me. He said that I had to wait longer because there are less female security agents to pat me down. However, laughing at a Constitutional right does not make me feel better about the injustice to begin with, and it is not my problem that there are fewer women to pat me down. I should be treated equally, and it is appalling that I never am, and that I would get laughed at for having a problem with this. I wanted to let you know that this is a persistent problem.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/14/2013 4:45:35 PM Airport : TPA - Tampa International Date/Time of Travel : 11/14/2013 Airline & Flight Number
Checkpoint/Area of Airport : gate 79
TSA Employee: (If Known) :
Comment : The TSA screening system is rather dracoinian. The ability of "some screeners" to communicate appears to be very rude or lacking any cultural diversity. Please send your screeners to training such that they recognize how to communicate and do not attempt to get a customers attention by using commands that they probably use with their wife or children. Some of us humans do not respond to someone shouting only "look at me!!!" repeately to get a customers attention when the customer is more than 10 feet away and on the other side of the xray conveyor with more than 20 individules all because because my computer bag was on my computer in a tote. There are simple phrases such as "excuse me sir". After listening to the rude screener, not uttering a word, I recognized it was highly probable, when the conveyor x ray screener talked to the human screener, that i was going to be singled out for a pat down and i was. People are not stupid cattle that your TSA employees can bully and be rude to. In addition, since the TSA is supposed to be a safety system, it is appalling from a public safety expectation, that there are any acceptions to to the screening process such as the "TSA pre screening." From the rich, to poor, from pilots to hollywood actors including politicians everyone should be included and subjected to the TSA screening system. Ironically, from a safety point of veiw, having read, understood and implemented many USA and european standards such as iec 12100, 13849, 60204, ect or osha 79 there is something called "forseeable risk" that appears to be mitageted for one rouge musician, potlitican, actor, sports or media mogal that will someday catistrophically defeat the TSA pre screening process Risk Assesment and Hazard Analysis. It is shamefull and sad that the risk assessment/ hazard analysis that the TSA is supposed enforce to protect the public has a gap for a single rouge TSA pre screened individual due to political hollywood/ big bussiness special favors. Yes, some of the tsa associates are pleasent; though, most appear to lack appropriate human intreration skills and need some of their own cool aid to rectify their arrogant behaviors. Thanks for the added value in the travel experience and realizing how the process is only for a common individule. ironically, The sloppy over weight screener just walked by. I feel safe now.
11/14/2013 6:01:30 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

From (b)(6)
Sent: Friday, November 15, 2013 10:16 AM
To: TSAExternalCompliance
Subject: Re: Got Feedback : JFK - John F. Kennedy International

Hello,

I will try to give you more information, however, I am not trying to file a civil rights complaint. I simply want to inform the TSA that this is an ongoing problem and that it needs to be rectified. Furthermore, while this has happened numerous times, I was not able to record the latest incident (when I was laughed at for voicing my concerns) because, as you know, when going through security I am not able to have my shoes on, let alone a pen and paper to record names and descriptions. Not to mention that given the treatment I was already subjected to, I don't think it would have gone over well if I had returned to the security guard in questions with pen in hand and asked for his name and other identifying details.
11/15/2013 12:03:17 PM
However, to answer your questions to the best of my knowledge:

Contact information – full name, telephone number, email. Detailed description

(b)(6) Phone (b)(6) E-mail: HYPERLINK (b)(6)

Airport

It has happened to me on numerous occasions, but the most egregious and the latest event took place at JFK.

Date and approximate time of the experience

I believe the event at JFK took place on March 5, 2013. I don't remember what time it was. But as I mentioned, my complaint is more general, and less tied to this specific event. I travel quite a bit and find this to be a persistent problem.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/15/2013 2:17:07 PM Airport : BOS - Logan International Date/Time of Travel : 11/15/2013 12:00 PM Airline & Flight Number : American 1551 Checkpoint/Area of Airport : Terminal B Gates 30 - 36 TSA Employee: (If Known) : (b)(6) Comment : November 15, 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), who witnessed the inappropriate search and failed to stop it, as he should have.

11/15/2013 4:58:36 PM

At approximately 12:00 pm EST on November 15, 2013, I entered the security checkpoint for Terminal B Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 1551 to Chicago. 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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/15/2013 5:21:37 PM Airport : SJC - San Jose International Date/Time of Travel : 11/14/2013 6:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :
Comment : I am currently 2.5 months pregnant and have been requesting a pat down since I found out I was pregnant. I travel almost every week out of SJC and have always been accommodated properly. On my recent trip out, I requested a pat down from an agent that I have seen many times before and he tried to discourage me from my request by pointing out the millimeter machine. I'm well aware of what machines are used and as a tax payer who requests additional assistance from a govt employee to do his job (simply calling a female employee), I find it very unprofessional and rude to question my request. If TSA doesn't want to offer pat downs to travelers, then don't, but don't offer it and then reprimand a passenger who has a right to make such a request.

11/15/2013 6:10:10 PM

I just departed out of CMH this afternoon and ran into a similar situation but this agent said "don't mind me zapping you with more radiation by using my radio to call a female agent." If these men were pregnant and willing to "zap" their unborn child with unknown radiation, then so be it, but I don't need commentary about my decision to be patted down.
A badge is just a piece of metal when it comes to these guys. I've always shown utmost respect to TSA agents but these two need to respect the passengers more. If I receive a remark again, I will be taking badge numbers and names, as well as letting them know that they don't have a say in my request. Customer service is a part of everyone's jobs. If they don't like their jobs, they should find new ones.
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

Complaint Form:

Information about the Person who experienced the civil rights/liberties violation:
(b)(6)
Phone #: Cell (b)(6)
Mailing Address (b)(6) Arlington, WA 98223
Email: HYPERLINK (b)(6)

What happened?
@ Dallas Fort Worth Airport
D-Terminal Security Area
Date: Nov 3, 2013 Time: 5:30-6:30pm
Air Carrier: American Airlines

11/15/2013 8:20:01 PM

I received a full-body patdown when I went through the security screening and was touched exceedingly unappropriately on my scrotum by the man doing the patdown. Before the patdown I was reluctant to allow the man to touch me and I asked for his supervisor. The supervisor came over to us and both he and the man who was to do the patdown repeatedly interrupted me when I attempted to express my concerns about the security proceedings and intimidated me to discontinue speaking. When the man giving the patdown explained to me what he was going to do, he used language similar to: "I will use the back of my hand for sensitive areas."

When the man doing the patdown came to patting down my legs. He Reached All The Way Up my groin area firmly, touching my scrotum, and brushing it all the way down as slid his hand down the inside of my leg. This was done 2 times on each leg for a total of 4 times firmly touching and rubbing my groin area.

After the patdown, I decided to come back to the screening area to get the man's name and badge number in order to file a complaint against him. I was not able to speak with him and the supervisor who was sent to speak with me(this time a woman refused to give me the man's name. She said, " I do not give out the names of any of my officers."

Frustrated, humiliated, feeling molested and not knowing what else to do, I proceeded to my airport gate for my flight. I was also not able to get the supervisors name either.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.
Time of the incident is described in the previous paragraph.

Where did this happen?
Place: Dallas Fort Worth Int'l Airport
City: Dallas State or County: TX

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/15/2013 7:28:24 PM Airport : EWR - Newark International Date/Time of Travel : 11/14/2013 8:30 PM Airline & Flight Number : United UA1464 Checkpoint/Area of Airport : C terminal, E gates TSA Employee: (If Known) :
Comment : I had to pass this checkpoint in extreme hurry. There were no lines and a group of approximately four of your employees was not otherwise engaged. I had just arrived with a delay of over one hour from Reykjavik that was entirely owing to problems with IcelandAir. I was also misdirected by several airport employees, and as a consequence arrived at the United check-in counter too late to have my luggage transported to the plane. I am lucky I even made the flight, which was the last one out that night. We were forced to book both flights independently, otherwise I could have just rechecked the luggage.

I put my things on the belt after having disposed of all prohibited items. I then entered the scanner with completely empty pockets. My pants had various buttons visible on the outside, as well as zippers. While they registered on the scanner, it should have been clear what they were. Instead, a very rude female officer proceeded to pat me down on all sides.

11/15/2013 8:20:10 PM

When I politely, but with some urgency asked her to please hurry up as I had a flight to catch immediately, she repeated the pat down more thoroughly. I was already pretty flustered when I got to the checkpoint, and the situation got only worse from there. She and the other employees lingering about were rude, inappropriate, and unprofessional. I was lectured about being there earlier, when none of the time crunch was essentially my fault, and they obviously thought it was funny judging by the others' facial expressions and comments.

At this point I was at the brink of a nervous breakdown. To top it all off, the same female officer wiped my hands for traces of explosives - apparently obvious distress makes this necessary - and a male colleague asked her if a supervisor should be called.

I barely made the flight due to their actions and am beyond insulted by their behavior. While in general hardly any of the agents I have encountered in recent years are particularly friendly, this group, and specifically this female agent, were completely lacking common courtesy. I can do without snide remarks when I am already having a bad time, and I deserve respect.

They would likely tell you I was just another hysterical passenger making a scene, and that they were simply doing their job. In any other industry they would not or no longer have one with this level of "customer service".
Would you like a response? : True
Passenger's (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Friday, November 15, 2013 7:18 PM
To: Ombudsman, TSA
Subject: (b)(6)

Dear TSA Ombudsman:

11/15/2013 10:21:54 PM

I submitted video evidence to the TSA and to the United States Department of Justice regarding a few instances that illustrate a much larger involvement of the Department of Justice, Homeland Security, the TSA, Federal Marshals, and police officers in my life.

I am a US born American Citizen. I am a Physician who worked hard all my life for a career. I was then blacklisted and extorted by a group of individuals with incidents that started during my tenure at Georgetown School of Medicine when I was Class President.

Again, I submitted video evidence of Federal Marshals saying "hurry, go harass that fucking asshole" inside of a Federal Courthouse in Las Vegas, Nevada, and then looking into my camcorder, which they held and turned on themselves and said "Is this still on? I don't give a fuck!" and laughing. I was harassed and threatened in the Federal Courthouse and intimidated out of filing a lawsuit and taking care of other court business. This is a criminal action that I want justice for.

I submitted video evidence to the TSA of TSA agents yelling at me, calling me a terrorist as I went through the security line at 4:30 am by myself. They can be heard talking about "terrorists don't file lawsuits, they go to Mexico...mass murder". Are these appropriate things to say to an American Citizen? Then they selected me for additional screening, even though I kept my composure and was completely silent. I took this action because the entire time I spend at airports, federal courthouses.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 11/16/2013 1:02:45 PM

11/16/2013 3:12:46 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 Number 1881 Delta Terminal 3 CVG Airport.
Comments:I was asked to take off an article of clothing that did not need to be taken off. I placed my jacket in the bucket to be screened and then was asked to take off a puffer vest that I was wearing over a long sleeve shirt. This was NOT a jacket and part of my clothes. I told the TSA worker I didn't want to take it off because you could see my bra through the under shirt. She was very rude and told me that I should have gone through pre check-in if I wanted to keep it on (I don't even know what that means pertaining to security). Taking off the vest was unnecessary as I was about to go through a scanning device anyways. I would have gladly unzipped the vest but to take it completely off without being given any other option was unacceptable! I felt exposed and embarrassed! This really needs to be addressed.

From: (b)(6)
Sent: Saturday, November 16, 2013 4:14 PM
To: Ombudsman, TSA; internal.affairs@usdoj.gov
Subject: FW: (b)(6)

11/16/2013 5:21:42 PM

From: (b)(6)
To: tsa.ombudsman@tsa.dhs.gov; tsa-contactcenter@dhs.gov; internal.affairs@usdoj.gov
Subject: FW: (b)(6)
Date: Sat, 16 Nov 2013 12:57:48 -0800

From: (b)(6)
To: tsa.ombudsman@tsa.dhs.gov
Subject: (b)(6)
Date: Fri, 15 Nov 2013 16:18:03 -0800

Dear TSA Ombudsman:

From: (b)(6)
Sent: Saturday, November 16, 2013 2:48 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/16/2013 2:48:06 PM

11/16/2013 5:21:47 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Unprofessional conduct at DCA

Comments:

Greetings,

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/17/2013 9:57:56 AM Airport : CHA - Chattanooga Metropolitan Date/Time of Travel : 11/11/2013 5:15 AM Airline & Flight Number : U.S. Airways 4704
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To Whom It May Concern,

On Monday, November 11th, I was scheduled to depart from Chattanooga on U.S. Airways flight 4704 at 5:20 AM. I checked in for my flight around 4:30 AM, but when I arrived at the TSA security checkpoint, I found that it had not yet opened and that there was a long line of passengers already waiting. The checkpoint finally opened at 4:45 AM, 5 minutes before my flight was scheduled to board.

After I went through the full body scanner, one of the TSA officials told me she had to look through my carry-on bag because something in it may have set off an alarm. I waited patiently while she looked through each of my items and tested each piece. She was still looking through all my belongings when she informed me that another TSA official would need to pat me down. I was patted down and again was found to have nothing of concern on my person. Finally all my belongings were cleared and nothing prohibited was found in my possession, but the first TSA official told me that she would have to give me an even more thorough pat down in a private room. By this point I was already visibly distraught as I worried I would miss my flight and I also had no idea why I was being singled out in this manner. I have never felt this humiliated in my life nor more unsafe at the hands of a governmental body I have been taught to trust with our country's well-being.

11/17/2013 11:03:35 AM

By the time I was finally cleared to go to my gate, the doors had been shut. I was placed on standby for the next flight that would get me home to Boston, but since this was a national holiday all the flights were either full or overbooked. My last choice to get home was to wait until the next morning and take the 5:20 AM flight again. Luckily, U.S. Airways personnel knew I wasn't actually late to my flight, and they didn't charge me the $200 fee they usually would for someone looking to change their ticket. I only had to pay the difference in fares, but it was still a hefty sum ($97) for me since I am a full-time student.

After this stressful and emotionally draining ordeal, I sincerely hope those in charge of the TSA personnel in Chattanooga learn from my experience and make some changes to their operating procedures. First of all, it is completely unacceptable for airport security to open 5 minutes before the first flight is scheduled to board. If a passenger should miss his/her flight because of this, TSA should take full responsibility and reimburse any expenses incurred from such an inconvenience. Secondly, I seriously have to wonder why I needed to have 2 pat downs after I had already gone through a full body scanner and nothing dangerous had been found in my possession. Is this standard procedure? If so, what's the point in going through the full body scanner to begin with?

I would very much appreciate hearing from someone in charge to appease my concerns.

Sincerely,
(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To whom it may concern:

On Sunday, November 17, 2013 at approximately 9:00AM UTC, I was going through TSA passenger screening at Memphis International Airport.

While going through the security check-point, I had to undergo a pat-down. It is important to note that I identify as a female. A male TSA Agent approached me, and while putting on blue plastic gloves he stated 'Put your arms out. You're going to feel slight pressure." I responded to the agent and said "Isn't a female officer supposed to pat-me down?" Quickly, a female officer approached the scene to conduct my pat-down, the male agent responded to me and stated--and I quote verbatim--"What? I'm not cute enough?" Several male TSA agents laughed after he made that juvenile comment.

Based off of information currently available on your website, "All pat-downs are only conducted by same-gender officers." http://www.tsa.gov/traveler-information/pat-downs

11/17/2013 3:08:15 PM

I am uncertain of whether the agent's actions were meant to be a joke; however, passengers are strongly discouraged from joking with TSA officers while in the check-point screening. Thus, agents should be subject to the same expectations passengers are. If we are expected to take the screening process seriously, agents should mirror that behavior and be held to the same expectations and standards travelers are. Also, if travelers are expected to honor and comply with travel regulations e.g. no liquids, being subject to pat-downs to address concerns, etc., agents should be expected to honor and comply with travel regulations e.g. ALL pat-downs conducted be same gendered person, etc.

Please review your pat-down requirements with all agents working at Memphis International Airport, especially ones working the morning of Sunday, November 17, 2013. The agent's behavior was embarrassing, inappropriate, unprofessional, and absolutely unacceptable. Although I ascertained information to identify him from his badge, it is not my intent to get anyone in 'trouble,' or impact one's professional occupation, so I have elected to not include such information in this email. I'm hoping that this was an isolated personnel issue that can be corrected and prevented in the future with additional professional development and training. Thank you.

(b)(6)
Licensed attorney in the State of Michigan.

Sent from my iPhone

November 17, 2013

Transportation Security Administration

To Whom It May Concern:
I am writing to complain about the humiliating experience I endured at the hands of your Tampa Bay TSA agents on Wednesday, Nov. 13, 2013.

My ID and boarding pass was stolen from beside me as I was seated on the tram to go to my SW Terminal around 1:00 PM for a 1:30 PM departure. It happened so quickly and I spent the next ten minutes going back and forth between the Main Terminal and SW Terminal trying to determine if I had dropped it or if someone had turned it in to an agent. Your agent at the loading area suggested I go back and have another boarding pass printed, but I would have to still go through the screening process. I totally understood that would be the case, but had hoped it could be expedited to accommodate my now 15 minute departure to Kansas City.
By the time I had returned to Security at the terminal, as usual, there was a very long line. When I explained to the first agent that my ID was stolen and my plane was departing in a matter of minutes, could I could go through the faster lane that accommodates priority passengers, wheel chairs, the elderly and children, I was told No. He could only let me go through after my name was announced on the intercom. I waited in line and, of course, my name was called and I had to weave myself through again to the other side. I was told to go to the front and then waited for another two passengers to be slowly checked through. Your TSA agent then asked for my ID and I went through the same process I had gone through three other times before. He then slowly called another agent over and they again asked for other ID and an explanation of what had happened. I explained again that my plane was probably already gone, but could they please hurry through this process so that I could be on my way. They told me to calm down and that they were going to put me through a much more detailed screening and accompanied me to wait for another two more passengers to go through the XRay. I was then told that there was something suspicious following my screening and I would have to go through a Pat Down. I attempted to withhold my very angry thoughts and advised to please do it quickly. That was apparently not the thing to ask, as the next female agent proceeded to go as slow as she could - asking me to spread my legs apart and hold my blouse up while keeping my hands above my head.

11/17/2013 5:02:00 PM

At this point I advised your agent to call a supervisor over and another very unfriendly agent advised me that I was delaying the process. I was again told to hold my arms up while lifting my shirt so that my waistline was exposed. I was near tears, but did convey that I would share my experience with the local media and to please get this over asap. After more advice to be quiet, my belongings were searched while I had to stand there to witness their sloppy return to my bag. Although probably inappropriate for the time, my last comment to the supervisor was that I totally could understand how the recent situation in LA occurred and how humiliating this had been for me. She replied that she was very protective of her officers and that I was treading on thin ice.
I shut my mouth and headed in tears to my SW gate, where a very nice agent helped me to call the Airport Police and report the stolen ID and rescheduled my flight to a later connection. The next surprising thing that occurred was at Indianapolis as I was the last person off the Tampa flight and the last person on the KC flight. A TSA agent was called over and asked if he could see my ID. I've never had to show my ID again after going through Security, so I simply said NO - it was stolen at the Tampa Airport. He was very kind and after I shared that I had such a terrible experience in Tampa, suggested I report it and that they were alot more friendly in Indianapolis. Now I'm concerned that I will always be the target for additional security measures wherever I fly.
I am dreading my return flight and have gone through unnecessary expense and inconvenience in order to get my passport here in time to go through security again in Kansas City. I am asking your help in rectifying, improving and making those accountable for the poor service the TSA is providing to protect its passengers and our nation. The last thing I would like to see, however, is the arming of the TSA agents!
Sincerely,
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/17/2013 4:56:30 PM

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

11/17/2013 6:05:07 PM

Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL6218, delta from LGA to RDU
Comments:I am 33 weeks pregnant. When I travelled to NYC from RDU last week, I was allowed (without even requesting it myself) to walk through the regular metal detector rather than the full body scanner because of my pregnancy. No further screening-such as a pat down-was required. Today at LGA I asked specifically to walk through the metal detector instead of the full body scanner. They refused this and required a full body pat down that included the agent's hands running around my underwear band-not just the waistband of my pants. All this happened after I watched a young boy AND his elderly guardian be allowed to go through the metal detector with no pat down at all. After reading the guidelines on the website and asking the agents on site, I strongly recommend you consider adding a valid opt-out option for pregnant women that does not require an invasive and humiliating pat down. I fail to see how a (nonpregnant) guardian accompanying a child under 12 is an acceptable candidate for the metal detector but a 33 week pregnant woman is not. There will be people who will try to subvert whatever rules you put in place, so denying the validity of this concern on the basis that women may try to "fake a pregnancy" is unreasonable. It is appropriate for me to do all I can to maintain and protect the health of my fetus and that includes avoiding unnecessary exposure to potential teratogenic agents. Please take these concerns seriously and consider a revision to your guidelines.

From: (b)(6)
Sent: Sunday, November 17, 2013 6:05 PM
To: TSAExternalCompliance
Subject: TSA Complaint

I arrived at Hobby airport in Houston on 11.12.13 at 5:45 am for a 7 am Air Tran flight to Atlanta to attend ASMBS surgery conference. Went through security line wearing a form fitting sweater and jeans. The seasonal sweater apparently had metallic thread that set off the scanner. I then received a pat down (including my breasts) in public. Next, I had my hands checked for explosive residue. Was told my hands were positive for 'something' and asked to go into isolated back room with door closed for further screening.

11/18/2013 9:05:56 AM

In the back room, had my purse, it's contents, and my shoes searched and wiped down for explosives. Informed I was going to have undergo yet another pat down that required the breast and groin region. I asked what exact chemical or compound was on my hands that was justifying this search. Not one of the officers (b)(6) could tell me. They asked if I had lotion on my hands. I explained I had only applied the same lotion I routinely used and it has never set off any 'flags' despite my frequent air travel. Stated I had already undergone one breast pat down and didn't feel I should be subject to a second breast pat down in addition to a groin pat down as this seemed to be a violation of my rights as a US citizen. Was told if I didn't comply I wouldn't be allowed to make my flight (which I had to, to go to my doctor conference, to present my poster or I wouldn't be able to submit research for 2 years to that organization). I explained this to the officers and they laughed and said 'you're a surgeon?' And I firmly said 'yes.'

Again they said I didn't have a choice - pat down or no flight. The supervising officer told me the same thing. She cited this was an exception to the 4th amendment because the explosive trace detector had been positive for some substance (which, again, no one could name).

To not miss my flight, I had to agree to undergo physical pat down including my breasts (again) and groin. I also had to raise my shirt to expose my abdomen, chest, back. If someone had forced me to do this outside of TSA this would be considered sexual assault. I'm not sure why this is acceptable if performed by the TSA. We don't teach little children 'it's not ok for someone to touch you down there UNLESS it's the TSA.' After all this, they (of course) found nothing and sent me on my way.

I am all for airport safety, but this debacle left me feeling violated and vulnerable. As Abraham Lincoln said 'Nearly all men can stand adversity, but if you want to test a man's character, give him power.' This episode clearly represents an abuse of power at the expense of my rights as a citizen of the United States. I am disheartened our country has come to this.

Your information was forwarded to the TSA Contact Center.

From: FOIA
Sent: Tuesday, September 03, 2013 9:00 AM
To: (b)(6)
Subject: RE: TSA Contact Us: Freedom of Information Act

Good morning,

11/18/2013 10:09:36 AM

We are forwarding your email to the TSA Contact Center (TCC).

Gerri Lewis

Transportation Security Administration (TSA)

Freedom of Information Act Office (FOIA)

1-866-364-2872

The caller flew from BDL to TPA and returned back from TPA. She received Precheck on the departing flight, and her return flight she had a rude officer. She stated that she has a back brace. She stated that she was asked to raise her arms if she was able. She stated that an officer wiped her hands with a cloth and her brace. She asked the officer why this was required. She stated that she has never seen this before. She stated that the officer was female and very rude. She asked why she had to undergo this and what they were looking for. She asked how she was TSA Precheck approved on one flight and humiliated on the next.

I explained that in the furture she can contact our TSA Cares line for information regarding a medical condition or disability. Information can be provided that is specific to her medical condition or she can be referred to a disability specialist with in TSA.

I apologized to the caller for the experience. I explained that the officers are trained to treat passengers with dignity and respect during the screening process.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. So, she was asked if she can raise her arms for screening.

11/18/2013 12:10:08 PM

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. That is what was occurring with the cloth swab.

I explained that the security procedures are designed to be random.

I explained that I can forward the information to a CSM at TPA so that they can be aware of the situation.

Departing Airport: TPA
Destination: BDL
Airline: Delta
Flight Number: Unknown
Gate: Unknown
Terminal: Unknown
Date and Time: November 9th @ 4:15 pm

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

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Remote Client IP: (b)(6)
Date Time: 11/18/2013 11:50:50 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Orlando Airport (MCO) security gates - headed to gate 122
Comments:Abusive Situation:
I am concerned that the TSA discriminates against women and mistreats the traveling public. Your employee (b)(6) at MCO, exhibits some of the most rude, incompetent and unprofessional behavior I have ever witnessed. Yesterday afternoon (November 17th) I was flying out of MCO. For medical reasons, I requested a female assist pat-down, instead of going through the new, intense x-ray machines. I travel frequently and am very familiar with the process. I was in the fly by priority lane and got up to the security x-ray belt within a matter of minutes. In spite of this, the entire security process ended up taking me an hour due to the rudeness and incompetence of the TSA employees I encountered.

11/18/2013 2:11:41 PM

Apparently, (b)(6) does not care about the pat down process or is not up-to-speed on the process. I waited 15 minutes, and he had done nothing to get me a female assist. Meanwhile, my husband was already thru security and patted down by the male assist. I was still waiting for a female to come over so I could send my carryon bags and bins through the scanner, so I asked (b)(6) what was going on and when someone would be over. He acted really annoyed and shouted "female assist" and then just went on with his business with no updale for me, leaving me standing there with my bins.

While I was standing there waiting, I asked (b)(6), another TSA employee what was going on and why it was taking so long. He was completely unhelpful, and just said he didn't know, and I'd have to wait. I saw a female TSA agent standing around doing absolutely nothing on the other side of the scanners, so I asked (b)(6) what was going on and when she or someone else was going to come do my pat-down. He said he didn't know and I'd just have to wait. I asked him to explain the process, as no one seemed to know what was going on, and I did not want to stand there waiting all afternoon. He shrugged his shoulders and said it wasn't his problem, and that I'd just have to wait for the female to come help me, and he walked away.

After another 5 minutes of watching the female TSA agent on the other side stand around doing nothing, I was tired of waiting, so I asked (b)(6) if I could go through the scanner in the lane next to mine, which is the old-style body scanner that I'm okay with. He said, "Sure, I don't care what you do," in a very snotty tone of voice. So I sent my stuff thru the x-ray belt and was about to go thru the body scanner, when your employee, (b)(6) who was manning that scanner told me I could not go through, and he opened a side gate for me. I told him that (b)(6) had said I could go through that scanner, and otherwise I needed a female assist. He was completely unhelpful and just said I couldn't go through his scanner, and I'd have to come through the door and wait. Once I walked through the door to the other side of the scanner, I was about to grab my things from the x-ray belt, when all of a sudden the female TSA Agent (b)(6) (badge (b)(6)) who had been standing around doing absolutely nothing for the last 10+ minutes while I'd been waiting on the other side, came over to do the pat down. I asked her why she had kept me waiting and had not come over and gotten me over ten minutes earlier. She said she was just doing what the guys tell her, and she had been waiting for me. I said, "So what were you going to do, wait here all day?! That's idiotic." Her response was that she just does as told. Seriously, who stands around staring into space at work when they know there is a task to do and someone is waiting on them?!

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/18/2013 2:06:04 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 11/17/2013 Airline & Flight Number : Alaska 645 Checkpoint/Area of Airport : Concourse 2 security TSA Employee: (If Known) : 2 Supervisors plus 2 others I will describe Comment : I arrived at the PHX Concourse 2 security checkpoint@ 5:20 on the way back to Seattle from my son's MBA graduation at the University of Phoenix.
I am 75+and had spent two nights in a strange bed so my back was quite stiff. At the checkpoint I asked if I could keep on my shoes,because bending was somewhat difficult. I was told YES,then the fun began.
I took off my jacket and put it in the tray to be x rayed along with my car keys,cell phone,billfold and some change. I was then full body scanned. When I stepped out I was told I must remove my belt and whatever that other thing was, my empty cell phone case, then step back into the scanner to be scanned again.This time I was told to remove whatever was in my back pocket,a cloth hanky and my comb. He then proceded to give me a pat down in the area of my back pocket.Then because my belt and cellphone case might carry explosives they had to be x-rayed. And my hands wiped down with the explosive detection pads because I might have handled explosives.I finally was allowed to recover my suitcase etc.

11/18/2013 4:29:53 PM

Then began my second fun time.I had placed snacks,2 apples,a Snickers bar ,a bag of Cashews, and a new still sealed bottle of water, in a clear plastic bag. I was then told that I could not have the water. I pointed out that it had not been opened and was clearly still sealed.The individual,a supervisor, then said"But you could have used a needle and sringe to remove the water and replace it with explosives" He then said "but you can keep it if you have a medical problem" I replied "I'm 75+,have been here in the desert for three days and have a horrible dehydration headache' But he said "that's not sufficient,but if I can wipe the bottle down with the explosives cloth you can still have it." At this point I said " just keep it,I'll buy one on the concourse." He then took the bottle and handed it to the woman operating the x ray, wh placed it on the shelf next to her.
I was then allowed to get my suitcase etc. After putting things in my pockets etc I asked if I could have my cell phone case and belt.Rather sarcastically the man running the scanner said"It's right there" and pointed. The change tray had been placed behind my suitcase where I could not see it until I moved to the other side of my suitcase.
As I left the area I rounded a corner waited a few seconds the looked back at the screening area.All four of the people involved were having A GOOD LAUGH.
The individual running the scanner was 40-45 6'2-3" 230 lbs. The supervisor was a petite woman 50+or- with greying hair,110-115lbs. The supervisor who checked my bag was 50-55 greying hair,and a rough face as if he had had severe achne as a boy.The young woman at the e-ray(took no part in the fun) was black and maybe 30.
Would you like a response? : True
Passenger's Name (b)(6) (ret) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern,

The TSA "Disability Notification Card" is a joke.

On Nov.10, 2013 at 5:45am I was screened at the Indianapolis International Airport. I was flying US Airways to Philadelphia and on to Cancun, Mexico.

I presented the "Disability Notification Card" to the inspectors at three different stopping points and was given the same comment each time. (I have a colonic stent implant that I identified on the card) see attached

11/18/2013 6:08:19 PM

Quote "I have no idea what that card is, proceed through the screening process".

On the return flight from Mexico, Nov. 15, 6:30pm, I passed through screening in Philadelphia, PA.

I experienced the same situation and was even verbally ridiculed for questioning why the TSA agent didn't know how to discreetly handle this "Disability Notification Card".

I then passed through the full body scan which must have revealed the implant because the agent at that station then gave me a public pat down and manual wand search.

Because the first agent continued to verbally assault me even though I had passed her station, two other agents noticed my wife was concerned with this berating and they pulled my wife aside from the output of the luggage scanner, with all of her belongings, and took her to an extensive screening process that appeared to be conducted just to intimidate me. They were constantly looking out of the screening area to where I was watching them.

My experience has shown me that both locations have not been trained in what a "Disability Notification Card" is and how to discreetly assist the bearer of such card.

11/18/2013 6:09:11 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/18/2013 5:15:24 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 11/18/2013 Airline & Flight Number : Delta 2465 Checkpoint/Area of Airport : Concourse A TSA Employee: (If Known) :
Comment : I got a new Driver license from my home state of Georgia. I was issued a temporary license with picture id and state logo. I made arrangements to travel. I called the TSA hotline and asked if any issue to travel with this ID. I was told there shouldn't. I brought my birth certificate and social just on case. I ask the TSA agents in Valdosta and they had no issue. I buried my family member and hurried to STL airport. When I got to TSA check point it started. The agent checking called a supervisor I showed him my ID. He said its expired. I said I just got it. He said no problem show me a credit card. I did. They loudly said " We got a modified". An agent personally walked me to the scanner like a criminal. When I got out it was like what is in your pocket. I said nothing. They patted me down in front of everyone and found nothing. Next they took my possessions and too to a table. They opened everything. Then I got a full pat down in front of god and every body. Guess what. Found nothing. I am a veteran and I have never been treated like this before. On a day I bury a family member you treat me like a criminal. Horrible service in St Louis.
Would you like a response? : True
Passenger's Name (b)(6)
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)
Cell #:
Work:
Mailing Address: (b)(6) Tulsa, OK 74119
Email (b)(6)

When did this happen?
November 15, 2013, starting between 2:10 PM and 2:30 PM

Where did this happen?
Tulsa International Airport, Tulsa OK

Attached Letter:

11/19/2013 10:07:59 AM (b)(6)
TULSA, OK 74119

FAX: 918-584-1129

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6) Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Jeff Mulder, Director of Airports
Tulsa International Airport
P.O. Box 581838
Tulsa, Oklahoma 74158

Re: TSA Complaint

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/19/2013 11:00:37 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 11/19/2013 10:15 AM Airline & Flight Number : Delta 6211 Checkpoint/Area of Airport : Security just after passing thru body scanner TSA Employee: (If Known) : (b)(6) middle aged African American woman) Comment : Hello,

My name is (b)(6) and I just had a very unpleasant experience with one of your TSA employees at Buffalo-Niagara airport. I rarely complain about such things, but Polly was unnecessarily rude and made me feel like an absolute idiot and implied I was lying to her. I didn't catch her last name, but she is a middle aged African American woman.

Essentially, I was taking off my fleece prior to passing through the body scanner, but the first TSA agent told me to keep my fleece on. He said that because I was wearing short sleeves and because the terminal was cold, I could wear my fleece trough the body scanner. That's what I did. And then after I passed through, (b)(6) reprimanded me for not taking it off. I explained that I was actually in the process of taking it off before her colleague told me to keep it on. At that point, she said in a very loud voice where other passengers could hear, that I was not telling the truth. She said that more likely I asked to keep my fleece on, and then the first TSA agent agreed. She went on to complain that now she had to did a manual pat-down and swipe my hands for chemicals.

11/19/2013 12:11:42 PM I have no problem with a manual pat down or swiping my hands. But I'm a nice, educated physician who is not an idiot, and I follow the rules. I didn't like being accused of lying, and in a way that others could hear. The entire situation was bizarre and rude. I did try to correct Polly again stating that I did only as I was told, but I never heard an apology from her. I thought that an apology was the least she could do after making judgments about me.

I just would like this feedback to get back to her. I'm sure that she is overall a nice woman, but my personal experience was very poor and hurtful.

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

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 11/19/2013 10:03:20 AM Airport : SMF - Sacramento International Date/Time of Travel : 11/19/2013 Airline & Flight Number : Southwest 2451 to Denver Checkpoint/Area of Airport : Terminal B checkpoint, far left lane TSA Employee: (If Known) :
Comment : Good morning,

I am a frequent flier, having flown 140+ flights in the last 2 years and three trips in the last 10 days. This morning, during an opt-out pat-down, the officer's gloves alarmed which initiated additional screening. This was incredibly frustrating as it turned out to be a false-positive.

11/19/2013 12:12:09 PM Although both officers screening me were professional, I found it infuriating that they could not offer me any substantive rationale for why I needed to be re-patted down, in private and with palms on my "sensitive areas." I articulated my displeasure to the officers and my understanding that they are just doing their jobs. However, it does your officers a disservice to have them enforce policies without any sort of explanation as it frustrates passengers and makes officers look unintelligent. For example, it makes little sense to me that the sample wouldn't be retested on a different machine first before re-screening me and all of my luggage. If officers could offer some compelling rationale for policies, they might be better accepted by passengers for whom there is little discretion or consideration in security checkpoints.

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 flew from BUR and while going through the checkpoint, the female TSO went through her purse numerous times. She is now missnig her prescription medication. She stated that she could not see the TSO while she was conducting the search. She was at gate A1 and departed around 9:05 a.m. She did not want to provide the airline or flight number. The caller thinks the TSO threw the medications away, even though she declared them. She thought the officer may be new and did not know the policy. One TSO was looking at the screen the whole time. The TSO that was rude to her was a heavyset African American female. She asked for a supervisor. The supervisor was very polite and very professional.

Response:
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 11/19/2013 1:36:47 PM 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.

Burbank
Bob Hope Airport
818-840-8840

11/19/2013 2:41:33 PM Caller was flying through MSP as a nurse providing assistance to a traveler she was not flying and she had two go through theAIT twice and then was subjected to two patdowns and told she would have to go into a private room for a further patdown.The TSO made her expose her waist line and touched her crotch and she feels like it was inappropriate and was upset that the TSO never explained why she was being subjected to such a screening when she wasnt even flying. Explained that I could forward the information to the CSM or I could tell her how to.She wanted to relay the information directly so I instructed her how to contact the CSM through option 5 on the IVR.

Caller is pulled aside 50 percent of the time she is flying. She says she is 58 and she is pulled aside time after time and has to undergo a patdown.
3 out of 6 flights she has been pulled aside and had her hair patted down, her stomach, and her legs patted down numerous times.
It s way above the standard amount when she is traveling with other people, who never receive this treatment.

11/19/2013 2:49:45 PM Caller Advised:
I told the caller DHS has a program called DHS TRIP for people who believe they may have been mistakenly misidentified as someone on a Federal Watch List, experience delays when traveling, or other general concerns with receiving secondary screening on a more than often than not basis.
I told her she can visit www.dhs.gov trip to download this form to apply, or I could email the form to her. The latter of which she requested.
I told her I would put in a request for this form to be sent to her, which can take up to 24 hours to receive.
Caller was at AUS yesterday. She was going through the Precheck line, so she had on her shoes and belt. She says that the machine beeped, so she removed her shoes and belt and went back through. It beeped again, so they pulled her to the side to conduct a full patdown. She says she told them she had a card explaining her metal implant in her knee, but they would not let her touch her possessions to get this. She insists that whenever she uses the other lines she always just gets wanded. She insists these are in fact wands. She says the officers were rude to her during the process. She says that she paid for this and went through fingerprinting, so she feels she shouldn t receive additional screening.

11/19/2013 5:15:37 PM Advised caller:
Precheck is not necessarily beneficial to passengers with metal implants because anytime there is an alarm, we have to conduct a full patdown procedure to clear the alarm. Advised caller that I could take her complaint regarding the rude screeners, but in the future when she flies, she will receive a patdown every time there is an alarm. Advised caller that the wands were done away with some years ago. I suppose this is something that is used by just this one airport. Advised caller that this is federal law that we do this. I gave a hypothetical situation to her. If a passenger came through with a metal hip implant, the machine beeped, and the officer dismissed this because they had a metal implant. If they had a knife or gun also in the same vicinity of that hip implant and the officers did not do a patdown, a gun or knife would have just made it onto the plane. Her card from the hospital is not going to exempt her from this. It doesn t matter that she had fingerprinting and a background check, people pull complete 180 degree behavior rotation every day.

Location: South DIA
Time:0800
DATE:11/17/13

I am disabled. I use a cane, wear a brace attached to my left shoe and have an internal medical device (Intrathecal Pain pump).

INCIDENT #1
I told agents that I needed a hand pat-down as usual when I fly.I don't go thru xray because of the internal pump. I asked for TSA's wooden cane to use as mine was in one of my baskets on the conveyor. TSO (b)(6) was handling luggage on the conveyor, but she kept saying to me, "I will pat you down." I stood there nearly 15minutes as she continued to mess with bags and other people. She went to other conveyors as well. Other TSA folks offered and kept saying they would pat me down, but TSO (b)(6) kept saying she would do me. I kept complaining that my two (2) baskets with my purse and valuables were at the end of the conveyor unprotected. I couldn't see them. Finally another lady TSO (b)(6) came forward and took me thru the glass gate to do the pat down.

INCIDENT #2
11/19/2013 6:11:25 PM
TSO (b)(6) took me to a table which was fine. She put on clean gloves.She kept trying to pull the wooden cane out of my hands saying, "Do you need this to stand?". I kept pulling it back from her and saying "yes". She could have let me use my own can which was in one of my baskets right next to me. She contaminated her hands by trying to snatch the wooden TSA cane out of my hand. Then she started the pat-down on me with the contaminated gloves on that she had been pulling on the cane with. This contaminated my screening. So she tested her gloves and went to get all these supervisors saying, "Something got on my gloves from her screening. She needs to be re-screened." So now everyone went thru all my bags and purse and carry-on to check for something. Plus I had to be re-screened by two (2) TSA ladies in a separate room. Of course, this second screening turned up nothing. I went to the supervisor area and asked for this lady's name who contaminated me and TSO (b)(6) would not give me her name and told me I could not look around to see her name on her name tag. Finally TSO (b)(6) gave me TSO (b)(6) name and apologized for everyone.I rushed to gate C46. I got there just as Southwest Fl#182 was calling for pre-boarders like me.

WHAT INEPT TREATMENT. I FLY IN THE US AND INTERNATIONALLY A LOT. THESE FOLKS NEED MORE TRAINING. NO ONE SEEMS TO KNOW THE RULES!

(b)(6)
(b)(6) Phone/FAX
Cellular

TSA Will Now "Pre-Screen" Your Taxes, Car Registration, Passport, Employment History, And More

November 04, 201(b)(6)
(b)(6)
Travelers are now being subjected to even more invasive screening procedures by the infamous Transportation Security Administration (TSA). Before "allowing" people to travel, the TSA is performing unwarranted checks of a wide variety of personal documents, going further than ever before into the lives of innocent passengers. As expected, Americans will roll over for the new intrusions and accept that they are necessary to protect the Homeland.

The new pre-screening procedure is more exhaustive than a federal background check. The TSA will now be dramatically expanding their reach into the lives of every passenger, and scouring all of the following documents, according to the New York Times:

private employment information
vehicle registrations
travel history
property ownership records
11/19/2013 6:11:44 PM
physical characteristics
tax identification numbers
past travel itineraries
law enforcement information
"intelligence" information
passport numbers
frequent flier information
other "identifiers" linked to DHS databases

"I think the best way to look at it is as a pre-crime assessment every time you fly," said (b)(6) to the New York Times. (b)(6) is a consultant to the Identity Project, one of the groups that oppose the prescreening initiatives. "The default will be the highest, most intrusive level of search, and anything less will be conditioned on providing some additional information in some fashion."

What gives the TSA this authority? The constitution does not even provide for the TSA's existence. In fact, the constitution ensures that the federal government will not perform these kinds of searches without probable cause or a warrant. Yet all day, every day, the agency devotes itself to performing warrantless searches of travelers. Its existence is a travesty, and its mission-creep is alarming (and predictable).
And what will the TSA do with this information? Nobody is explaining what criteria the agency will be looking for to indicate whether a passenger will be denied the right to travel. How can job history and vehicle registration possibly be relevant to flight safety? What happens if you have criminal convictions on your record? More groping?

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/19/2013 4:56:20 PM Airport : MCO - Orlando International Date/Time of Travel : 11/19/2013 Airline & Flight Number :
Checkpoint/Area of Airport : Gate checkpoint 1-59 TSA Employee: (If Known) (b)(6) employee number (b)(6) Comment : I just had a very negative experience going through security at MCO as a result of one particular TSA agent with an extremely poor attitude. I am currently pregnant with my first child, and while I realize it is probably an overly cautious view, I have decided to opt out of the body scanner while pregnant just for peace of mind. In doing so, my decision was quickly met with criticism by (b)(6) as she appeared visibly annoyed, and while I waited for pat down assistance I heard her tell a fellow agent how silly it was to opt out, that there is radiation everywhere including on planes, and there was no way the machine could hurt the baby. Subsequent to that, in the 15 minutes i waited for a pat down (which I also thought was excessive), I watched her bark commands at travelers and roll her eyes repeatedly when anyone did something she clearly thought was dumb. While
11/19/2013 6:12:58 PM I completely understand the fact that as a TSA agent her main job is ensuring security and not making sure I have a pleasant experience, I still don't think it's too much to ask not to feel belittled and berated in the process. I have traveled through the MCO airport many times without incident, but this has given me a negative feeling about the airport as a whole. Traveling is already stressful enough without having to deal with someone with such a poor attitude as (b)(6)
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I have a global entry pass and just used PreCheck a few weeks ago for the first time. I have an artificial knee and had to remove my coat and shoes and go thru a full pat down. Pre check did not have a body scanner! This was in Denver. Is this typical? It took longer to get thru security than if I didn't have PreCheck.

Question: does PreCheck in all airports have ONLY the old fashioned X-ray machine???? I just wasted $100 if that is the case. Please tell me this is not true.

11/20/2013 8:23:19 AM (b)(6)

(b)(6)
><((((º> ><((((º> ><((((º>

(Sent from my iPhone)

Caller was at DEN and was chosen for additional screening. Caller stated he was chosen for screening based on his race. He feels racially discriminated against. Caller received a patdown and claims he was sexually assaulted during it.

Advised Caller I would transfer him to MB.

(b)(6)

11/20/2013 11:54:07 AM Caller feels he was subjected to additional screening on a recent flight out of DEN because he is an African American. Caller states he flew last Tuesday out of DEN aboard Delta #1610 and was profiled and discriminated against because of his race. Caller states this occurred between 7:00AM and 8:00AM on November 12, 2013. Caller states his luggage was physically inspected, they performed ETD sampling, and gave him a full pat down and squeezed his testicles while doing so.

Resolution:

Advised caller that a formal complaint must be submitted in writing. Collected caller s email address and advised him I would send him information on how to file his formal complaint on the basis of racial profiling. Provided caller with EID number (b)(6) upon his request.

The caller states that her iPhone was stolen in Albuquerque. The caller states that during her pat down she states that she saw some man go through the line and grabbed her phone and left with it. The caller believes that it is the TSA s fault because of her separation from her item.

Advised caller:

11/20/2013 1:25:25 PM We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for you item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn t always come to your inbox.

You may also email TSAClaimsOffice@tsa.dhs.gov and a Claims Specialist will respond to your email within three business days. If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300 for additional assistance.

(b)(6)

HYPERLINK (b)(6)

When did this occur?
November 15, 2013 Starting between 2:10PM and 2:30PM

Who treated you unfairly?

J Brian Johnston, assistant federal security director for law enforcement Tulsa Oklahoma and various other unknown TSA employees.

11/20/2013 2:16:17 PM

Re: TSA Complaint
(b)(6)
FAX: 918-584-1129
On Friday, November 15, 2013, I was scheduled to fly on American Airlines flight number 2287 to Dallas leaving Tulsa at 3:35 p.m. From there, I was flying on to New York City for an exciting weekend meeting some old attorney friends that were gathering from across the nation. I arrived at the security checkpoint in Tulsa probably sometime between 2: 10 and 2:30 p.m. I went through the radiation scanner and upon exiting, I was told by a TSA employee that he was then going to sexually molest (he used the euphemism "pat down") me because the apparently defective machine "alarmed" on my back. There was absolutely nothing on my back other than the t-shirt I was wearing.
I informed this young man that I was refusing to be sexually molested. From somewhere came a woman whose name I did not get. I can best describe her as an angry old hag probably in her 50's with long blond hair. She told me in a very rude and angry manner that I "had to" submit to sexual molestation. I told this woman that I not "have to" submit to anything. She loudly called for a supervisor, and a man in, if I remember correctly, a brown suit came over. I was then taken off to the side. The old hag carried my belongings over to the side and continued to berate me by telling me several more times in her rude and angry manner that I "had to" submit to sexual

Feedback Type : Compliment
Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport : PreCheck TSA Employee: (If Known) :
Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

11/20/2013 4:11:56 PM

Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.

It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

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

	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm --- Remote Client IP: (b)(6) Date Time: 11/20/2013 4:46:16 PM ---
11/20/2013 6:01:25 PM	Name: (b)(6) Email: (b)(6) Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL Flight 5141 departing from Westchester Co. Airport in White Plains, NY on 20Nov2013. Comments:I approached the check-in line by a rude TSA agent who was "flexing his muscles" and trying to look intimadating. He made a snide remark, "Don't be shy. Step on up." I was not being shy. He was blocking the entrance and I was uncertain as to whether or not he needed any documentation such as ID or a boarding pass. Then, when I told to next TSA agent that I would like to opt out because I am pregnant and no long-term studies exist on the effects of the new screening procedures, he proceeded to treat me like I was an idiot. It is my right to opt out. This is my first pregnancy and I will do anything and everything to protect the child in me. Your TSA agents should not try to coerce persons into decisions they do not want. Then, the TSA agent (b)(6) who did my pat down made me spread my legs further than shoulder width apart and touched my genatalia inappropriately. She also lifted my shirt and stuck her hands down my pants inappropriately. What the hell are you looking for? I am appauled that you treat non-threatening US citizens this way. You need to check your protocol because I have had other pat downs where I was not touched so inappopriately.
11/20/2013 6:01:33 PM	THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm --- Remote Client IP: (b)(6) Date Time: 11/20/2013 4:25:31 PM --- Name: (b)(6) Email: (b)(6) Complaints:Inappropriate Screening/Pat Down Screening Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Comments:I do not want to be subjected to the body screeners. I am not comfortable with that and yet your agents don't seem very friendly when one requests no body scanners. This is a serious privacy invasion. He has a left should replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn t opting out of the AIT he just isn t able too since he can t raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can t go throught he body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can t raise his arm
11/20/2013 7:31:39 PM	Response: TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decisions and that is how it will differ from airport to airport.
11/21/2013 10:27:28 AM	Caller indicated that she traveled on November 12th from ABQ airport on Southwest Airlines flight 178. She called yesterday and spoke with an agent at the TCC about an incident that occurred that day around 1344hrs, and was calling back today to provide the flight information. The caller states that her iPhone was stolen in Albuquerque. She was selected for a patdown screening after placing her items into one of the screening bins. The caller states that during her pat down she states that she saw some man, a passenger, go through the line and grabbed her phone and left with it. The caller believes that it is the TSA s fault because of her separation from her item. She filed a report immediately with the airport police and will be filing a tort claim with TSA due to negligence. She provided two reference numbers from airport police in case they were useful (b)(6) and (b)(6) Apologized to caller for her experience and loss, and advised that we would forward her complaint to the CSM at ABQ for review to see if any additional assistance can be provided. She states that she understands that she will not get her phone back, but would like some sort of corrective action taken so that passengers are not separated from their property to the point where another traveler can steal an article on the belt and take off.

	The caller would like to file a complaint on San Francisco. The caller stated that there were multiple misunderstanding. The TSA Screener got upset and stomped away from the passenger. The caller stated that she requested for a Patdown. The caller stated that she always opted out of the machines. The officer told her to follow and the caller followed her. The officer told her to wait a second and the passenger did. The officer then offered to see if she wanted a private room. The caller stated no. The officer turned her back and said something, The passenger stated she did not do anything but stand there. The officer started to walk and then turned around and told the passenger, I told you to follow me. in a stern voice The caller stated that she then used a Rude Tone in return. When the passenger got to the area to be patted down, the officer asked if she had any sensitive area she needed to be aware of. The caller stated, My nipples. The officerd stated, I can not do this, your so immature. You will have to have a different Screener. The passenger recieved her patdown then requested to file a complaint with the supervisor. The caller stated that she believes the nipple area was important to tell her since they do touch the breasts with the top part of the hand.
11/21/2013 12:55:43 PM	The caller stated that there would have never been any issues if the officers direct instructions face to face with people and not turn their backs to them. The caller stated that at Kennedy, they told her thank you for telling me, when she makes the statement about her nipples. The caller stated that she has filed a lot of complaints but never against TSA. The caller stated that she does have issues with TSA, but has never been called immature by a officer.A The caller would like general information about wearing a kelvar vest and also taking pictures of her kid going through screening. Date: 11-12-13 Flight: United 824 Departure: San Francisco to Kennedy Terminal: 3 Supervisor (b)(6) Caller told supervisor TSO (b)(6) Checkpoint: Arrived 9:30 pm and 10:00 pm Description: Purple Skinny Jeans, Ankle Boots Brown lace up, Glasses, Korean, 5 ft 2 in, Orange Jacket with olive green jacket. Shirt Black. Feedback Type : Complaint Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/21/2013 1:58:39 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 11/20/2013 9:45 AM Airline & Flight Number : Alaska Airlines 460 Checkpoint/Area of Airport : Checkpoint 5 TSA Employee: (If Known) (b)(6) Comment : I am writing to let you know what a terrible experience I had with TSA at Seatac airport in Seattle. I am a breastfeeding mom and was traveling on business on Wed. November 20th. As I was going through TSA/security checkpoint 5 (approx. 9:45am). I was following protocol, and had all of my items in bins to be x-rayed and declared my bottles of breastmilk. I asked that they be hand inspected, as breastmilk should not go through the x-ray machine. After I walked through, I was stopped and held back by an extremely rude agent named (b)(6) (b)(6) would not let me stay with my breastmilk, and insisted that someone pull me aside for a full body pat down and search of all of my carry-on belongings. I asked her why this was necessary, and she would not say why. Another TSA agent even questioned why this was necessary, and she just said "she needs to be searched because she exceeded the liquid allowance". Being a working mom to a 7-month old baby is challenging. Keeping up with breastfeeding is even more challenging, especially when traveling for work. Your TSA agent, (b)(6) made matters even worse.
11/21/2013 4:05:14 PM	Please confirm if it is standard protocol to thoroughly search breastfeeding moms, including full pat down and rifling through all of their belongings, solely because they declared breastmilk. Seatac airport (b)(6) is the first place I've encountered this treatment. I regularly travel for work, and want to be sure I'm aware of the proper protocol for the future. (I have not had any issues at other airports such as LAX, LAS or PDX thus far. Only SEA with this particular agent (b)(6) t checkpoint 5). If this is NOT protocol, please speak with and re-train (b)(6) If this IS in fact protocol, I want you to know how ridiculous and offensive it is. What a horrible way to treat new moms who are doing everything possible to provide the very best for their young babies. 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
11/21/2013 4:29:00 PM	mnelson took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the patdown. I advised caller this is the process for opting out of the WTMD pre-check or not. I did advise caller if she feels like she was treated rudely we can send to the CSM at the airport. I placed the agent back on the phone to take additional information. Call was disconnected and was unable to call back because caller refused to give contact number.

Caller flew from FLL on Monday, NOV 18. She has a hip implant and had additional screening. She requested to get a patdown and she was asked to step to the side while she waited on a female TSO to arrive. She waited for almost 20 minutes and during the whole time, they had her luggage completely out of view. She kept asking the officers to call a female officer and the TSO s told her they do not have a phone. She does t feel like this is discrimination based on her disability. Caller wants to complain because her luggage was out of sight and because she had to wait so long to get a female for a patdown.

Advised.

11/21/2013 10:22:29 PM
Airport: FLL
Airline: Delta
Flight Number:
Date and Time of Flight: Nov 18, she came through the checkpoint around 12:15 PM
Baggage Tag Number: NA
Description of Luggage: she was wearing blue jeans, a nylon jacket, black leather shoes before she removed them, she was carrying her purse also.
NOI: NA
Anything on NOI: NA
Location: she went through the checkpoint that led to Gate D7
Contact Info (b)(6)

I advised caller I will be sending the complaint to the CSM at FLL.

11/22/2013 8:13:26 AM
Dear sir:

I recently flew from Ft. Lauderdale airport on Monday Nov 18. I have a hip implant and needed to be screened further. I requested a pat down as I do not want to subject myself to additional screening and tests. I had to wait 20 minutes to get a female to do the pat down! I was told that no one had a phone to call for a female and all they did was to shout out "Female Assist". I was asked to stand in the area aside from the area where my carryon bag and hand bag were placed. Neither of them was in my view while I waited for 20 minutes! I know that is a big No No at airports as we are always advised to keep bags in sight! I feel that it was inhuman to make me wait that long without being able to see my bags.

I have never been treated this way and I have traveled in other states and other countries.

sincerely,
(b)(6)

11/22/2013 2:29:59 PM
Caller flew last week, she had to go through the TSA checkpoints 3 different times. Every time that she went through one she was pulled aside and given additional screening and patdowns. She said that there was a symbol on her boarding pass that her husband did not have that she suspects meant that she had to be screened.

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

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

Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail or by e-mail at Trip@dhs.gov. Caller stated that she would rather apply online than by mail. Did not give address.

11/22/2013 8:04:01 PM
Feedback Type : Civil Rights/Liberties
Categories : Parental Status; Marital Status Current Date/Time : 11/22/2013 7:47:03 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/14/2013 8:15 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Last name similar to "Cibola" Comment : I was serving as a pat-down witness for my travel companion who had opted-out of full-body scanner. Ofc (last name similar to (b)(6)) asked travelling companion if she was pregnant after patting down the belly area. This was interpreted to be a targeted insult, serving as retaliation for opting out of the program. Further, this was interpreted to be a medical request pertaining to marital and/or parental status, in violation of a protected class and/or private medical records.

Supervisor indicated that the question may have been intended to prevent too much pressure being applied during the pat-down, but this portion of the pat-down had already been completed by the time the questioning took place.

Wilful retaliation for the proper and peaceful exercise of TSA-granted rights must not be tolerated. Violations of medical records must not be tolerated. Violations of protected classes of persons must not be tolerated.

Please note that this was not the first difficulty experienced at BWI pertaining to retaliation against an opt-out. During another flight, Ofc (b)(6) was observed encouraging excessive delay while TSA was retrieving an opt-out customer (same customer and witness as in the complaint). Any efforts you can take to prevent such systematic retaliation in the future would be greatly appreciated.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/22/2013 8:04:14 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:31 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/13 5:30 PM Airline & Flight Number : Alaska 19L Checkpoint/Area of Airport : security TSA Employee: (If Known) : unknown Comment : Every time I fly I choose to opt out of the imaging machines for a pat down screen. Although this is not normally a problem this experience was incredibly upsetting. When I asked the man to opt out I was met with aggressive pressuring and what felt like mockery. He mentioned the machines are not XRay, which I know. He then asked if I ever use a cell phone, or go to the doctor. I said I do, but would prefer to opt out for personal reasons. After several more attempts at trying to convince me he finally gave up. He then harassed my travel partner in the same way. Once it was made aware that he would have to do the pat down himself he was outwardly rude, aggressive, and unprofessional. I have no issue opting out, but once someone has exercised their right to do so they should not be punished and openly mocked for their decision.
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

11/22/2013 8:04:16 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:23 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/2013 5:00 PM Airline & Flight Number : Alaska 19 Checkpoint/Area of Airport : passenger screening TSA Employee: (If Known) : older black man - seemed like a manager Comment : When choosing to opt out of AIT, I was harassed for my choice and publicly humiliated in front of other passengers. The TSA employee repeatedly questioned my reasons for opting out and attempted to bully me into the AIT machine. When I still would not consent to the AIT machine he gave me a very invasive and rough pat down. I have opted out every time I've flown and never had this terrible of an experience.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/23/2013 11:52:47 AM

The caller wanted information about going through screening. The caller went through screening at SMF and saw someone go through with her sweater and shoes on and she wanted to know how that lady did this. The caller was told it is at the TSO discretion whether or not they want someone to remove their sweater. The caller stated that she thinks screening should be more consistent across the board. The caller stated that she usually opts out of the AIT and usually gets a patdown. The caller stated that she does not have a problem following the rules but wanted to give her feed back about screening being consistent. The caller stated that she always is asked to take off her sweater or over shirt even if it is not bulky but constantly sees others going through with thicker garments on than her. The caller stated that she has had to strip down basically to a tank top and that its not fair that others get to go through with think bulky clothing on.

Airport- SMF
Airline- Southwest
Flight Number- 2356
Date - 11 23 2013
Terminal- B
Gate- 19
Email-(b)(6)
Phone Number-(b)(6)

The caller was advised:

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts.

TSA works hard to achieve consistency in the security training process.

The caller was advised that I would forward her complaint over to the CSM of SMF.

11/23/2013 1:09:08 PM

Going through screening today at SMF I opted out so had to have the full pat down. I watched another woman just walk through with her bulky sweater on. Why is this? I have never been allowed to go through with a sweater, jacket, etc on and in fact usually we are told "All sweaters and jackets must be removed". When I asked about this I was told it is up to the agent's discretion and if the sweater isn't bulky you can keep it on. It seems to me that there are not consistent policies for passengers within TSA. I would not have as much of a problem with screening if the rules made sense. But when one person gets to go through with a sweater, not be x-rayed or patted down and I have to be patted down regularly despite following all the rules, I have a problem. If you could give me an explanation I would appreciate it.

Thank you,
(b)(6)

November 23, 2013

Greetings,

Recently, my young adult/student got a pump to better treat her type 1 diabetes of almost 10 years. She works at a restaurant in MSP terminal #2. Because the pump is an intricate electronic device, where its accuracy and precision are essential to her health and well-being, it cannot be exposed to body scans and x-rays. Each day she has then been subjected to humiliating and invasive pat-downs (between her breasts and butt cheeks—really!?). On Wednesday, she was frustrated—her pump was out and visible, but the TSA agent got vindictive, made her go into a private screening area, where she did NOT explain what she was doing, did NOT have another person present. She roughly patted her down. In the process the agent dislodged the fine cannula (plastic needle) that gives the insulin subcutaneously. The sassy TSA agent suggested that she get another job. She went to work in tears and then, proceeded to work for over an hour without any insulin. She predictably got elevated blood sugars until someone came in to relieve her so that she could come home—missing most of a day's shift and the related wages that she counts on.

11/23/2013 5:11:01 PM

This kind of treatment is humiliating and demeaning. A life of insulin-dependent diabetes is extremely difficult and taxing as a person has to estimate activity, stress, carbohydrate intakes, while completing cares, such as blood glucose checks, calculating insulin delivery into their hourly activities. They live as normally as possible, but there is nothing normal about all that has to be done and done well.

Most of my experience has been with kind and professional agents, so perhaps better training and supervision would have been in order here. Your service to keeping our skies as safe as possible is necessary and appreciated. However, please exam your procedures and treatment of those with insulin pumps and continuous blood glucose monitoring systems for the sake of the diabetic community who travel and work beyond those TSA barriers.

Sincerely,

(b)(6)

(more importantly, pissed-off mama-bear)

Caller stated he wanted to talk to someone about the way he was treated at the check point San Francisco. Caller did not want to talk to me unless I was the correct person to take the complaint. He was stated he needed to talk to ASA. I could not understand what he was talking about. Asked more questions how he was treated. He stated he felt he was neglected. They was not busy. He had to wait a long time for a person to come and do his pat down of the same gender. He stated he had to wait 30 minutes.

11/24/2013 4:07:09 PM

Put caller on hold and asked (b)(6) what to do. He told me to do call as ODPO. Advised caller, caller did not want me to take the complaint. He wanted to call back tomorrow and speak to someone who does ODPO all the time. I tried to assure him I could take the call and refer it. But he insisted he call back.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/24/2013 6:03:59 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Airport - LAX
Terminal - 7
Date -11-23-13
Time - approx. 8:15 to 8:45 AM

11/24/2013 7:16:09 PM

Comments:I found the TSA employees at the terminal listed to be unprofessional, particularly the larger of the two female screeners employed to do additional screenings and pat downs.
I have several metal implants, which cause the machine to beep every time I fly. The screening is usually quick, courteous, and while not pleasant, not intrusive. This experience was neither quick nor courteous, was VERY unpleasant and was definitely intrusive.
If you will bear with me, I will compare the procedures I am used to with those followed at LAX.
There were people trickling through at the rate of perhaps one or two every two or three minutes.

I was listed as PRE-check on my ticket, but since I do have implants, I required additional screening.
Normal - I step to the side, a female screener is available within 30 seconds, or perhaps a minute if the line is busy.
LAX - I step to the side. The screener at the metal detector calls for a female screener. Two minutes later he calls again. 2 minutes later he calls again. Two minutes later, he calls the team leader of the screeners (who were joking around and paying no attention to the metal detectors. A female screener then comes over, yells at ME for standing "in the wrong place (where I was told to stand). All in all, it took more than 5 minutes to get the attention of the screeners, at a time when the line was far from busy.
Second step - normal - I am asked to stand with my arms out. A wand is run over my body.
LAX - no wand was used.
Normal. - The areas which beep are felt with the palm of the hand. Other areas are lightly patted with the back of the hand.
LAX - All areas of my body were squeezed with the palm, including into my crotch and my breasts.
Normal. - the screener stands so I can see her name badge when checking for chemical residue. (often, there is no check)
LAX - the screener stood so all I could see was the sheriff badge. Her name plate was unreadable. I felt too intimidated to ask her name, so I apologize for the incomplete information.
The impression I was left with was that the team leaders didn't give a damn about their customers (who do ultimately pay their salary), and that the woman in particular gets a thrill out of intimidating and bullying her customers.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 11/24/2013 5:51:41 PM Airport : LGA - LaGuardia Date/Time of Travel :
Airline & Flight Number : B6 1117
Checkpoint/Area of Airport :

11/24/2013 7:16:27 PM

TSA Employee: (If Known) (b)(6) ?) (b)(6) Comment : Twice I have been patted down by (b)(6) after opting out of screening from the machine. Both times I have taken my wallet with me to the pat down and the TSA agent did not visually check 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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 11/25/2013 12:47:41 AM

11/25/2013 8:06:57 AM

Name:Carri (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Nome Airport, Alaska Airlines 141, November24, 2013, 12:30
Comments:I was pulled aside and given the most violating patdown. I was touched inappropriately. I was on my way to Anchorage for a medical procedure to repair fractured wrist. My wrist was moved in a way that caused severe pain. As this was going on my personnel belongings were being pulled from my bag. Important medical paperwork was flung through the air bringing me to tears. My expensive camera was turned on leaving the battery to deplete. This was a horrifing experience and I hope it will be looked into:(

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 11/25/2013 9:27:11 AM Airport : BOS - Logan International Date/Time of Travel : 11/24/2013 Airline & Flight Number : Jet blue flight 69 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

11/25/2013 10:04:23 AM

Comment : I am a 78 year old man who has difficulty walking, but do not require a wheelchair. When I went to the security checkpoint, I was told, quite rudely, that I had to wait in the regular line. When I went through the checkpoint, I apparently set off an alarm and was subjected to a humiliating experience. The TSA officer talked to me as if I were two years old. He kept asking if I had possessions. My wife, son, and I were traveling together and my wife and I had one bag of which she was in possession at the time. I told the officer that I could not stand for long periods of time. He was, kind enough to get me a chair, but I was then subjected to an invasive pat-down after which the officer said that he must check with his supervisor in order for me to proceed. After a long discussion, I was finally allowed to proceed.

Would you like a response? : True

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

11/25/2013 4:44:13 PM

I was at SWF, en route to Aruba, and I have an ankle that is broken so I can't walk at all. The person at the beginning of the TSA line gave me a pass that I didn't need to be checked. I 'm 67 years old. My husband was given a pass too. We got to the point where a young girl said, "you're not under 6 or over 75". I responded "true". And she said, so you're over 75. I said no, that's not the statement you made. At that point, someone ripped the pass out of my hand and they gave me a THOROUGH pat down, they went over my leg with the cast three times slowly, she stuck her hand in the waistline of my pants, I had to remove my shoe and it took several minutes, because of the wheelchair. The whole process took 10 agonizing minutes. When I was than being rolled toward my plane, a young woman said she had never seen such disrespect. she said she was TSA, and what happened to me was reprehensible. I am angry.

Sent from my iPad

The caller flew from SAT this morning at 8:50 AM on Delta flight 2428. He is not a novice.

He flies every year on Jet Blue from NY to FL. He knows the deal with his bottle of water and he has never had an issue with this. He wears suspenders that are metal and they have to use a wand. He had a problem in SAT. The machine went off and he was told that he had to be patted down. He says that the man put his hands in his underwear. He thinks that is way beyond. He did put his hand along the top part of his underwear. He was not offered a private screening. He has been in every kind of aircraft and has never had someone do this.

11/25/2013 5:57:45 PM

Advised caller:

The patdown procedures may change as different threats come into place they may be revised to be more effective.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies.

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.

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

The caller flew from PHX to AUS texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHXs Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

11/25/2013 8:09:59 PM

The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/25/2013 8:52:55 PM Airport : OGG - Kahului Date/Time of Travel : 11/22/2013 Airline & Flight Number : United -to San Francisco 10:30 Checkpoint/Area of Airport : Tsa security check in air terminal entrance TSA Employee: (If Known) :

11/25/2013 9:05:44 PM

Comment : To whom it may effect ,my wife and I have a major complaint. We were treated like shit in the airport Maui Hawaii ,we told the asshole agents we both had replacement hips 3!!!! Times, made us go the detector 3 times,then the shirt hole agent kept insisting I empty my pockets, never once even attempted to use a wan on me. I'm pasted pissedoff!!!!!!!, then the shitass started groping us, me twice!!!, then the ass wanted to look at my saddles again?, do you breed shit in the sewer to be airport security officers,born stupid ,teach them that!!. The agents then threw the contence of our baggage all over two plastic containers, which broke a watch and other items. Then he rudely tells me you need to get get bags out of the way now with it all screwed up, after surviving the NAM you treat me and my wife like, you degenerate low life and fu/2!!!!.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Passenger Name: (b)(6)

Cell#(b)(6)

Home#(b)(6)

Mailing Address:

(b)(6) Minneapolis, MN 55407

Email: HYPERLIN(b)(6)

11/25/2013 10:10:02 PM

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

Name(b)(6)

Cell#:(b)(6)

Home#(b)(6)

Mailing Address:(b)(6) Minneapolis MN

11/26/2013 11:57:22 AM

My young adult daughter recently got an insulin pump to better treat her type 1' diabetes of almost ten years. She works at a restaurant in MSP terminal #2 (Humphrey terminal). Because the pump is an intricate electronic device, where accuracy and precision are essential to her health, it cannot be exposed to body scans and x-rays. Each day she has been subjected to pat downs, but on Wednesday November 20th, it was especially rough and humiliating and ended with her pump insertion site being dislodged. She was frustrated with the process and the TSA agent picked up on this, made her go into a private screening area, did not explain the procedure and did not explain that she didn't have to go in there and that she could have another person present. The fine cannula that is inserted subcutaneously got dislodged. The sassy TSA agent told her that she should get another job. She went to work in tears, proceeded to work for over an hour without insulin waiting for another person to Caller was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening.She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX.When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs.Finally someone apologized to the operator of the wheelchair but no one ever apologized to her.I explained that we do not have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AIT if they can hold their hands over their head for 5-7 seconds.But if they cannot perform these two functions they would have to go through a patdown.Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time.Conferred with (b)(6 and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter.

11/26/2013 12:16:44 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/26/2013 9:58:45 AM Airport : EWR - Newark International Date/Time of Travel : 11/25/2013 2:00 PM Airline & Flight Number : Jet blue Checkpoint/Area of Airport : Security point one floor from air train TSA Employee: (If Known) :
Comment : Rudeness, humiliating 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

Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn t want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

If a passenger has metal implants, she should inform a Transportation Security Officer (TSO) before screening begins.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

11/26/2013 1:01:58 PM

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

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.
We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.
Disability Description: Caller has a heart monitor.

Information Request: She asked how to go through screening. The monitor is attached to her belt and she has electrodes on her.

Response Details: Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a patdown is required in order to complete screening:

11/26/2013 3:21:11 PM

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

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

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

I emailed the information to her.

Caller flew from Juno AK as an on duty flight crew member with Empire airlines. He states that despite being a crew member, he was not allowed to bring his usual LGAs and was required to go through the AIT unit and to have a patdown. He says that he took a picture of himself being patted down. He has a SIDA for Anchorage and is part of the 12.5 security program. He says that he went through security at about 9:30 am today and his flight was later cancelled due to weather. He says that he has not been treated like this at other airports.

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

11/26/2013 4:42:47 PM

Flight information:
Flight Path: Juneau to Sitka AK
Flight date time: 11 26 10:30 am (cancelled)
Flight #: 62 (cancelled)
Airline: Alaska airlines
Airport: Juneau
Gate Terminal: C2
Email: (b)(6)

The caller flew through MCO to HSV with no issues. When the caller returned from HSV to MCO. The caller went through the AIT and did not alarm. The caller stated that her head dress showed on the body scanner and then she had to get a patdown and ETD. The caller stated that she is a Muslim not a terrorist and that she feels very violated and like they only did this because she is Muslim. The caller stated that this did not happen at MCO only HSV.

The caller was advised:

Airport police is separate from TSA and we are only located at the security check point.

ETD is a form of TSA Security.

11/26/2013 6:56:15 PM

The caller was advised that alarms are resolved by a patdown.

I explained that ETD is used at random and also after self Patdown or when traveling with extra liquids. The caller was advised that TSA uses ETD for different reasons.

TRANSFERRED TO MB AGENT (b)(6)

Informed lady that we have documented the information here and I would need to collect an email so that we can send the RFI to her so that TSA properly has this procedure completed according to law. She gave me her email address, and I told her she should receive the form in 24 hours with instructions.
She said she believed she was discriminated against because of her perceived religion, which is American Muslim

Disability Description: Caller is a passenger who is quadriplegic.

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

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

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

11/26/2013 8:26:38 PM

Incident Details: Caller flew on a weekend from SFO. He states that he was in a wheelchair and nobody was available while about 100 to 150 passengers without disabilites went through. He says that he waited for 30 minutes while the female TSO screening him kept trying to get a male TSO for a patdown, but could not get anyone willing to do it. He states that everyone else was moving up without a problem, and the only other person in a wheelchair was an elderly woman who got a female TSO assisting her with a patdown. His middle name is (b)(6)

Flight information:
Flight Path: SFO to Orlando
Flight date time: 10 31 2:09 pm
Flight #: 1023
Airline: United
Airport: SFO
Gate Terminal: 41
Witnesses: the female TSO who kept calling for someone to do the patdown
Email:(b)(6)
Cell phone:(b)(6)

11/27/2013 1:59:13 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/27/2013 12:31:00 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/27/2013 8:00 AM Airline & Flight Number : Air Canada/United 8191 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My daughter phoned me from the airport and she was upset. She said there were "not that many people" at the security checkpoint. She had been ordered out of line to go through the scanner. The attendant rudely shouted "MOVE!". She is blond, slender, tall and attractive with a Nordic last name. Not your usual suspect, and plenty of others were not selected for this personally "invasive" procedure. Be that as it may, you can plead random selection if you wish, but you cannot excuse hiring and dressing people up in a uniform that then feel drunk with power and humiliate and herd passengers around as cattle. This is not a camp in Nazi Germany. We are paying customers who want to appreciate the work you do to keep us safe. If you have not done so, please put name tags on your employees, inform them that they should give their name to a passenger if asked, and tell them they should at all times be gentle and polite ("please move quickly, Miss. Thank you.") Let them know there is a long line of jobless people and if they are rude they will be dismissed. AND DO SO! Yes I do expect not only a reply but that the responsible party be called out , warned, and "re-trained". On the flip side , I would like to add that when I travelled through Philadelphia International in late April of 2012, I elected for the pat-down because I have a medical condition, and I have the highest praise for the kind ladies that helped me at that time. What happened today, however, is unacceptable. My daughter is not a complainer and if this upset her, it was real and something you should correct immediately. I repeat- it was not crowded at the time of the incident. Thank you for your attention.
Would you like a response? : True
Passenger's Name:(b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP (b)(6)
Date Time: 11/27/2013 3:39:38 PM

Name:(b)(6)
Email(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):11-27-2013
Flight AS6700.
San Diego airport commuter terminal.
10am.

11/27/2013 4:06:04 PM

Comments:Greetings:

My constitutional rights were violated today during a TSA screening when a TSA employee did an unauthorized extensive pat down and fondled my genitals because of unreasonable suspicion and without probable cause. Furthermore, a battery charge can be filed for the employee fondling my genitals which went beyond the procedures.

Furthermore, after the pat down, the employee further detained me as he wanted to do a sniffer test on my wrist and requested I take out the Kleenex.

As I questioned why, this lead to further harassment from the TSA procedures that see it as suspect behavior.

The reason I was initially harrassed was because of my innocent questioning: I saw a sign that said I could leave on my shoes and light clothing, so I left my shoes on. Afterwards, an agent requested I take off my shoes, so I pointed to the sign. He said the sign did not apply to me because I was not "prescreened.". He immediately flagged me as a suspect.

Although TSA is meant to protect the USA from harm, they have become the harmers.

Hence, My constitutional rights were violated today during a TSA screening when a TSA employee did an unauthorized extensive pat down and fondled my genitals because of unreasonable suspicion and without probable cause. Furthermore, a battery charge can be filed for the employee fondling my genitals which went beyond the procedures.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/28/2013 5:56:01 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 11/08/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)

11/28/2013 7:05:20 PM

Comment : Agent's behavior was disrespectful and inappropriate during patdown. He was intentionally rough in the area where I had informed him I was injured, grabbed my groin area far more than any other TSA patdown I've ever had, was needlessly hard on bags when moving them around, and intentionally slowed his pace when I informed I was in a hurry to catch a flight. Completely unprofessional and offensive.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I am absolutely amazed at how inconsistent TSA is related to the pre-check process. I've recently travelled to Minneapolis and New York with returns to Boston the past few weeks. The frustration felt due to these inconstancies are avoidable.

Traveling from Minneapolis to Boston I had a stopover at Reagan. This required me to leave one secure US Air facility to head down to the US Air Shuttle terminal. Arriving at the security checkpoint I looked for the TSA Pre-check line. Upon finding it, the line was closed. I inquired why and was informed it was closed for the day. This required me to remove 3 laptops that I was transporting from our Minneapolis office to Boston from my carryon luggage. No easy task considering I wrapped them in clothing to eliminate the risk of damage. The additional removal of shoes, jacket, belt, jewelry etc. was also required. I typically have any items that are to be removed already off and in my backpack to avoid delays.

My second experience was this past Tuesday at LaGuardia. Same situation, pre-check was closed at the Delta security check. Same situation, but I was handed an expedited card that had different requirements than were in place at Washington and Boston. This resulted in my holding up the line to the x-ray machine as I was forced to quickly remove items that were allowed at Boston.

11/29/2013 4:07:09 PM So there are 2 primary questions.

1. Why do they close the pre-check line? Are there certain hours that Pre-checked flyers travel? In each case the line was "closed already" there were numerous other pre-checked flyers at the gate.
2. Why the inconsistencies in procedures? Boston I was allowed to keep shoes on, belt on, jewelry on, laptops in baggage. NYC, belt off, jacket off, laptops out, jewelry off. Reagan, laptops out, shoes on, jacket off.

In each case the pre-check line was closed, there were 8-12 TSA agents standing around talking to each other. These individual agents were not taking part of any pre-screening, pat downs or luggage checks. Simply standing around taking no part in any security measures.

And one other issue, why on Tuesday 11/26 was there only 1 checkpoint open for US Air and Delta terminal. Total chaos, pre-screeners didn't seem to know what lines to direct people to. And the crowds were chaotic as the lack of control was scary. If the screeners and agents cannot provide direction without screaming at individuals, they should find alternative employment. And again, numerous agents standing around shooting the breeze with each other.
Please let me know how to contact the supervisor of (b)(6), a security staff member who works in the jet blue building at JFK in NY. I requested a pat down and she came to the gate and opened it for me to enter. As I walked through she yelled in a loud , nasty tone, from behind me, Follow me!! I told her that there was no reason to give me an attitude. She did not apologize. She continued in her rude manner so I asked her name and she ignored me. Finally she called over a supervisor who gave me her name.
(b)(6) behavior reflected very poorly on your organization. She acted as though she hates her job and if that is the case, I would imagine there are plenty of people out there who would be grateful for it, and willing to be minimally pleasant to the public.
Please email me the head of personnel at JFK's Jet Blue terminal s that I may lodge my complaint, or feel free to send it directly. I would appreciate a response to this email.
Thank you.
11/29/2013 4:07:14 PM (b)(6)

Sent from my iPad

The caller wanted to know if passengers could still opt out of the AIT, as his wifes request to be screened by a patdown was refused by the male TSO conducting her screening. In fact, she was informed by the officer that PHX does not conduct patdowns, and she had to undergo screening by AIT. The caller wanted to know if this was true, and also wanted to file a complaint against the TSO.

Flight Information:

Date and Time of Flight: November 29, 2013
Departure Airport: PHX
Airline: The caller did not have this information.
Flight Number: The caller did not have this information.
11/29/2013 8:17:14 PM Terminal and Gate Number: 4
Description of TSO: The caller did not have this information.
Time of Incident: Between 9:00 and 10:00 AM

Advised Caller:
Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

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

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

On October 10th 2013 at 11am we were going through TSA check point to take AA to ORD from Chattanooga airport that the TSA held us up more than they should have. I had my 4 year old son and my 9 month old daughter and we were off to Greece for vacation.

I had my daughters milk, formula and one food jar (3 oz) in her diaper bag. The TSA stopped us, ran everything through the X-ray machine and all the bottles and jars of liquid individually again.

After that the TSA agent told me that the mom would now have to get a pat down search done as the food jar was 3 oz. I argued with her that I have travelled a lot with my son and daughter previously and there are no such restrictions.

11/30/2013 9:38:08 AM Then the last/TSA gave me such an intrusive pat down search in front of the rest of the passerby's that I was very embarrassed and even complained to the manager who said nothing to her employees. Now I'm finally back in States and would like to lodge and formal comlplain.

(b)(6)

Sent from my iPhone

I am following up on an incident that I reported on 30 Aug at DIA. I was harassed by a TSO and Supervisor (b)(6) The TSO singled me out and (b)(6) subjected me to a full patdown for no reason.
I received an email from TSA on 3 September acknowledging my complaint but have heard nothing since.
I would like to know the status of the complaint.
Thank you,

(b)(6)

(b)(6)

On Sep 3, 2013 2:10 AM, "TSA-ContactCenter" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov> wrote:

11/30/2013 9:38:20 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 HYPERLINK "http://www.tsa.gov" \nwww.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.

The caller is 63 years old and has had two hip replacements. She says that she shows the card (a card her doctor has made out for her discussing the hip replacements) to the agents and she says they do not care and made her go through a patdown. She does not want to go through a patdown because it was a humiliating experience. She flies regularly on Virgin America, AA, and Delta. She said that the event took place at LAX and she flies frequently to the east coast to visit her mother. She wants to know if there is any way she can guarantee that she will never have to go through a patdown again. She heard about a program where she can be fingerprinted and get the precheck on her boarding pass and she will not have to go through additional screening because she will be precheck. The caller complained about the patdown during most of the call. The caller states that she was offered a private screening but declined.

I asked the caller if she was groped or sexually touched in any inappropriate ways and she described that the officer used the back of her hand and got near her female parts. There was nothing that the caller described that was out of the ordinary of a patdown and she never answered yes to the question if she believed she was groped or touched inappropriately.

I advised the caller that 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. I told the caller that there is no way to ever guarantee that a patdown will never be conducted on any passenger. 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.

11/30/2013 2:34:28 PM I advised the caller that 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.

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.

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

To check enrollment status, airline frequent flyers should contact their airline's customer service to verify that they are "opted in." For CBP Trusted Traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Pre\u2713™ benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card.

It is important to remember, that even if a passenger opts in for TSA Pre\u2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

3. You still continue to avoid answering real questions. In regards to the second email you replied

"Specifically, you felt that the ID you presented should have been accepted."

That's where the question about tsa inconsistency comes into play. Later in your email you state that an airline id is proper id so apparently TSA agrees that my id should be accepted. So when will you explain TSA's inconsistency in training or reason for the lack of knowledge that many tsa screeners have? What changes when I tell a screener that my blue jeans are a uniform making my id suddenly acceptable? Another question is this- when receiving a pat down the screener asks me to face my belongings to keep an eye on them. Why is it suddenly important to watch my things? When I send my items through the X-ray they sit on the other side out of view for several minutes because it seems I am being made to wait several minutes as punishment for opting out. During the wait, the security of my items seems unimportant because the tsa make me aware that doing their job is inconvenient for them because I opted out.

11/30/2013 3:16:15 PM 2. The cut and paste response I received to the email below neither answered the question or addressed the issue. On one hand your response says that a screener can ask for more id and in the same response you say that a valid airline id is adequate. That's talking out both sides of your mouth as the screeners representing tsa do. One day my id isn't questioned, the next day I'm told it's not good enough. One airport has no problem with it and the next airport questions me several times about it. This is yet another question that my email asked and your response did not answer. Why are the screeners representing Tsa so inconsistent? Why after all this time does your agency fail repeatedly at disseminating information and getting some resemblance of uniformity? Please in your next response, answer my questions brought up in the original email as well as the additional ones I posed in response to your lack of a response.

Looking forward to a response that answers questions...

1. TSA.gov says an airline ID. Why do many agents tell me it's not valid without a date on it? Your site makes no mention of a date. It's the way my airline issues id badges now. Tonight in ATL I was told that I have to have alternate ID because I was not in uniform. I was wearing a button up shirt and jeans. When I told the tsa agent that it is my uniform, they responded with "that will do" and accepted my ID.

Sent from my iPhone

11/30/2013 6:08:24 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/30/2013 5:06:25 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/30/2013 6:00 PM Airline & Flight Number : Delta dl754 Checkpoint/Area of Airport : tsa secondary TSA Employee: (If Known) (b)(6) Comment : Upon answering screening questions, I answered no to any liquids, as I was truly unaware that a relative had packed a lunch in our bag. (b)(6) accused me of lying called his supervisor and started a pattern of deliberate overly officiousness that culminated with a physical pat down. This man and his alleged"supervisor" enjoyed harassing a military man in front of his 4 year old son.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/1/2013 9:33:49 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/1/2013 8:59:56 AM Airport : HPN - Westchester County Date/Time of Travel : 12/01/2013 8:45 AM Airline & Flight Number : Delta 5179 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Supervising Officer (b)(6) Comment : I travel 20 to 30 weeks a year, therefore automatically get TSA pre benefits. I am a chef and occasionally have to travel with knives, which I check. Today, I forgot to check my bag with my work knives -- which is not the first time I have done so. In the past, the TSA agents have always been understanding and immediately escort me back to the check in counter so I can check my bag. Today was different.

When the bag scanned and showed my knives, Supervising Officer (b)(6) treated me like a criminal, even to the dismay of other TSA officers, two of whom felt she was being over zealous. Judging by their reaction to her, this is likely not the first time she's gone overboard. She was not unpleasant, but ordered a full pat-down, seized my knives, took photos of them, and called the local police to run a background check on me -- irregardless of my extensive travel history, TSA pre-status, and the fact that I had food and chef coats in my bag.

As stated earlier, this has happened to me at both LaGuardia and JFK, and both times the officers on duty escorted my back to check in to check my bag, then expedited me back through security. I never missed my flight -- until today. Supervising Officer (b)(6) clearly enjoys displaying her authority, both to the detriment of the travelers who make her salary possible, and clearly to some of the other officers whose rolling eyes and body language made it apparent that I am not the only passenger that has experienced her tendency toward over-zealousness.

I do appreciate safety and the intense work necessary to keep everyone safe, but I also know there are common sense approaches to security -- like getting the bag with culinary tools into the belly of the plane. Calling the local police and causing a passenger to miss their flight when there should have been ample time is over-zealous.

As a well-known chef and author, I will be writing about this experience and posting it. We all want to be safe, but have the right to not be treated like a criminal over an honest mistake.
Would you like a response? : True
Passenger's Name (b)(6)
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 recently had surgery and was wearing a compression garment.

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

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger s line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger s items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

12/1/2013 9:59:59 AM

If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could removed her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no. Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realized that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was african american too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 12/1/2013 8:03:08 PM Airport : MDW - Chicago Midway Date/Time of Travel : 11/26/2013 8:45 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : On 26 Nov @ approx 0840 I was escorted thru the body scanner due to being on crutches by 2 TSA agents (1 black female & 1 white male). The black female TSA agent asked me to hand her the contents from my pockets and I proceeded to hand her my POV keys, green apple chapstick & my US Army issued ID tags. The agent never placed my items in a bucket to my knowledge and after clearing the scanner and pat down I proceeded to receive all of my belongings and the belongings of my wife and 3 children, whom I was traveling with. In the midst of securing my family we departed for our plane to DAL w/o receiving my keys to my POV, chapstick or govt property ID tags. I called TSA once we reached our 1st stop to notify them and was told that the items would be taken to Lost & Found for us to claim upon our return. I received a call the next day from a male (name unknown) stating that they had my items. Upon our return to MDW from DAL I was told that Lost & Found was closed. I called 773-498-(b)(and spoke with a VERY rude and unprofessional gentleman that told me that I "shouldn't have lost my keys" to which I informed him that I did not lose them, I handed them over per guidance from the female TSA agent. After about 5 minutes of being rudely spoken to I asked for supervisor, lead or manager and was told that there was such person. I strongly disagreed and said that someone had to be there that was above him and he placed me on hold and eventually a gentleman by the name of (b)(6) came on the line and stated that he was the manager. I asked for his employee # or ID information and he said my name is (b)(6) and that is all you need. I was again spoken to in a very rude and unprofessional manner and do not appreciate that, especially being an active duty member of the US Army and OEF veteran. I explained my situation to (b)(6) and said that I could not believe that no one was there to man the Lost & Found and to accommodate travelers. Without my keys I told him that my family and I had no way of getting home or getting inside of our house and he was very non chalant and uncaring. After speaking with (b)(6) for approximately 10 minutes he told me that there was nothing he could do and no one else that I could speak with about this situation that I truly feel was brought about by TSA. As a result of this, I had to pay $81 for a shuttle to get my family home to Oswego, IL, pay $75 for a locksmith to get us into our home and will have to pay additional monies for gas, tolls, additional parking (3 extra days) and a shuttle to get me back to MDW once my items are located. This is only a snapshot into the HORRID treatment that I received at the hands of TSA. I spoke with members of TSA and TDC all to no avail. It appears that no one had an interest in offering any assistance to my family and I with our ordeal, not to mention that we were traveling with 3 small children, ages 10, 5 and 3. I find this to be a travesty and unacceptable. TSA needs to make amends to me for all of the costs that I have had to incur and will incur due to this issue of no one manning Lost & Found although the airport is still open. To me, that is a security issue and security needs to be overseen during all operational hours. I am in the process of notifying every social media outlet that I can of this ordeal and the treatment that my family and I have had to endure. The reason that I was initially directed to the body scanner is because I am wounded and on crutches/wheelchair due to being a uniformed service member.

12/2/2013 8:18:32 AM

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

Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn t even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn t required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn t qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn t see her items during the process and if it wasn t for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn t happen again because she is traveling for treatments frequently to NY.
Caller thinks she should get some sort of compensation, thinks she should be moved to first class because of the incident.
Caller is grateful that TSA is conscientious, but, still felt embarassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else.
Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

12/2/2013 8:25:13 AM

Response:
Apogized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process.
Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening.
Advised if she isn t offered a private area for a patdown she can request anytime during the process.
Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.
Advised caller if additional information is required she may be contacted via email.
Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade.
Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

Disability Description: Callers son was in a wheelchair for screening.

Response Details: Told caller
I could only help her with her complaint for screening with TSA.
I explained to her that her complaint had two parts to it. The attendant that made her son get out of the wheelchair would have to be handled by her airline, they provide passengers with wheelchairs and part 2 was with screening with TSA.
I told her that passengers can use wheelchairs or crutches for screening but would need to let the officer know before screening starts.
I ask if the officer knew her son needed a wheelchair or crutches, she said they did not have them to use for screening but wanted the officer to recommend her and her son to go through the handicap line for screening or be taken aside, however I never understood she had ask for either. She said the officer should have been able to see her son could not walk on his foot.
I told her passengers with metal can use the AIT for screening, if there was an alarm during screening they will give a patdown to clear any alarm.
She now has stated once I ask if they even had a wheelchair or crutches to use for screening, she stated they did not have them at the checkpoint.
I could take her complaint on behalf of TSA and send it to the CSM so they could handle her complaint for her.
She would have to handle the complaint for the wheelchair attendant with her airline or the provided number from the first call, she was given the number for Aviation Consumer Protection Division at 202-366-2220.

12/2/2013 12:14:45 PM

Incident Details: Caller has spoke to Southwest. She says her issues are with TSA, Southwest has compensated her. She spoke to someone with TSA last Tuesday and she would get a report within 24 hours, she has not gotten the report. Her son has pins and plates in his ankle, he had surgery on Nov 12th. She says they were stopped at screening instead of using the handicap pass for screening she had to go through the normal screening with out the wheelchair and crutches. She says the wheelchair attendent made her son get out of the wheelchair and go through the normal screening line, she did not know what the wheelchair attendant did with the wheelchair or where the crutches.
She says the officer made her son hop through screening, once he was in the AIT, he was told he could not use the AIT for his screening. She says the officer was told about the metal in her sons body and still had him go through the AIT for screening then said once he was in the AIT he should not use it for screening.
The officer would not allow her son to use the crutches for his screening. She and her son both told the officer about the plate in his leg and could not use it for screening. She says the officer ordered him to not use the crutch for screening. She wants some sort of compensation. Southwest has offered her one way tickets. They declared the metal in her sons body.
They did not have a wheelchair or crutches to use for screening. She told the officer her son wasn t able to walk through for screening and could not use AIT for screening. She wanted the officer to officer them to go to the handicap side for screening, I never understood she ask for the handicap screening.
She says her son was cause pain because of this.

Airport:SFO
Airline: Southwest
Flight number: 323
Date and time: 9:35 AM 11-25-13
Terminal or gate: Gate 28
Items Damaged:

Attn: John s. pistole, administrator

My family and I arrived at O'Hare airport on Saturday, November 30, 2013 about 12:45 pm.
Because my husband had a tsa pre-screening on his boarding pass, were able to enter in the first United security entrance for special boarding. My daughter and I had to go through the regular screening area. In Newark, I was given a disability pass because of my replacement knee. I didn't have to remove my shoes and they were tested after I passed thru the machines.

But O'Hare, I had to remove my shoes. I was spoken to roughly and rudely. I have diabetes and wear a V-go which is a small plastic device holding insulin which I can dispense as needed. They tested my palms for explosives. Then a very nasty man said, "what the hell is that?" I explained it was a diabetic device and lifted up my sweater just slightly by the waist so he could seek it. "Don't pick up your shirt," he bellowed causing all the other passengers to stare at me.
"What's wrong with you?, " he continued, "I never told you to pick up your shirt!" He went away smirking as he retold his coworkers my story.

Some of your TSA employees are drunk with power. On one occasion they did not like the look of my Cpap machine and told me to step back while they ran around looking for cloth to check for explosives. They told me if I took a step forward or tried to touch my machine, they would handcuff me. Recently in Minnesota they claimed they found residue of explosives a I was hustled into a room where I never agreed to go and manhandled with hands stuck in my underpants and all over my body. I had to take off my socks and it was freezing in the room. It didn't matter that it was a woman groping me. The point was that my personal space, body and respect was violated. Never found out what gave the false positive, but I can tell you I never had explosives.

12/2/2013 2:13:51 PM I was a counselor to 911 families and surviving victims after the attack in 2001, and I certainly don't want to re-experience that awful event. But we are still a free society and should have respect for our citizens.

You need an eduction course for your workers on basic health issues. What does a C-pap look like and do. What is a replacement joint? What is diabetes equipment--needles, pumps, V-gos? I also saw on a recent trip, a frail old man who could not really stand dragged out of his wheelchair to go there the screening.

Many of your employees feel they are fully in charge and enjoy acting like nazis as they complete their duties.

There must be a balance between safety and basic decent treatment. You guys really have to work on the later. I never hear back when I write to you. I hope this time is different, and I am also contacting my senators.

Sincerely,

(b)(6)

Sent from my iPad

Caller s 17 year old daughter went through secondary screening when they returned from Haiti recently. She had SSSS on her boarding pass. One TSO said it was random. Another told them to call DHS about it. At JFK she went through a very invasive and excessive patdown. The TSO s were hostile when speaking to his daughter and wife. When he joined them they back off somewhat.

Airport: JFK
Airline: JetBlue
Flight #: 268
Date and time: 11 27 13 at about 6:00 p.m.
Location: Terminal

12/2/2013 2:48:10 PM Response:
I told the caller that the SSSS on her boarding pass was a random selection for secondary screening.

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

I told the caller to give the CSM a couple days to respond to him about the complaint. If you have not heard from him in 2 to 3 days go ahead and give him a call.

Name: (b)(6)
Phone

Disability Description: The caller indicated that she has a pacemaker defibulator.

Response Details: As the caller indicated that she would like information in regard to filing a formal complaint, I advised that I would email the criteria to do so.

I advised that I would also refer the information to the CSM at BOS to make them aware.

I advised that she can always request the assistance of the PSS at the checkpoint who can address concerns and provide assistance through screening. I advised that she can request a TSO Supervisor as well.

Incident Details: The caller indicated that she flew from BOS to MCI on Saturday with Southwest flight 1212 departing at 5:10pm from E1A . She indicated that she had the Precheck indication on her boarding pass. A TSO advised that passengers make her aware if they have an expedited ticket. The caller stepped out of line. The caller advised that TSO that she had a pacemaker defibulator and the TSO acknowledged this.

12/2/2013 5:01:01 PM

The caller was directed to the WTMD by an older female TSO, tall, slender, blond hair, glasses, caucasian). She reiterated that she has a pacemaker and that she normally goes through AIT. The TSO advised that she would be fine. There was an alarm of the WTMD. The TSO advised that it was because of her bracelets and became upset when the caller would not remove them. The caller indicated that the bracelets have never caused an alarm. The TSO (elderly, caucasian, short, stocky, glasses, salt and pepper hair) that conducted the patdown to clear the alarm advised that the caller that she should not have been directed to the WTMD. This TSO (offered to get an EMS for her. The caller indicated that she declined this as the EMS does not have the capability of the checking the pacemaker.

The caller indicated that a Southwest representative at BOS would check into this.

The caller indicated that she felt very scared that the pacemaker would fail. The caller indicated that she submitted a device check via phone to the hospital a few moments ago to make sure that the device is working. She won t receive information until tomorrow.

The caller indicated that if the WTMD had caused the pacemaker to stop, she could have died if she experienced any type of arithmia.

(b)(6)

(b)(6)

(b)(6) Waunakee, WI 53597

HYPERLINK (b)(6)

I have been flying out of Dane County WI airport since July of 2012. Beginning in 2013, I have been flying more weeks than not. On many many occasions, I have been told that I need to have a "pat down" due to an area on my body. I, after many trips involving a trigger for a pat down, started to realize it was happening often and the same person was typically the person to give the pat down. I have flown the same amount of times out of many other airports, and have only been told a "pat down" was needed on one occasion. Again, I didn't think much of it but just thought it was odd that t happened to me so much. I was in a conversation with a friend and was telling her about the frequency of the occurrences and we both agreed it was odd that is was always my right breast area that triggered the pat down. In addition to that, I had made a comment that the other thing that was odd was the person performing the majority of them was the same person. She asked for a description and I gave the following: "average frame, dark hair, short buzz cut, very manly stature and honestly looks to be very 'butch'". A few days later, this friend of mind said she needed to talk with me. She had found out that the "lady" that had been patting me down on many many occasions was a transgender and had been leading the life of a man. I, to say the very least, am shocked and appalled to find this out. I believe in sexual equality and don't care what each person choses to do in his/her life own personal life, but when a person undergoing medical procedures to become one of the opposite sex and he/she then is performing duties at his/her job as the birth sex – I have a problem. I was misled and quite honestly consider myself to have been violated by the TSA. To quote the TSA documentation, "Pat-downs are conducted by an officer of the same gender as presented by the individual at the checkpoint." I consider this complaint to be a very serious issue and would expect to hear from someone regarding it in the very near future.

12/2/2013 6:09:42 PM

When did this happen?

These are the dates I have flown since the first of the year

Flight dates:

1/13/2013 11:12 am 1/21/2013 11:12 am 1/29/2013 6:30 am

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Speech
Current Date/Time : 12/2/2013 5:16:02 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/02/2013 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)

12/2/2013 6:09:47 PM

Comment : I am a current employee at Austin Airport. Everyday I am simply inconvenienced by TSA going through checkpoint just to get to work. I am okay as long as TSA employees do not use their hands to physically touch me. In today's issue, I went through the metal detector and the alarm went off signalling an extra check, again they usually just wipe my palms for whatever reason and I'm on my way, no big deal. However, this time they asked me for a patdown. I do not consent to any search no matter whom they may be, or what the reason may be. There is just no reason for someone to lay their hands all over your body like that. Anyhow, I asked them for other options and (b)(6) told me, "You can either be searched and head to work, or you can leave." No matter what the consequences would have been for me to miss work, I would have rather of left, so I made my decision to leave rather than be searched. (b)(6) then responded,"You cannot leave without being searched." "But you gave me an option first now your going back on your word?" I responded. "Sir you can be searched first then leave, or work it doesnt matter what you do after, you must get searched." An Austin Police officer came to the scene to back up (b)(6) , and I proceded with the search with his words. (b)(6) was way out of line did not offer any other way to get through. I know my rights and I know I could have just argued more, however, that would have just taken up all my time and nothing would have happened because there is this sense of power with the TSA officers in Austin. Especially (b)(6) this man feels that he owns the airport, he believes he could make me lose my job as he claimed and made threats about doing so. If this is how TSA represents themselves and protects the states, how has this program lasted for so long? How does TSA higher-ups allow such incompetent people run the security program at every airport. This would not of been a problem as long as my rights were not violated. Nor if he had not made any personal remarks about making me lose my job. A job that pays the bills for my family and kids. Why is he the man in charge?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello,

I'm writing to voice my frustrations with the Pre-Check line for the A,B, and C concourses at PDX. The past two times I've traveled through PDX, I've been detained while transiting Pre-Check. I am a Global Entry member, and have undergone an extensive background check by the TSA as part of that program. For the TSA to identify me as needing extra screening seems absurd. The real frustration, however, is that my screenings seem to occur for the same reason. I pass through the metal detector, and it sounds a random beep which tells the agent to check my hands. The machine that tests the hand swabs then indicates that I supposedly have explosives on my hands, so I'm taken into the back room for a pat down and full luggage search. Similar hand checks at other airports do not result in alarms.

12/3/2013 8:22:31 AM

Dates: Monday, 10/7, 6pm (AS 386) AND Monday, 12/2, 6:30pm (AS 379)

While the agents are always accommodating and friendly, I believe there is a flaw in the process by which you identify people for extra screening (random beep). Furthermore, the hand swab machine seems to identify false positives, as my luggage, shoes, and body always check clean in the second search. I might suggest re-calibrating the hand swab machine, but am no expert on the equipment. Perhaps that's the correct course of action. I'd appreciate a response, and am eager to hear what can be done to prevent these unnecessary detainments in the future.

Thank you,

(b)(6)

Caller wants to know why are you seperated from your handbag and your personal belongings.

12/3/2013 8:47:43 AM

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 and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Caller said that this does not happen at LGA

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote.
She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia
Airline:Southwest
Flight Number:1004
Date and Time:November 29th at about 12:30 pm
Terminal or Gate:E12
12/3/2013 9:43:14 AM Description of Bag:It is black with turquoise butterflies on it.

I apologized to the caller that she is missing the earrings from her bag. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

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

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

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

The caller stated that she had a bad experience with PreCheck in Seattle Tacoma yesterday,12-02-13, at 10:00 AM at Gate B10 for Southwest Airlines.
She has a metal knee so she was offered the patdown, because they did not have an AIT machine at that line. She was upset because she was not told this prior to entering the line. She stated that she went through the trouble to get PreCheck and felt there should be an AIT machine available and a sign posted. The TSO did take her over to another line and let her use the AIT but she had to have her belongings scanned again and stated it was a waste of time for everyone. She feels the Supervisor,
12/3/2013 11:08:00 AM (b)(6) was rude because he told her that she is free to be her own advocate and check on it at the beginning of the line.

RESPONSE:

Told her I am sorry she had that experience but am glad they did let her go to the other line and use the AIT.
I will send her complaint to the Customer Support Manager.

Caller has a metal plate in her neck. She is always asked if she has metal in her body. On her last trip from Kansas City to Raleigh she was asked what was in her pocket. She did not have a pocket. She was patted down and tested for explosives. She said that the agent used the palm of her hand. She said that she did not set off an alarm. She said that she watched other passengers who were patted down for 45 minutes. All of the other passengers were seniors. She thinks that she was discriminated against because she is a senior. She flew on Southwest Airlines form Kansas City.
On the way home from Raleigh, NC they had a notice of inspection. She had two bags of sand and shells inside of three bags in her luggage. The bags were left open and she had sand in her luggage. She got a patdown in RDU after going through the x-ray. She said that the agent used the back of her hand and tested her for explosives. She wanted to make a complaint.

Airport - RDU
Airline - AirTran
Flight Numbers - 446
Departure Times -2:26 pm
Arrival Times - She arrived at RDU at approximately 11:21 am
Date And Time of Incident - 11 29 2013
Baggage Tag Numbers - (b)(6)
Description Of Luggage

12/3/2013 12:08:38 PM

Color - Black
Style - Soft-sided with wheels
Size - Large
Brand - Does not know
Was There An NOI - Yes
Was Anything On The NOI - No
Location Of Incident
Gate - A24
Terminal - Does not know
Phone Number (b)(6) work and (b)(6) cell
Email - (b)(6)
Name Of Actual Person Involved - (b)(6) was the name on the luggage)
I advised her that anytime there is an alarm that alarm must be cleared.
I apologized for the sand in her bag. I advised her that I would forward her record to the CSM at RDU for review.
I transferred her to MB.

****

The caller stated she is disabled and she is in a wheelchair. The caller said she went through the checkpoint at ATL and her experience was completely horrible. The caller said she had TSA Pre-Check on her flight to ATL but when she flew out of ATL she was not selected. The caller said she had TSA Pre-Check on her boarding pass. The caller said she went through the checkpoint and she asked the TSO about the expedited screening and the TSO simply stated that it is just paperwork. The caller

12/3/2013 1:26:19 PM

said she arrived at ATL on 11 30 2013 at 12:30pm. The caller stated she was flying on Delta Airlines. The caller said she had to wait for 1 hour because the TSO s were performing the pat-down on every individual in the line at the checkpoint.

I told the caller passenger s are randomly selected for TSA Pre-Check. The caller stated that the screening was not random. The caller stated the officer s were disregarding the expedited screening process. I told the caller we monitor the number and nature of complaints to track tends. I told the caller we want to see if there are certain screener s or screener teams that are subject to repeated complaints.

Just a comment regarding my most recent flight out of Appleton WI on November 26, 2013

I fly approximately 75,000 miles a year to many US and International airports.

I am 67 years old and observe how TSA folks conduct their inspections.

Point being at my most recent trip this is what took place:

First stop was to check my ticket and ID. No problem the TSA employee was very professional and cordial.

Over to the belt where I placed my backpack (carried with me over the last 5 years) and assorted other items in the plastic tub.

Walked through the metal detector not the x-ray machine. No alarms. I got the "special pass" because I was TSA "pre screened".

12/3/2013 2:19:28 PM

Now the problem begins: The belt x-ray screener pulled my backpack out so it could be checked by another screener. Never stated exactly what they were looking for. After thoroughly going through my backpack it was re-screened. This occurred 2 more times. Finally, after another search of my backpack it was determined the problem was some loose change. Which in all of my travels has never been an issue at any airport.

Then I guess the screener decided to make an additional check my backpack and "wiped my backpack down". Again no explanation as to what was going on. She then took the wiping pad to a machine not visible to me and made a statement that the wipe was either a "strike or line" to show up on the machine.

This then prompted a complete "pat down" by a male TSA employee. Even though I went through the metal detector.

I am sure this situation is repeated all over the US on a daily basis. The check in/screening process at ATW that I went through was a waste of my time but I did not complain or confront the TSA screeners. I am sure they enjoyed their time hassling a "TSA pre screened traveler".

There appears to be a lot of room for improvement.

(b)(6)

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12/3/2013 4:11:21 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/3/2013 2:43:34 PM Airport : PHL - Philadelphia International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have an artificial knee and I am certifiied TSA Precheck/Global Entry but TSA precheck is many times worthless as many gates only have xray machines and my knee sets it off. I tell them in advance and have a card from the implant manufacturer, but I still have to remove my shoes and have a full body pat down with swabbing of my luggage and hands defeating any time saving purpose. Anything I can do?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/3/2013 6:04:43 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/3/2013 5:16:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/03/2013 5:00 PM Airline & Flight Number : DL442 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : I have a pacemaker and cannot use the metal detector. However in the pre check lane there are only metal detectors - so I am subject to a pat down. There should be a way through the pre check lane to access the advanced screening machines.
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, December 03, 2013 4:49 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 12/3/2013 4:49:09 PM

12/3/2013 6:05:04 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Unreasonable security screening

Comments:

I was unreasonably searched and detained yesterday at Denver International Airport. I have a very rare, painful neurological condition named small fiber neuropathy. Unfortunately, I didn't know about your pre-flight procedures for disabled people until The caller said she flew from Charolette to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.

12/4/2013 1:59:51 PM

I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.

Disability Description: The caller uses a wheel chair.

Response Details: The caller was advised that typically and according to the information available at the TCC TSA Cares Private screening is optional for passengers.

I apologized to the caller that she was not satisfied with her experience. I explained to the caller that this typically is not required of passengers and that I was unsure as to why in this situation the policy was different.

I advised the caller that I would forward a copy of this complaint to the CSM at DCA to make them aware of this situation and dissatisfaction.

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

PSS are available to assist passengers while at the checkpoint.

Upon contacting the caller back, She stated that she did not feel like this was discrimination and that she was unsure if the change was because of her disability or not, she only wanted to know the policy for optional private screening.

I informed the caller at this point that we would forward it to the appropriate offices for review.

12/4/2013 4:44:19 PM

Incident Details: Itinerary:

Airport- DCA to DTW
Airline-Delta
Flight Number- 1545
Date and Time of Incident- 12 03 2013 Late Evening at DCA screening Landed at 11:00 p.m at DTW.
Terminal- N A
Gate- N A
TSO Description- Both were heavy Set Woman one Caucasian and one darker complected.
Email-(b)(6)
Phone Number-(b)(6)

Complaint.

The caller frequently travels and 1 out of 5 times she alarms at least once and sometimes twice when it comes to the ETD Test due to her personal wheelchair. On one occasion when she alarm ETD twice TSA had a specific explosive team come speak with her.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP(b)(6)
Date Time: 12/4/2013 5:31:58 PM

12/5/2013 9:21:46 AM

Name(b)(6)
Email(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1648 southwest, terminal b
Ft myers fl ,gate. B2
Comments:TSA agent Thorpe at Ft Myers Florida on Wednesday, December 4th 2013 at 4:50 p.m. Eastern Standard Time was very abrupt and kept cutting me off mid sentence as il was trying to speak. I'm at the airport about every week and request an opt out fot a pat down because of this. Very rude and bad attitude.

Caller was calling on behalf of her father who had to remove his shoes at the security screening checkpoint. He is 87 and had nothing to balance or hold onto while removing his shoes. He expressed to the TSO that he thought a policy was in place to allow him to keep his shoes on. They asked him to remove the shoes anyway. The caller is upset because she thought anyone of that age could participate in the expedited screening. The caller, his daughter wanted to know when the policy was started exactly? She wanted to prevent this from happening again and asked for a supervisor at the airport.

Advised:

I apologized that her father had experienced this incident and explained that maybe an alarm was alerted and that is why the shoes had to be removed.
The caller stated her father was not aware of an alarm that might have been triggered or alerted.
TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

12/5/2013 11:36:34 AM

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. 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 explained I did not have the specific date when the 75 or older policy was implemented.
I suggested if he had questions or needed assistance at the airport to request a supervisor or PSS and also to request somewhere to sit down or something to hold onto if he had to remove his shoes again due to an alarm.
I provided the CSM information.
(b)(6)
Phone:(b)(6)
Email:(b)(6)

Feedback Type : Complaint
Categories : Locks; TSA Pre?™
Current Date/Time : 12/5/2013 11:45:26 AM Airport : EWR - Newark International Date/Time of Travel : 12/01/2013 Airline & Flight Number : UA 50 Checkpoint/Area of Airport : Security Lane TSA Employee: (If Known)
Comment : Dear TSA, Before departing on my UA #50 flight from EWR to FRA on December 1st, I of course had to go through the security screening. On my boarding pass was the notation, "TSA Pre". Since I am a frequent traveler, I do not go through the body scanner, but walk through the door and have a pat down. When I told that to the man at the security check-point, he said that I would have to wait for a female employee to do that. In the meantime, all my personal items had gone through the screener and were waiting to be picked up. If I had not had a young man named (b)(6) helping me, some or all of my items would have been stolen, since even after a wait of ten minutes, no one came to let me go through the door and do a pat-down on me. I therefore walked through the body scanner and went over to (b)(6) who had collected all my items. I was then told that I had to take off my shoes, since I had walked through the body scanner. Since I use a cane, this is quite difficult for me, but the woman agent did not care. Making a handicapped person wait for so long is not acceptable. Again, without (b)(6) #180;s help, some or all of my personal items might have been stolen. Then, when I arrived at my fiance´s house in Germany, I noted that my one piece of luggage had been opened. There was no note inside indicating that, plus the lock was missing on that section. I do not have any extra TSA locks with me here in Germany, and will be forced to purchase one before I return home. I will be sending you a copy of the bill and expect to be reimbursed for the lock. Such shoddy treatment of my luggage is not acceptable. First, I, as a handicapped senior citizen, am not treated properly, then my luggage is checked, no note is left for me to indicate such, and a lock is not put back on the suitcase. Because of such unprofessional treatment, I am most dissatisfied with the TSA. (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

12/5/2013 11:58:57 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 12:43:54 PM Airport : LIT - Little Rock National Date/Time of Travel : 11/20/2013 9:30 AM Airline & Flight Number : SWA 738/2878 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Officer (b)(6) (young female) Comment : I arrived at the airport at 8:45 am for a 9:30 flight, checked bags at 8:59 per claim check. I was running late due to a family medical emergency. I fly 3-6 times monthly. I am not typically late. I have never had a problem with TSA,though am often patted down due to clothing with metal, or rolled sleeves, etc. I have preferred check-in status. This time TSA offered me expedited screening with no explanation that this would be a metal detector, not the x-ray. I have a knee replacement, therefore requiring a pat-down. I was turned over to Officer (b)(6) who was immediately rude and hostile making statements such as "I don't care if you miss your plane, you shouldn't be late, it's your fault. I won't rush, I will do my job. You should get here on time." She made no attempt to be supportive or cooperative or defuse the situation with a reassurance. She has no conflict mgmnt skills - just the opposite. She is an escalator and should not be in a security position without additional training. She deliberately took longer than necessary to complete a pat-down and continued to berate me for being late. A male officer came over and said, "Stop it, both of you." At which point (b)(6) finished up, not even checking my carry-ons. I pointed out to the male officer that, yes I was late, but that they knew nothing of the circumstances that made me late and that their job is also service even though security is primary. The young and exceedingly rude (b)(6) needs additional training. I am sure I am not the most "stressed" person she will deal with, but her attitude and poor performance increased the stress of the situation is not conduct conducive to maintaining safety and order. I would like to hear from a manager, preferably by phone. I also suggest you train your employees to explain "expedited screening" if it should involve a metal detector, or to send all expedited passengers through the x-ray screener.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/5/2013 2:14:03 PM

I went on Nov 28th from Albuquerque to Indianapolis on am American Airlines flight. My wife and two kids were with me. My children are ages 2 1/2 and I have an 8 month old. My wife had a clear zip lock bag of sealed baby food in a pouch. It was the 4.2 ounce Earths Best. My wife had carried many of them (8). Well the tsa person at the Albuquerque airport asked her to open them whoch she refused because it would obviously spoil. So not only was the food scanned several times so was my luggae which didn't habe any baby food I it. On top of that I had to go through a pat down which was right in front of my children. This all due to it being over 3 ounces and there are several of the pouches.

12/5/2013 4:01:45 PM

This is not right nor far. While the tsa person was hispanoc, I'm black and I feel he singled me out and didn't do extra scanning for even my wife who is non-black.

This seems to be a trend with TSA. u dercover racism because you all feel yku can get away with it under the protection of passenger safety. I will look into filing a lawsuit.

Caller wanted to know what standard procedure is at a US International Airport for screening.

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said you do not have to take up the whole bench and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complaint she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO s name.

RESPONSE:

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

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.

12/5/2013 4:29:54 PM

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

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

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off. but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information: :

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 10:57:56 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Your web site is unclear regarding which airports use the controversial, revealing body scanning vs. which use the more up-to-date technology that does not embarrass and invade personal privacy. I called your Talk To TSA number and they told me to call the airports! They don't know the phone numbers of the airports, so that was no help. Also, the airports don't control what the TSA does, so why did this person refer me to the airport? I asked to speak to a supervisor, who said his call center didn't have that info and didn't know which airports in the US used what equipment. I am just trying to be prepared so I know when to ask for the pat-down and when not to bother asking for the pat-down. The web site gives different info than what the TSA person on the phone indicated. He indicated ALL airports now use the better ATR system. But the web site says only 160 use it so far, and you are phasing it in elsewhere. You really should clarify this for the public. Asking at the airport check point doesn't work -- I tried it and they don't know what equipment they have either. They just want people to get shuffled through.
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

12/6/2013 8:07:12 AM

Caller flew from Dulles to Vienna, Europe 11-11-13. He removed his jacket and belt and put them on the belt but he put his passport in his pocket and entered the AIT machine. He was pulled aside for additional screening including a patdown and using explosives trace detection on his hands. The Officer said because you have a passport in your pocket we must check you and it did not sound right to him.

RESPONSE:

12/6/2013 9:09:05 AM

Told him that due to having his passport in his pocket he caused a anomoly on the equipment and when that happens we must apply other screening methods. Told I understand but in his case it was the passport because that was what he had in his pocket. He will know now to empty his pockets.

Offered to send information via email but he declined.

Caller states that his parents traveled last Sunday Lafayette to Puerto Rico, his mother is handicapped and she was pulled aside for a patdown and her purse was taken away from her and inspected in another area, and she claims she is missing 4,000 dollars in cash.

Date: 12 01 2013
Time: Not Available
Flight: Not Available
Airline: United Airlines
Terminal:Not Available
Gate:Not Available

12/6/2013 9:51:58 AM

Carry On Items: Purse with 4 thousand dollars cash.

Informed caller that I regret that his mother items were missing, and that I can send him the claim forms and forward this information to the CSM at the airport.

Caller does not have any information.

Caller will call back with all information so we can send this to the CSM.

To whom it may concern:
I am writing to you regarding my continued frustration with the TSA screeners that I come across in my travels. I travel about 22 plus weeks a year, mostly in the west. I fully understand the TSA's role, however am very disappointed in the tact, disrespect and down right disregard that I frequently see and have also personally experienced.
Case in point, I travel many trips carrying short pieces (10-12" long) of plastic pipe samples to show to engineers when I do meetings and trainings, usually don't carry on, have learned that brings up way to many flags and other disrespectful looks and silly questions, even coming thru the same check point week after week. So now I have to check a bag (I thought that would make my life and yours easier - silly me), well, I learned that you will check those bags also.
Here's the rub, it doesn't matter whether I carry on or send thru checked luggage you still check, and have no regard or respect for how careful items have been packed, your agents "rummage" thru the bag, even when I very carefully and purposely put the offending items on the top, you feel necessary to dig thru everything and upsetting the careful packing job i have done to preserve the ironed slacks and shirts, etc... I have the TSA agent not even careful enough to watch what they are doing and items have fallen out and I have reached for them (because the agent did not see that he dropped), and oh my goodness you thought I was going for to grab them or something, I show them, and then they act surprised, and don't even have the curtesy to pick up, nor do they have the curtesy to repack in some semblance of what you tried to originally pack.
I even had one TSA agent, whom I had seen at the Las Vegas airport which I travel quite a bit, tell me that my "travel" size tooth paste was going to be confiscated, even though it had been nearly used, and not been a problem by any other TSA agent, but he was going to make an example and take my travel size because was incorrect weight. So I politely asked him why it's a problem, especially since I had been thru this particular airport quite a number of times recently, and even recognized him as viewing my bags previously. His reply, "it wasn't me that checked your bags, because I would have caught that, I know the rules, and I'm in charge, so don't argue with me". I respectfully, disagreed with him, and you'd thought i had just stole something from him, he became very defensive, and that action (I can only assume on my part) prompted a through bag search (which he complete disrupted my careful packing job, which I had to repack) and also prompted a recheck/re screen of myself - hand pat down,

12/6/2013 9:58:21 AM

In any case, I have tried to fully comply and have gone to great lengths to try and figure out the TSA practices and procedures (especially in the areas that I travel most), but just can't seem to figure the TSA out, every airport seems to be different, many agents seem to be agitated.
I have given up, and now will probably resort to shipping stuff, because I can't chance any more missing medications, broken items, because of the lack of concern, that your gate and/or checked luggage agents have or don't have. Very disappointing to have to resort to this, hopefully this note will not fall on death ears, and just maybe a bit of care, compassion and respect could be brought back into flying again.

Sent from my iPad
(b)(6)

Both the individual sending this e-mail and The Lubrizol Corporation intend that this electronic message be used exclusively by the individual or entity to which it is intended to be addressed. This message may contain information that is privileged, confidential and thereby exempt and protected from unauthorized disclosure under applicable law. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering the message to the intended recipient, be

Caller states that last Sunday she traveled from Saint Martin to Miami so she had to go through TSA checkpoint. She states that she went through the AIT machine and it alarmed. She was waiting a couple minutes for another TSO to inspect her. She was told that she was not allowed to touch her items and the TSOs inspected her shoes with a swab. Caller claims she set off an alarm but they never inspected her. Caller anticipated receiving a patdown but they simply swabbed her shoes, and let her go. She states that this is unacceptable, she doesn t understand why her shoes were swabbed but they never did additional screening on her body.

Date: 12 01 2013
12/6/2013 10:54:20 AM
Time: 1:00pm
Flight: 1369
Airline: American Airlines
Airport: Miami International
Names of officers forgotten.

Informed caller:

that I apologized in the way her and her belongings were screened, and I would send this information to the CSM at the airport for resolution.
Caller said that she left from Jackson, Mississippi coming to Dallas. Caller said that when going through screening she had to undergo a patodwn. Caller said that she had her money pinned on her underwear.During the patdown the agent felt the cash and ask her what it was. Caller said that the officer made her give the cash to her for screening. She left and was suppose to go and send the cash through the xray machine, then returned it to the caller. Caller said that when she got on the plane and counted her money she is now missing 100.00.

Airport- JAN
Airline- American Eagle AA3381
Date and Time- 12-4-13 10:10 AM
Boarding Time 9:40 AM
12/6/2013 10:57:42 AM
Went through screening at 9:15 AM
Gate or Terminal- 4

Resolution:

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.

Emailed caller a claim form.

Caller flew from SAT recently. She is 7 months pregnant. She had a doctor s note that said she cannot use the AIT. She had to have a patdown. It was done by a female officer. A male TSO was rude to her while she waited. He said her only option was to have a patdown to make her flight if she did not want to use the AIT.
Airport: SAT
Airline: Southwest
Date and time: 12 02 13 at 3:15 p.m.
12/6/2013 12:29:31 PM
Location: Gate C3

Response:
I told her that the TSO followed policy when he told her that she cannot be screened by the WTMD instead of the AIT. She would have to have a patdown to get through security.

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

She would like a response from the CSM.

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

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Remote Client IP: (b)(6)
Date Time: 12/6/2013 11:35:32 AM

12/6/2013 12:44:44 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):DI807 Delta Terminal B EWR Gate B14
Comments:My husband and I had a tsa pre check and I set off the metal detector because of a hip replacement surgery(for which I carry a card from the surgeon that no agent acknowledged). First I had a pat down, then I was told I tested positive for explosives. I was told to take off my shoes and sit and wait for a female supervisor for a second pat down before I could go to my flight. My wait was almost a half hour sitting in my stocking feet waiting for my second pat down. During my uncomfortable wait a women in a wheel chair who also had replacement surgery was also treated to an unnecessary "pat down" . I believe as a member of the flying public I was unjustly targeted by the tsa for no reason other than setting off the metal detector due to my replaced hip. I believe the tsa agents should be better trained to handle people who have had joint replacement surgeries. I must admit my recent experience has left me with an unfavorable impression of the job tsa is doing when they single out senior adults to such scrunity.
Attached:

FAX

TO: Transportation Security Administration
Fax#: 1-571-227-1921

FROM: (b)(6)
(b)(6)
Leavenworth, KS 66048
Home: (b)(6)
Cell: (b)(6)
Work: (b)(6)
Email: (b)(6)

12/6/2013 12:46:18 PM

Attached you will find email correspondence I received from Matthew Burns, TSA External Compliance department as well as a Civil Rights/Civil Liberties Complaint form filled out and my typed and signed statement regarding events that took place (including the times, dates, and places occurred).

All pages include in the bottom left corner the following information, just in case things get separated.

Diane E. Rapp RE: RFI 11/25/13 & 11/29/13

If you have any further need of information or have questions please do not hesitate to contact me.

(b)(6)

LCM

From: Burns, Matthew CTR (b)(6) on behalf of TSAExternalCompliance (TSAExternalCompliance@tsa.dhs.gov

I'm writing to share an incident I had this morning with one of your TSA agents, (b)(6) I've lived in St. Louis the last 10 years and have traveled out of Lambert at least every other week for the last 8 years. The positive feedback is that I haven't had an issue with any TSA until today. After I went through the screening, I turned around to watch the monitor to see if I was cleared or if I had any areas that needed to be pat down. Apparently (b)(6) was annoyed that I didn't hear her calling me. After I saw the area that needed to be pat down, I turned to her and she said "miss, would you like him or me to pat you down?" She was referencing the TSA gentleman that was guiding people through the screening. I asked her to repeat herself because I couldn't understand why she was asking me if I wanted a male agent to pat me down. At this point she seemed very frustrated with me and asked several more times if I wanted him to pat me down. I said of course not, why would I want a man to pat me down, especially when the area that needed to be pat down was my chest. I then asked her to please not to be rude to me. She said "I'm not being rude, you were looking at him, so I assumed you wanted him to pat you down". I said I wasn't looking at him, I was simply looking at the monitor. I then asked her to please pat me down and she refused. I then asked to file a complaint and she called the supervisor.

I don't know (b)(6) motive to embarrass/harass me in front of the other passengers going through security and I don't know why she felt she had the right to be so condescending, but I'm asking that she be reprimanded for her actions. In the
12/6/2013 4:07:54 PM future, if (b)(6) is working security, I will ask for a different agent.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/6/2013 1:51:56 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/06/2013 2:45 PM Airline & Flight Number : WS 1211 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I choose to opt out of the backscatter scanners when travelling and was treated particularly rudely when I did so today. The agent who had directed me to step aside while I waited for someone to pat me down mocked me to a colleague saying "oh no, not the radiation!" The agent who actually did the pat down was professional about it, but took a long time to agree to do it, complaining that he had already done a bunch of opt-outs.
12/6/2013 4:08:42 PM I'm tired of being treated like a criminal simply because I don't trust your scanners. I have no problem with the enhanced screening process, but your agents always treat me like I'm trying to pull a fast one on them, and I feel like they're forcing me to wait longer simply because I decline the body scan.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The caller has a prosthetic arm, and is unable to remove his shoes.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.
For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

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

12/6/2013 6:51:05 PM

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

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

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

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

If a passenger cannot remove his or her shoes due to possible medical complications or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/7/2013 12:27:46 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 12/07/2013 11:00 AM Airline & Flight Number : DL 7371 Checkpoint/Area of Airport : Check point 10 TSA Employee: (If Known) :
Comment : When someone is selected for additional screening because their hands supposedly had traces of explosives, are they no longer allowed to opt out? I said that I would prefer to not be touched in my genital areas and just go home to which I was told that I no longer had the option. For someone who has been sexually abused this is particularly dramatic to be told that you had no say over if someone would touch your body or not.
By the way, I am a flight attendant and I know most of these officers. The one I didn't know, however, was the younger of the two females in the room (she did not do the pat down) and she asked me very snarky if I was a new flight attendant when I requested to just leave. I have been a flight attendant for nearly six years and have never had to have additional, private room screening so I didn't know what it would entail or I would have asked to leave before entering the room.

12/7/2013 1:16:40 PM

Additionally, I was NOT asked if I would like a companion in the room and just found out I should have been allowed to have someone of my choosing with me.
Finally, being spoken to by the officers about not wearing certain clothing and lotions so it doesn't happen is ridiculous. Last time I checked, I should be allowed to wear what I choose and not be lectured to like a child.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism Customer Service Current Date Time : 12 7 2013 10:41:23 PM Airport : ROC - Rochester-Monroe County Date Time of Travel : 11 25 2013 Airline Flight Number : us airways flt. 4056 Checkpoint Area of Airport : main checkpoint TSA Employee: (If Known) : stan Comment : I was yelled at, disabled and because of my suspenders had called in a total patdown, I was nice and said could I go through the large screen due to being given a yellow prechecked tag and he , stan , said no, you already screwed up by starting to go through my line. No compasion, or help, and continued to be very sharp and annoyed with me. I am a 62 year old disabled man, just trying to go to see my daughter in sc, and this guy ruined my day. I have never met someone so rude. At the gate, I called the airport number and asked for a tsa supervisor, and who ever answered listen and said they cant address or take info there, I would have to go on line.

12/8/2013 9:41:23 AM

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

Hello:

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

Thanks in advance for your time.

12/8/2013 1:16:19 PM

Best regards,

(b)(6)

(b)(6)

Consultant

Cell: (b)(6)

Dear TSA folks,

I appreciate so much the way your work helps keep Americans safe when we fly. Thank you.

It came to my attention today, however, that you regularly "pat down" people who have their hair in dreadlocks – that your staff search these folks' hair! I was shocked and amazed by this. It seems like the same metal-detector scanners that would find something in a pocket would certainly find it in hair, right?

So why the need to search, touch, squeeze or pat dreads? Please help me understand.

12/8/2013 3:16:31 PM This is a complaint message – this action is discriminatory if you are not also searching women like me, without dreadlocks, but who might have our hair teased up or wear wigs.

Stop! Thank you.

(b)(6)

(b)(6)

(b)(6) Brookfield, WI 53005 – (b)(6)

Caller flew from Newark, NJ to LAX. She has Cereal Palsy and Epilepsy. One of her hands is permenantly clenched in a fist and she had a piece of paper that she had forced into her and. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn t have to endure this kind of treatment and would like to voice her complaint.

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

12/8/2013 7:39:24 PM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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

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.

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

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Remote Client IP: (b)(6)
Date Time: 12/9/2013 9:45:25 AM

12/9/2013 12:00:15 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest from Denver to Indianapolis 12/01/13 - Denver International Airport
Comments:I was humiliated by two young women searching me - a great-grandmother on her way to visit her great-granddaughter. They took me into a little room and ran their hands all over my body saying they were looking for chemicals. How would it be possible for them to find chemicals by humiliation of an old woman?
Caller wanted to know the screening restriction on pancake mix. Caller stated that it was just a powder and wanted to know how to go through the checkpoint with it? Caller stated that she had went through the checkpoint at GEG around 7:30AM on December 8, 2013 and when she got to the checkpoint caller stated that she was pulled aside by a TSO who stated that since she had the powder inside her bag she had to undergo additional screening. Caller was pulled to the side and was given a thorough patdown which the caller referred to as a strip search because they checked the band around the top of her pants. Caller stated that she was told the pancake mix was prohibited and that she couldn t bring it on the plane. She told them that they could throw it away and they did but they continued to inspect and humiliate her while doing so. She stated that they went through every single piece of her clothes and other items in her baggage. Caller stated that by the time that she actually made it through the checkpoint it was probably 8:30AM. Caller wanted to file a complaint on the airport since there is really no screening restriction regarding the pancake powder mix.

Airport- GEG to PHX
Airline- US Airways
Flight Number at departure- 430 9:00AM there was a 3-4 hour delay.
Date and time of incident-
Description -
Specific location- TSA Checkpoint

12/9/2013 12:38:06 PM

Advised Caller:
All food must undergo x-ray 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. To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container.

I apologize that this happened. I don t know why she would ve had to go through additional screening but if there was an alarm in any bag or prohibited items she would be subject to additional screening. Which would require a hand inspection of her baggage and a thorough patdown.

The CSM at GEG is.
Name: Patricia Mundy
Phone: 509-455-(b)(6)

Caller has contacted MSP CSM Grant Reno and left a message in regards to unprofessionalism that she encountered while undergoing a patdown at a TSA checkpoint. Caller is calling to confirm that Mr. Reno is the appropriate channel to address her complaint.

12/9/2013 1:38:56 PM

Resolution:

Advised caller that Grant Reno is the Customer Support Manager at MSP. Advised caller I could also take her complaint and forward it to Mr. Reno. Caller did not want to proceed and will instead wait for a call back from Mr. Reno.
Caller says he had trouble getting back into the US from Nassau. He says he was detained for a while by CBP. He was questioned on whether he had ever lived in California. He explained to them that he had lived in Maryland his entire life. He was given no explanation or an apology or anything. He simply wants an apology. He almost missed his flight. This is the first time this has happened. He had already gone through TSA and had received a patdown because his metal knee alarmed.

12/9/2013 2:10:41 PM

Advised caller:
Advised caller that he should contact CBP at 1-877-227-5511.

The callers luggage is constantly hand checked, the caller wanted to know if there is a way to avoid this. The caller wanted to know if he is on a watch list. The caller stated that he used to get secondary screening often such as a Patdown but that it has resolved. The caller stated that his checked baggage is constantly screened and that he thinks he is on some type of list.

The caller was advised that some luggage is selected at random for hand inspection.

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.

I explained to the caller that there is no set list as to what alarms the baggage systems. I also informed the caller that if luggage alarms it must be hand inspected and is not anything that can be avoided.

I explained to the caller that in most cases baggage has went through the automated system and alarmed before TSA touches the bag to hand inspect it. I informed the caller that TSA is not able to know passengers luggage by their name given the way most screening is performed.

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.

12/9/2013 2:47:40 PM

I informed the caller that we do not have contact information to any department that could confirm that he was on a watch list due to it being classified information.

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

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document.

Reviews of requests for redress take a minimum of 30 business days.

The caller was advised that he can get is RCN right after applying online. I recommended that the caller include his RCN in his airline reservations to show that he is seeking resolution.

I informed him that he can check his status on the DHS website to see what s going on with his application.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/9/2013 1:17:55 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 11/28/2013 6:15 AM Airline & Flight Number : Allegiant Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This isn't so much a complaint, as an inquiry. My mother (75 yrs old) is pulled for the pat down/additional screening EVERY time she flies. I wish I were exaggerating and that she simply gets them more than I or others have, but it's literally EVERY flight. On her recent trip to Charlottesville,VA for a funeral, she received a pat down/screening on her departure AND return flights, as has been the case every time she's flown in recent years. As she has aged, and with added medical issues, I no longer leave her to manage travel or traverse the airport on her own. I now get a gate pass and accompany her up to the point she boards the plane. I guess I had no idea until this last trip, how frustrating and humiliating this process could be for someone of her age. It was particularly painful to watch. While the three of us (my mother, my son, and I) made our way through security, my mother was told to leave her shoes and light jacket on, but was the only one pulled aside for the additional screening. While we had arrived early in anticipation of possible delays, we were further delayed while awaiting availability of a female agent. During this time, a significant crowd had entered the security area and there were a large number of people standing around. The TSA representative gave my mother a VERY thorough pat down... more invasive than she has ever experienced before. I certainly wouldn't accuse this particular agent of being overzealous; my mother may have simply had less zealous agents in the past, but she was literally in tears as she stood there before the significant crowd that had gathered, having her breasts lifted/swiped beneath, patted across her crotch, etc. (She did not request the more private screening as she had never had a pat down of this intensity and didn't anticipate the emotions that would go along with it, and because we were among a very small number of people in the airport when the process started.)

Several onlookers were now also crying, as they watched the tears rolling down my mother's face. There was more than one comment from the crowd about "why are they always picking on the little old people?" It was a bit of a scene, which only added to her humiliation.

12/9/2013 2:54:07 PM

I want to emphasize that the TSA agent was EXTREMELY professional and very polite. She certainly was not intentionally callous or inconsiderate of my mother's feelings, it just seemed, like me, she had no idea of how emotional that process can be for someone of that age, or why. On the return flight out of Charlottesville, my mother opted for the private screening, but noted that it wasn't nearly as invasive.

Again, this is not at all a complaint. We are very thankful for the efforts made to insure our safety when we fly and I truly believe the agent was just doing her job to the best of her abilities. Obviously, there will be variances in the way different agents do the same job. With that said, passengers have no control over these variances and when they will encounter them, so I'm more concerned with finding out why my mother is continually subjected to these searches. The only thing she can associate it with was an incident several years ago where ticket agents dispersing boarding passes at the ticket counter, mixed her passes up with another passengers. She got to security, where obviously her ID didn't match the pass, and was given the additional screening (understandably so) once the boarding pass issue was finally resolved. The screenings have continued ever since. I don't know if the timing was purely coincidental or if her name was flagged because of this incident, but it seems highly unlikely and unfair that one person should be subjected to this type of search without cause, every time she flies.

While I'm sure my mother would likely request the private screening for any future flights, I don't know that we'll ever get her to fly again, which significantly limits her access to her other children/grandchildren. I would much rather find out why she's being singled out for these pat downs and what we can do to resolve the matter. Obviously, we understand that issues and security threats may arise at any point which result in increased security measures here and there, but hopefully there's something we can do to minimize her humiliation of having to go through this process EVERY time she flies.

Any information you can provide would be greatly appreciated!

Sincerely,

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/9/2013 11:54:27 AM Airport : DEN - Denver International Date/Time of Travel : 12/08/2013 Airline & Flight Number : UA 6088 Checkpoint/Area of Airport : Main Security / Entered Through West TSA Employee: (If Known) :
Comment : I have been opted in by United Airlines to TSA Pre Check Program. I have used this wonderful service in and out of many airports across the nation with no problems. As a frequent traveller with a disability, when I have the TSA Pre Check on my pass, I do not have to take my computer out of bag, and instead of a full body pat down, my hands and shoes get swabbed and I am able to continue.

However, in the TSA Pre-Check line at DEN, I went through the line and was told there was not a wheelchair accessible gate in that line and that I had to go through the main line. I agreed, and asked whether I would still be treated as a TSA Pre-Check member and was assured I would be.

12/9/2013 2:54:30 PM

This did NOT happen. I went through the main line and then had to endure the entire full body pat down. When I inquired again, they told me I should have gone through the TSA Pre-Check line. They refused to bring a supervisor over, and did not listen to me despite my showing them that I had the Pre-Check authorization on my boarding pass. This is completely unacceptable and discriminatory.

I want to be excited about this new program, however, this experience was not indicative of my further support and endorsement of it.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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Remote Client IP: (b)(6)
Date Time: 12/9/2013 2:50:45 PM

Name: (b)(6)
12/9/2013 Email: (b)(6)
5:35:31 Complaints:My Complaint is Not Listed Here
PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):12/3/2013 Seattle SeaTac Airport 5:30AM United Terminal. On my ticket was posted a TSA pre-check. When I asked if my spouse/caregiver could accompany me, I was told "No" so we stayed in the long Premier Access Line. The first screener said that since I had pre-check listed, I would not have to take off my shoes or light jacket. I asked what about my tatal knee replacements setting off the alarm. I was told to tell the agent and it gould be OK. When going through the security doorway machine, I tripped the alarm and tried to tell the agent (b)(6) what the 1st agent tole me and she proceeded to yell at me to take my shoes off (at 70 years old with a breathing and hip problem, it is difficult). When trying to show her my ticket and explain what I was told, she yelled at me again and called a supervisor saying she had a disruptive passenger. She was abusive in her manor toward me. Not only was she abusive, but embarrassed me as a passenger. I have over 600,000 air miles and this has never happened before. I really feel she should not only be singled out for her mis-behavior and something should be done. The supervisor was professional. listened to my story, appologized although I did go through a pat-down. Passengers should be treated with respect and not abused in any way. Please do something about the abusiveness of (b)(6) Thank you.
Comments:Many TSA Agents treat you respectfully unlike (b)(6) at the Sea-Tac (Seattle, Washington) Airport aat the United
Terminal. They should be schooled to be respectful to all passengers.

Hello.

I believe there is a bit of a Catch 22 for flying passengers like me who have chrome alloy knee replacements AND participate in the TSA Pre Check program.

When I go through the TSA Pre line and walk through the final metal detector I am flagged due to my knee replacement hardware setting off the equipment.

I have been sent to the regular TSA line but then have to take the belt off - remove the laptop etc. - which defeats the purpose of the TSA Pre program. I just did that today at BWI Gate C and this was not a good solution.

If I obtain an image of my knees from my Dr. could that be used to expedite the screening?

The x ray image of my knees COMBINED with the Pre screening and my Global Entry ID card - which I always use - should be enough to avoid the pat down.

12/9/2013
6:05:25 Please advise the best method to expedite my security screening.
PM

Thank you,

(b)(6)

Riva, MD 21140
Global Entry (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/9/2013 5:41:30 PM Airport : BOS - Logan International Date/Time of Travel : 12/05/2013 8:00 AM Airline & Flight Number : US Airways Express 1862 Checkpoint/Area of Airport : Terminal B Near US Airways Express TSA Checkpoint TSA Employee: (If Known) :
Comment : After numerous incidents over the past 2 years plus, I truly believe that certain TSA screening personnel are racists on do racial profiling. About 06:11AM on 12/05/13, I went through a TSA screening which included the full body scan. After my body scan, the white male TSA agent indicated that there was an "anomaly" in my left rear pocket so he had to body pat me down. The agent then firmly grabbed my buttocks with both hands and then firmly went down to my ankles. After fondling me, the agent then told me to place my hands in a machine being operated by a blonde female. Before doing do, I asked him why..He indicated that I was being checked for "explosives residue". No explosives were found so I passed screening.

12/9/2013 8:08:23 PM

I was completely outraged with those agents. The never explained what the pocket anomaly was which required the "pat down". Since my pockets were completely empty, I feel targeted since I was the black person at that screening of about 40-50 white looking people. After I got thru the screening, I watched for 5 minutes to see if anyone else was subjected to the same treatment that I received. No one else got the same treatment while I watched. I am a 65 year plus dark skinned black man who feels slighted and racially profiled by TSA agents. Despite being Princeton University educated, despite having worked for 2 decades in jobs involving classified defense & security of this country, I truly resent the actions of TSA agents.

I do understand the necessity of their jobs & I fully support the screening process but I don't want TSA agents manufacturing reasons to grope me. This incident is not the 1st time. It's just the 1st time I have complained & I will no longer tolerate being racially profiled without a legitimate reason being given. I will now pay more attention to TSA agent IDs so I will know who I am dealing with if I have to make a report about questionable TSA agent practices. After, I file this complaint I will summarize (for myself)previously unreported incidents over the past 3 plus years.

I am sure that your video records will confirm my 12/05/13 incident claim.
Would you like a response? : True
Passenger's Name (b)(6)
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 : 12/9/2013 5:41:30 PM Airport : BOS - Logan International Date/Time of Travel : 12/05/2013 8:00 AM Airline & Flight Number : US Airways Express 1862 Checkpoint/Area of Airport : Terminal B Near US Airways Express TSA Checkpoint TSA Employee: (If Known) :
Comment : After numerous incidents over the past 2 years plus, I truly believe that certain TSA screening personnel are racists on do racial profiling. About 06:11AM on 12/05/13, I went through a TSA screening which included the full body scan. After my body scan, the white male TSA agent indicated that there was an "anomaly" in my left rear pocket so he had to body pat me down. The agent then firmly grabbed my buttocks with both hands and then firmly went down to my ankles. After fondling me, the agent then told me to place my hands in a machine being operated by a blonde female. Before doing do, I asked him why..He indicated that I was being checked for "explosives residue". No explosives were found so I passed screening.

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Passenger's Name (b)(6)
Phone Number : (b)(6)
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Remote Client IP: (b)(6)
Date Time: 12/9/2013 9:01:15 PM

12/9/2013 10:07:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 724, departing NHL on November 16, passing through TSA checkpoint at 12:10 pm
Comments:I requested a pat-down and was yelled at by an employee with a nametag indicating "Kawainui." The male TSA agent screamed at me to go through the machine. I was angered and upset by this inappropriate behavior. I hope this agent can be disciplined and informed that it passengers have the right to request a pat-down and to be treated with dignity.

From: (b)(6)
Sent: Monday, December 09, 2013 11:34 AM
To: Ombudsman, TSA
Cc: (b)(6)
Subject: TSA Response

Below find a copy of an email sent to TSA in May 2013 regarding TSA's response to my complaint of assault by TSA personnel. Representative Ron Barber's office has been in touch with TSA. The written responses TSA has sent to Congressman Barber's office does not address my complaint of assault and inappropriate behavior.

12/9/2013 10:41:02 PM

Dear TSA External Compliance,

Thank you for your response regarding my complaints from May and August of 2012. To be clear, you are telling me that "patting me down," includes going up inside my skirt and touching my vagina, is "consistent with TSA's standard operating procedures."

Please confirm that this behavior by your agents is acceptable and standard.

****

The latest TSA response, without a date, but stamped by Congressman Barber's office on 8 November 2013, from Sarah Dietch, Assistant Administrator for Legislative Affairs, again does not address my complaint. As TSA has stated that touching my vagina in a private patdown is "consistent with TSA's standard operating procedures," I have requested confirmation of this policy, in writing, for over a year. If this is not standard policy, I want this response in writing and confirmation that disciplinary action is taken.

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she cant go through the WTMD and was told by her physician not to go through the scanner either.
She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn t call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal.
She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated because they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address. She wanted a phone call from the CSM.

12/10/2013 8:36:44 AM

Response:
Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Dear TSA,
I am a platinum flyer and have never had a problem with security at San Antonio. However today left me disappointed and angered at how I was treated by a female security guard.

I opted out of the full body scanned because I am a nursing mother. I stood to the side as my husband and infant went through. The female attendant rolled her eyes, forcibly removed my belongings from me, and when my son was crying and wanted to stand and hold my hand, she would not allow it. The "pat down" was the most invasive I have ever experienced. She rubbed every part of me and the entire process took at least twice as long as it has ever taken in the past.

12/10/2013 12:19:39 PM

Her behavior was in stark contrast to those around her who smiled and were helpful in the process, providing support for me and my infant to go through the process.

I hope that staff development can help the entire staff understand they are working with people and not to treat us as animals.

(b)(6)
Sent from my iPhone

Dear TSA folks,
I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)

(b)(6)
(b)(6) Brookfield, WI 53005 (b)(6)

Come as You Are - Leave Inspired!
P Please consider the environment before printing this email.

This e-mail and any attachments may contain confidential information from the Unitarian Universalist Church West (UUCW) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the UUCW in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.

12/10/2013 2:08:56 PM

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, December 08, 2013 3:48 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

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

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

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

Sirs:

Please read this e-mail. I am not requesting a visit from my local TSA agent.

I am currently preparing a talk about airport security to be presented to meetings of the Center for Inquiry in Portland, Oregon, and its sister group in Salem.

I would like this presentation to be as up to date and accurate as possible. The best way to so is to acquire certain information directly from the Transportation Security Administration, rather than through news stories and other secondary sources.

12/10/2013 2:09:32 PM My questions regarding full-body scanners are these:

Have all X-ray backscatter AITs been removed from airports?

Where are they now?

Are some of them being used by the Department of Homeland Security to screen people in other locations?

If so, are all people being made aware that they are being screened?

How many millimeter wave AITs are now deployed?

Brand name, manufacturer, unit cost, number currently deployed

Total number to be deployed and total number contacted for, of each brand

Caller travels with Forteo injectable medication and it cannot undergo XRay screening. She lives in Denver and at DEN they put her through extra screening of her luggage and gave her a patdown but other places like New York LaGuardia they just took her medication pouch which contains needles and ice packs, and let her go on. At Denver they had a late flight out and the PreCheck line was closed or she would not have had to go through that. The TSO at Denver said they are doing it correctly but they even searched her carry on bag.

RESPONSE:

12/10/2013 2:51:00 PM X-ray screening of all medications remains the preferred protocol at screening checkpoints; however, individuals may request a visual screening of medications and associated supplies at any time. Individuals who request that their medications are screened visually may receive additional screening.

While the procedures are the same everywhere, the interpretation of those procedures results in some slight differences. We do strive to be consistent.

Advised I will send an email of the information.

If you have any concerns or need assistance at the checkpoint you may ask to speak with a Passenger Support Specialist.
You would need to arrive early and ask to speak with a PSS.

Told her we do not control the line closures and she would still be subject to additional screening but I will email the info.

Response Details: Caller wanted some information regarding the machines.

AIT is a classification that covers two similar technologies, millimeter wave and back scatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger.

The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

Told caller that using the machine is voluntary and you do have the right to opt out.

Caller wanted to know what she can do to file a complaint.

Told caller that I can send a complaint to the CSM s at each location where this has occurred.

Caller did not want me to do that.

12/11/2013 11:47:12 AM

Also advised caller that she can send in a written complaint and I can send her the paperwork.

Also provided caller the email address.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

Emailed the caller the DRFI.

Told caller that when going through screening the next time if she has a issue when trying to opt out of the AIT she can request a PSS.

Also advised caller if this occurs again when going through screening that she can call us and we can also send her complaint to the CSM at that location.

Incident Details: Caller said that she has had 5 encounters where she has tried to opt out of the AIT because she has a insulin pump.Caller said that she was told by the officers that pumps can go though and she is unnecessarily asking for a patdown. Caller said that the agents are telling her to go through the machine and getting rude with her when she does not. Caller stated that this has occurred at MKE,BWI, and MCO.

Disability Description: Caller is calling on behalf of (b)(6) who went through screening in a wheelchair.

Response Details: I advised caller I will be sending the complaint to the CSM at BDL.
I advised that i would send an email how to file an official complaint for her disability.

Incident Details: Caller is calling for (b)(6). She came through screening in a wheelchair. She flew from BDL to FLL at 3:55 PM. When she came through security, she was supposed to have a patdown. The TSA agents got a female agent, and the agent said why do i have to pat her down then disappeared. Then the officers had to go find another female officer. Also the officers, once the screening was complete, refused to help her with her shoes, she couldn t reach them and asked the officers to help her by handing her her shoes. Caller is wanting to file a complaint, due to her disability. When she was on her way to board the plane, a male and female attendant from JetBlue were discussing turning the officer in that gave her the problem.

12/11/2013 9:52:55 PM

Airport: BDL
Airline: JetBlue
Flight Number: 1459
Date and Time of Flight: she came through screening around 2:30 to 3, Dec 11
Location: she was on the extreme left side of the airport.
Contact Info:(b)(6)

Disability Description: Caller wants to know what documentation we need with regards to disability. She has PTSD.

Response Details: I told her we do not require any documentation. She may just tell them at the checkpoint that she has PTSD and the best way to screen her especially if they have to touch her for a patdown.

This is when she began to tell me about her previous experience.

12/11/2013 10:13:34 PM

I told her she may ask for a PSS but when I said this she said she did and they would not help her.

I told her I can request assistance for her but I need her flight information but she does not have it and will call back.

Sent email.

Incident Details: She said in 2012 she was flying and was treated horrible and she believes this is directly related to her disability because they told her she did not want to be patted down. She had on a skirt and the police were called and her license was scanned. She missed her flight. She called TSA she called the airline and she called an attorney. She contacted TSA and never received anything about this.

She was flying with Airtran.
Noone ever called her back about this.

Caller asked if anything can be done about going through security. She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response:If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown.

12/12/2013 2:44:09 PM

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

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

Caller flew from LGA on Wednesday and when she went through she alarmed. The TSO told her to take off her metal and she refused. She was told to either take it off or she would be required to have a patdown. Caller claims she has long blonde hair and wears make up and thinks she is being profiled due to this. She refused to take off her metal(jewelry) and states she had metal bobby pins in her hair and was wearing an underwire bra. Her issue is the lack of respect she received from the TSO and said she was treated like an animal by being ordered to remove her metal and told she would have a paldown. She states instead of ordering someone to remove their metal if they had said please take off your metal! Caller s husband is retired military. States she is 70 yrs. old doesn t know why they patted her down twice. Caller had some LGAs in carry on that were removed. She is fighting the respect she received at the airport and said this happens everytime she goes to NY. She stated she was offered the option to check the items rather than abandon at the checkpoint.
Said she was taken to a room and her husband.accompanied her. She stated she tried to refuse to go in the room and the TSO told her if she didn t go to the private area she wouldn t be allowed to board her flight. The TSO officer that performed the patdown was (b)(6) the second TSO officer. States the first TSO officer was a black girl who told her she had too much metal and when she refused to remove her jewelry, etc. was told she would have a patdown.
Caller flew from LGA, Flight #2347 via Delta, Gate #D11, departed at 2:59PM.

Response;
Advised caller TSA doesn t profile passengers.
Apologized to caller for the way she felt treated and informed caller if an alarm triggers going through security they are required to perform a patdown to complete her screening process and if she refused she will be denied entry into the secured area of the airport. Standard Protocol was used in conducting the additional screening.
12/13/2013 1:20:42 PM Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
Explained the TSO was following proper procedures by performing the patdown if an alarm sounds going through the WTMD. Explained if a sensitive area is required to be patted down the TSO will offer a private screening area and she can be accompanied by someone of her choosing.
Explained for future reference she may consider removing her jewelry and placing in carryon before proceeding through screening and even use non-metal bobby pins in her hair.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. Explained if additional information is required, may be contacted via email.

Explained to caller the Military card doesn t exempt her from going through screening.

Advised caller if the 2 items removed were more than 3.4 oz. containers and not placed in her 3-1-1 bag she wouldn t have been allowed through checkpoint with the items.
Option to check the items would have been provided and if she chooses to leave at the checkpoint not retrievable.
Explained to caller TSA doesn t profile individuals.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/13/2013 8:52:20 PM Airport : BOS - Logan International Date/Time of Travel : 12/13/2013 2:10 PM Airline & Flight Number : American 1281 Checkpoint/Area of Airport : Terminal B, Gates 30 - 36 TSA Employee: (If Known) : (b)(6) Comment : December 13, 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.

At approximately 2:10 pm EST on December 13, 2013, I entered the security checkpoint for Terminal B, Gates 30 – 36, Lanes 9 & 10 at Boston Logan International Airport (BOS) on the way to my flight, American 1281 to Dallas. I opted out of the
12/13/2013 9:11:01 PM 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)
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

12/14/2013 1:13:03 PM

Caller flew ATL-ORF this morning and opted out of AIT screening and was given a patdown. Her belongings were additionally screened and her husband s laptop was not returned to her luggage. Caller was unaware of this until she landed in ORF. She flew aboard Delta #1233 this morning and her flight departed at 9:30AM. She underwent screening at approximately 8:30AM at A29 Gate 2. The laptop left was a 17 inch MacBook pro which has the photo of a baby boy with pots and pans as the background photo. Caller has also locked the computer so that upon attempting to log in it will notify you to contact the owner. She has contacted the ATL lost and found and left a message. Caller needs the laptop returned as quickly as possible because it belongs to her husband.

Resolution:

Apologized to the caller for her inconvenience and advised her I will forward her complaint to the ATL CSM immediately.

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

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Remote Client IP: (b)(6)

Date Time: 12/15/2013 2:08:51 PM

12/15/2013 3:33:51 PM

Name: (b)(6)

Email: (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments:My father is disabled. Constantly we've had to wait because he needs a "special patdown" and testing. This wastes our time and has nearly made us late for flights on a few occasions. Especially when we need early board because he cannot move easily/well. Your taking forever to get him through doesn't help safety, Just pisses people off.

Feedback Type : Complaint

Categories : Other; Disability or Medical Condition Current Date/Time : 12/15/2013 5:54:43 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/24/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have sent this in to you already 2 other times. I have have been ignored each of the other 2 times, therefore, I am pasting the original, and the additions to the re-submission of the original.

It has been since October that I sent this to you and I have had no response. I will not be ignored. This is too serious and too important to me, and I absolutely will file a Title 18 complaint if I am ever again tortured, mutilated and otherwise hurt harmed or grieved at any airport especially SMF. I will not have 5 for 5 injuries at the hands of TSA agents, and I want to know what is being done to override the horrendous threat that was extended to me under color of law by a so-called customer services person. I have not been answered, even though you have had months to do so, and I will not stop until I have assurance that something effective and sustaining is being done to stop the torture that has been inflicted upon me 4 flights for 4 flights from SMF and from no other airport in American airspace.

(b)(6) of TSA has not responded to me with any information and I feel that I have a right to know because I will carry an ugly red and jagged scar on my body for the rest of my life because of the bullying and cruelty of TSA at SMF. I want to know what is being done not only to protect me but to also protect other similarly situated disabled senior citizens who are bullied and victimized at SMF.

12/15/2013 7:09:16 PM

You have had months to respond to me and you are communicating very effectively that you think that if you ignore me long enough I will just go away. Think AGAIN!!!

This is the letter I sent 2 times before. When will I get a response that is effective, comprehensive and active in preventing any further torture or abuse the next time I am forced to fly out of SMF?

As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA's history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it's completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch

The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

12/16/2013 9:56:06 AM

The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.

I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.

12/16/2013 10:03:40 AM

Caller had a traumatic experience on Friday. She was traveling with her 89 year old mother and they both have Precheck benefits. Her mother was asked if she had any medical devices and she stated that she has knee replacements. She was then ask to step aside and told that she would have to go through a patdown screening. The patdown screening that her mother went through was a very rough patdown and the caller informed the officer that was conducting the patdown and she did not stop. Caller informed the first supervisor and they said that is the way it goes and she spoke to the second supervisor and he advised her to call TSA and file a complaint. Her mother made a comment to the TSO that was conducting the screening and this is when she started being rough with the patdown.

They flew out of PHX on Friday Dec 13 at 12:15 pm. The second supervisor (b)(6) was very professional and very helpful but she did not get the names of the first supervisor or the agent that was conducting the patdown. She stated that she does not feel that her mother was being discriminated against because of her disability she feels that it is just poor customer service.

I apologized to her and let her know that I am forwarding this complaint to the CSM at PHX so they will be aware of this issue.
Caller flew from Jacksonville Florida to PHL on US airways. Caller stated him and his wife has a patdown. Caller stated his luggage was inspected and the caller wants to know why and the caller stated they have metal implants and they had to have a patdown.

12/16/2013 10:19:36 AM

Advised caller the following information:

Advised caller every person and thing has to be screened to get through the checkpoint. Advised caller if an alarm goes off the passenger could be subject to additional screening or it can be done randomly.

(b)(6)

December 16, 2013

Mr. John Pistole, Administrator
Transportation Security Administration
Department of Homeland Security
Washington, D.C.

Dear Mr. Pistole:

I am writing on behalf of my 86-year-old mother (b)(6) of Evergreen, CO, who was subjected to a humiliating TSA screening episode at the Denver airport on November 26, 2013.

12/16/2013 10:25:25 AM

We were flying from Denver for the Thanksgiving holiday and went the through the security area shortly after 9:00 a.m. I passed thru the imaging booth in front of her and was gathering my carry-on items from the belt when I discovered that she was being held back. When I asked what the problem was, she said she didn't know and was clearly unnerved. The TSA agent said that he had to re-screen her because of something showing "in the area of her buttocks." After a second pass through the screening booth and pat-down, my mother was told by the agent that she would have to be further screened by a female agent in a private room. Again, my mother said she didn't understand what was going on. While I waited for her, the male TSA agent explained to me that they had seen something in the X-ray that they couldn't identify and added, "You know, there was the Underwear Bomber a few years ago…"

In the room, my mother explained to the agents that as an 86 year old woman facing a long flight she frequently used a "light day mini pad" to avoid the occasional problem of leakage. The agent showed her a print-out of the X-ray with a red circle in the crotch area exposing the mini pad. A second agent was called in and my mother had to unbuckle her pants and allow the agent to "paw around my belly." When the examination was finished the second agent took what looked like a band aid and ran it over the rubber gloves worn by the examining agent, explaining that she had to do a "chemical check." In justifying this search to my mother, these agents also invoked the memory of the Underwear Bomber.

Seriously? The Underwear Bomber?

You subject an 86-year-old woman who doesn't even have to take her shoes off any more to a humiliating search for a mini-pad? These machines can't discern something as common as a mini-pad? Are the millions of menstruating women wearing mini-pads and traveling on any given day also subject to such searches? And the equally large number of elderly, or anyone with a bladder issue, wearing a bit of protection? The questions—and outrage—abound.

Hello,

I just returned from Orlando international airport yesterday. I am a Type 1 diabetic using an insulin pump.

When I arrived at the security checkpoint in Orlando, the agent in charge of the body scanner was INSISTANT that I can use the scanner with my insulin pump. When I repeatedly told her that I could not pass throught the body scanner she continued to shake her head in annoyance and INSIST that the scanner was okay for my insulin pump.

I inform her that I could go through the regular security detector but instead I was rudely pulled aside and told to wait (for over 20 minutes). Then, in a NON-DISCREET way, another agent attempted to get a female agent for a pat-down. The agents were very rude and not understanding and I was very disappointed especially with the lack of knowledge as to what is safe for an insulin pump (which I paid $7,000 for out of pocket and is a life-sustaining device).

As well, I was separated from my 11 year old son who is also a Type 1 diabetic (he was with my husband but I am his main caregiver) and my purse which carries liquid glucose and my glucometer in case I have a low blood sugar.

I should not be made to feel like I am an annoyance because I refused to go through the scanner due to my medical device. Below you will find an excerpt from the company that makes the insulin pump...

12/16/2013 12:22:10 PM

Airport Body Scanners

Medtronic has conducted official testing on the effects of the new full body scanners at airports with Medtronic medical devices and have found that some scanners may include x-ray. If you choose to go through an airport body scanner, you must remove your insulin pump, Guardian monitor, Continuous Glucose Monitoring (sensor and transmitter), meter and remote. To avoid removing your devices, you may request an alternative screening process.

Print and complete the information on an airport emergency card (located in the front pocket of your user guide) to carry with you and notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you.

For more information, visit HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/16/2013 10:57:45 AM Airport : MCO - Orlando International Date/Time of Travel : 12/15/2013 11:00 AM Airline & Flight Number : Air Canada 945
Checkpoint/Area of Airport : First line of security where the scanners are situated TSA Employee: (If Known) :
Comment : Hello,

I just returned from Orlando international airport yesterday. I am a Type 1 diabetic using an insulin pump.

When I arrived at the security checkpoint in Orlando, the agent in charge of the body scanner was INSISTANT that I can use the scanner with my insulin pump. When I repeatedly told her that I could not pass through the body scanner she continued to shake her head in annoyance and INSIST that the scanner was okay for my insulin pump.

I inform her that I could go through the regular security detector but instead I was rudely pulled aside and told to wait (for over 20 minutes). Then, in a NON-DISCREET way, another agent attempted to get a female agent for a pat-down. The agents were very rude and not understanding and I was very disappointed especially with the lack of knowledge as to what is safe for an insulin pump (which I paid $7,000 for out of pocket and is a life-sustaining device).

12/16/2013 12:24:29 PM

As well, I was separated from my 11 year old son who is also a Type 1 diabetic (he was with my husband but I am his main caregiver) and my purse which carries liquid glucose and my glucometer in case I have a low blood sugar.

I should not be made to feel like I am an annoyance because I refused to go through the scanner due to my medical device. Below you will find an excerpt from the company that makes the insulin pump...

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Print and complete the information on an airport emergency card (located in the front pocket of your user guide) to carry with you and notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you.

For more information, visit www.medtronicdiabetes.com/equipment

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Please note that I do carry this card with me at all times to show I cannot go through the scanner but it was in my purse which was in the x-ray security machine.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/16/2013 10:09:33 AM Airport : BOS - Logan International Date/Time of Travel : 12/16/2013 10:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :
TSA Employee: (If Known) : Multiple

12/16/2013 12:26:56 PM

Comment : The TSA employees are bickering regarding division of labor. My husband waited for 10 minutes for a pat down while they bickered about who would pat him down and who would deal with a customer with a dog (as an alternative to the body scanner). Nobody came to pat down my husband. He had to go through the body scanner, against his wishes.
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

Thank you for your prompt reply to the email I sent earlier and for providing a contact address for Mr. Pistole. FYI, I spent considerable time on the TSA website, back and forth between various levels and pages of the "Contact Us" section, trying to find a mailing/contact address for him. No place on that site does the address you provided in your reply appear.
That's why I sent my letter to this Contact Center address.
(b)(6)

-----Original Message-----
From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

12/16/2013 4:50:32 PM

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

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

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

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

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

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to
The caller does not have internet access. The caller states that she was overly searched yesterday. The caller states that she had SSSS on her boarding pass. She flew with Alaskan airlines. The caller states that all of her items were unpacked and she had a patdown procedure. The caller states that the screeners were rude and she describes it as nasty. The caller was in LAX on Alaskan airlines flight 467 at 1900 on 12 15 13 at the security checkpoint.

Advised caller:

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.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

12/16/2013 6:07:23 PM

We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for you item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondance doesn t always come to your inbox. Also, if you will give me some more detailed information I can forward this complaint to the Customer Service Manager (CSM) at the airport which the incident happened.

1. Airport: LAX
2. Airline: Alaskan
3: Flight number: 467
4. Gate Terminal: no
5. Time of Departure: 2030
6: Date and time of incident: 12 15 13 1900

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 12/16/2013 6:19:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 12/13/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have once again been given the "we will ignore you until you go away" response. I have e-mailed the same complaint and received the same response on 3 other occasions, and I have been screaming and yelling about this horror story since it happened on June 13, 2013.

Here is the original event listing that I posted months ago, and have no response from you. I get "we've forwarded it..." and nothing else happens. I have sent this to my congressional representatives and they are supposed to be looking into this, but according to the research that you had on line when I was looking into this, if I do not trip your walk-through metal detector, then I am not to be touched. I have been threatened with horrible threats under color of law and in violation of Title 18 according to the following that I have sent in months ago.

I want some answers, not to be told that I will be ignored. I will not be tortured, maimed, harmed, scarred, bloodied or otherwise abused by TSA again, and I want ABSOLUTE assurance that I will not endure another torture session at SMF in spite of the threats issued by (b)(6)

12/16/2013 8:34:32 PM Here is what I have sent to you already three times:

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am Caller wants to know whom to contact about how he was treated at the checkpoint. December 10th 7:40 am. He arrived at 7 am. After he showed his pass he was hand frisked as if he was being suspected of something. He had bulky clothes on. He was wearing Islamic gear and felt discriminated against. He spoke with a supervisor and even the supervisor thought it was unjust and gave him a card.

Accepted Transfer:

Caller said there were no alarms when he went through the Checkpoint D1 at LaGuardia 12-10-13 at 7:00 to be screened for a flight on US Air, and he had removed belt and coat. The Officer, a black African American, rubbed up and down his legs and he felt violated. The Officer said because he had bulky clothing on he was receiving a patdown. He was wearing Islamic clothing and it was not bulky so he feels discriminated against. He watched 2-3 others come through and they were not searched. He stated he could read the face of the female Officer at the checkpoint and knows she knew it was wrong.

12/17/2013 9:43:15 AM RESPONSE:

Clarified that he is saying he could read what the Officer was thinking by just looking at her.
Told him I do not need further details. If he feels it was discrimination, those complaints are required to be in writing.
I will refer his issue and someone will forward those instructions to him.

12/17/2013 12:39:45 PM The caller stated her daughter was flying from JFK to Portland, Maine. The caller stated she escorted her daughter through the checkpoint on 12 17 2013 at 8:07am at gate# 20. The caller stated her daughter was flying on JetBlue Airlines flight# 208. The caller stated she had to receive a pat-down because she was wearing a butt pad. The caller said a female TSO took her to a private screening area and they had to perform the pat-down. The caller said they also swabbed her hands. The caller caller stated she and her daughter was very upset and embarrassed. The caller said she would like a written letter of apology.

I told the caller I would forward the information to the CSM for further review. I apologized to the caller for the incident. I told the caller if an anomoly appears while going through the AIT then a passenger will have to receive a pat-down. I told the caller her hands were swabbed by a clean sterile cloth used to test for explosives.

Disability Description: Caller is calling for procedure for PreCheck for medical disabilitis.
He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing, there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.

12/17/2013 3:09:30 PM He had the mailing address so I gave him the email, TSA-CRL@tsa.dhs.gov

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.
Name: Wendy Cline
Phone: 480-375-(b)(6)

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening.
He and his wife has disabilities and have to go back out for additonal screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

Feedback Type : Complaint
Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 12/17/2013 9:04:39 AM Airport : LGA - LaGuardia Date/Time of Travel : 12/15/2013 3:00 PM Airline & Flight Number : AA 341 Checkpoint/Area of Airport : Gate D TSA Employee: (If Known) :
Comment : Passing through the checkpoint I decided to opt out of the full body scanner. I was pulled aside for ~10 minutes waiting for a male assist. During this time I was unable to see my belongings that had passed through the security scanner, and when I requested to wait somewhere where I could maintain a line a sight on my bags, I was denied. When I was finally moved for my body pat down, I noted and told the agent that my belongings were not in the original condition that I had placed them into the scanner. In particular, I noted someone had gone through my wallet. The agent then proceeded to go through my wallet, and when I asked why, he stated he wanted to see my wallet. When I asked to see my wallet, I was denied.

12/17/2013 4:11:00 PM I believe some money is missing, but unfortunately I have no proof.
Is this common practice to keep someone from their belongings while agents go through them? Under what pretense is it justified to seize and secretly go through my belongings? I would think any search should be done while I am witness.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

On December 11th of this year, I was a part of the Wreaths Across America convoy headed to Arlington National Cemetery. Part of the trip was to dedicate a wreath at the base of the Statue of Liberty. We were told we would have to go through security before getting on the boat. Not a problem or so I thought. First, we were herded through like cattle being told constantly to hurry up. When I finally got up to the x-ray, I was shivering as many of us were told to take our shirts off. It was not a warm day. I put everything from my pockets, my belt and my tablet into the tray. There were no more trays and I was again told to hurry up. I put my shirt and parka in the same tray and then started through. I stopped and showed my card that says I have an implantable defibrillator. I was told to go through the magnetometer anyway as they didn't have time. Then an agent came at me with a wand. I asked for a pat-down as the wands are electromagnetic and can cause problems with the device. I said "I don't have time for that" and started waving the wand even to a point of purposely passing it directly over my device. I am surprised that it did not go off or was not turned off, both of which could have been deadly. I then waited for my stuff to come through and after several trays of those who were behind me, my tray came through. When I lifted up the parka and shirt, there was nothing else in the tray. Then another tray came through with the rest of my stuff. For some reason it was separated. I got dressed and put everything back into my pockets and got on the boat for the Statue. As we were getting close I wanted to take some pictures so I opened my tablet. At first I thought the screen was dirty but then discovered it was cracked. When we had arrived in the parking lot, I took pictures of the NYC skyline and it was fine. I'm assuming it was dropped when going through security.

I realize that the government really doesn't care and I am stuck with a broken tablet. I do however think that the TSA needs to train their people better. If someone had come forth and said, I'm sorry It fell, I would have felt better. Here was a group of older veterans and other volunteers who were being hassled for no reason at all. As I said, we were being herded like a bunch of cattle. Hopefully this letter might save someone else from broken equipment or at least being told what happened. When I returned from the statue, I tried to go in and ask what to do but there was no one there and we were on a tight schedule so I had to leave.

12/17/2013 4:17:42 PM

(b)(6)
Bangor, Maine

HYPERLINK(b)(6) This email is free from viruses and malware because HYPERLINK "(b)(6) avast! Antivirus protection is active.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/17/2013 3:20:41 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 12/17/2013 3:00 PM Airline & Flight Number : Southwest 363 Checkpoint/Area of Airport : Concourse B TSA Employee: (If Known) : Unknown Comment : I requested a pat down as I'm commonly in airports multiple times a week and pregnant. This has been met with resistance by staff but nothing like what I encountered a few minutes ago. I requested a pat down from a middle-aged female TSA agent with shoulder length graying black hair and her immediate response was an eye roll and "You know it's not radiation." I responded, "I'm pregnant" which usually causes the agent to back down on their resistance. Instead, she said "Well, this has less radiation than a cellphone. So what do you wanna do?" I told her I still wanted a pat down as "I am in airports often..." and was cut off with "Then, you should know. Just stand over there." I stood to the side and she walked away from me. I vowed to get her name but she never turned to face me again. Instead she'd speak to me over her shoulder as if I'd been banished.

I stood there for several minutes watching her and did my best to not move as she at one point said "do not move" when I stepped to my left to let another passenger past me. I noticed she never told anyone but instead moved trays around and gave orders to other passengers. Therefore, I called out "Ma'am is anyone coming?" She huffed and said "We'll see. We don't have anyone available." I asked "How long will it be?" And she told me "I don't know. I just said we don't have anyone available."

12/17/2013 4:18:30 PM

After a few more minutes I realized that I was not going to be helped and went through the machine. I asked the lady on the other side of the machine "You have nobody available for pat downs?" and she said there were no agents available too.

An older, African-American woman saw me and said "I thought I heard you ask for a pat down." I told her that I'd been told nobody was available. She came back to me, briefly apologized and said that she's been corrected. I appreciated her trying to take action. However, she was unaware of how rude the agent was. I expect TSA to discourage me from a pat down. Nobody seems to want to do one. However, I've never felt punished or disregarded due to it.
Would you like a response? : True
Passenger's Name(b)(6)
Phone Number (b)(6)
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/17/2013 4:18:33 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/17/2013 3:08:29 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/13/2013 10:45 AM Airline & Flight Number : US Air 479
Checkpoint/Area of Airport : Pre-Check TSA Employee: (If Known) ; supervisor on duty Comment : There is no reason for me to be Pre-Ck qualified at Sky harbor because I am an amputee with an artificial let and they do not have a x-ray scanner at the Pre-Ck location. When I go through the metal scanner I alarm and have to go back out to the table and remove all my "stuff" to pass through the scanner (they don't even have buckets there) then I have to have a full body pat-down. So the Pre-ck there is no different that the non-Pre-Ck lanes. In other airports the Pre-Ck has a body scanner and there is no issue going through quickly and with dignity.(Las Vegas, Sacramento to mention recent locations) The promise of the convenience and security of the Pre-Ck process is ludicrous when the old metal scanners are all that are available. The same issue happens with my wife who has two hip replacements.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/17/2013 6:08:50 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 12/17/2013 5:06:21 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/17/2013 Airline & Flight Number : Southwest Airlines Checkpoint/Area of Airport : Main Security Checkpoint, Terminal 4 TSA Employee: (If Known) :
Comment : Upon informing the TSA agent at the full body image scanners that I was wearing an insulin pump and could not go through the machine at risk of damaging the device, he tried to talk me out of my request more than once. As a regular traveler, I am fully aware of the damage that can be done to my medical device by the full body image scanners. Further, I am also aware that such damage is NOT covered by my warranty or insurance. I always make sure to arrive early to account for the added security screening that I know comes with the package of being a traveler and an insulin pump wearer. I have seldom had any problems with TSA and my diabetic supplies. However, I was extremely frustrated with this particular agent and how hard he tried to convince me to just go through the full body image scanner. First he compared the full body scanner to a cell phone and told me it was no more dangerous. I again told him I could not go through the machine at risk to damaging my medical device. He again told me it was safe. I repeated my request. He then told me I would be subjected to a pat down. I told him I had no objections and was aware. He then went into detail about the pat down. I told him I understood, I had been through it before. Please note, I know he is required to tell me about the pat down, however, the tone he was using and the way he said it was to discourage me from requesting the pat down and encourage me to just go through the machine. It was only after I made the statement five times that he called for a female inspection.

It is because of actions by agents such as this man, that diabetics with insulin pumps are coaxed through the scanning device and have insulin pumps damaged. I am lucky to be an informed traveler and know my rights and responsibilities. But the TSA agents in Phoenix need to be better informed and trained about this. It should not take me making the statement five times and appearing to be argumentative to get the message through.
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

12/18/2013 7:59:31 AM

Hi,

I travel regularly and have always opted out and almost every time I have faced some sort of discrimination, intimidation or plain violation of human dignity. I am sick of it and am going to file a number of complaints going forward. Please stop treating your customers who exercise their right to opt out in such a gross way and stop tearing families apart at security check points. Here are a couple of my cases.

Friday, December 13, 2013: I flew from Dulles (AID) airport at 6 am. When I opted out the TSA agent made me wait for more than 15 minutes, while I saw that in the back as he kept asking for a "male assist" none was approaching. There were plenty of employees, male agents, doing almost nothing behind security checks as it was not a busy morning whatsoever, but none would assist. Finally, the agent at the gate, who was somewhat nice, frustrated, at his colleagues took me down and did the pat down himself. As I walked by those agents who were standing behind two of them looked at me, rolling their eyes. I believe this was a form of their frustration and perhaps a TSA endorsed way of intimidation. I want you to know it will not work, nor will it stop me from opting out, and it is a disgusting way to treat American citizens and your customers. Please stop this practice among your agents.

September 3rd, 2013: at about 1 pm my wife our toddler and I were passing by security checks in Austin, Texas airport. My wife was able to go through the "less intrusive" metal detector with the toddler, but I was forced to go through the radiation machines. I opted out of course, upon which I was given a pat-down and somewhat harassed by the supervisor present, and asked why I was opting out. I complained to him that I was being separated from my family and that was the wrong thing to do. He seemed to disregard my concern and did not even bother to take my complaint to heart or do anything about it. I was told to call an "800" number if I had complaints. Why does TSA separate me from my family?

Furthermore, on my recent from Oakland Aiport, Sunday 10:49 pm, trip my luggage was thoroughly searched a note was left and all my belongings were scattered all over the place. I had at least two ties in there and they were stolen by TSA agents, I believe who searched them. Please let me know how I can file for a theft with your TSA.

I am somewhat afraid that after this post and revealing my name, I will be subject to more intimidations in the future and more thorough searches, but I am sick of keeping silent about your gross violations of human dignity.

These are just a couple of my experiences recently. I am a regular traveler, but do not believe how you "in the name of security" violate citizen'ss constitutional rights. I have one plea at least to you – be nice to those folks who opt out, please do your job and get them through as quickly as possible so they can make their flights on time. And please, please please be mindful of families traveling with children. I have three children and am about to enter a career of lots of travels, please please I beg of you implement family friendly policies so that the crazy experience of traveling with children does not become prohibitively difficult.

Regards,

(b)(6)

12/18/2013 10:27:21 AM	Caller stated she was traveling from LGA to Detroit on flight 1231. She had to pull out everything from her purse for security screening, She went into the AIT machine then they had her come out and remove her boots and patdown under her left arm. She stated they told her that she would have to open her carry on bag. She opened her carry on bag and they told her her lotion was over the limit and would have to be thrown out. She finally got on the plane and notice she did not get have her make up bag. Her make up bag was brown make up kit plastic design. She stated she had over 1000.00 in jewelry inside the bag. Caller stated she was wearing a black and brown Norweigen sweater with black boots. She has blonde hair if it will help recognize her on video. Airport-LaGuardia Airport Airline-Delta Terminal C 18 1:30 -1:45 at security Flight Number at departure- 1231 Date and time of incident-12 17 13 Description -she placed her jacket in the plastic bin with her purse the make up kit was inside her purse design shape half moon shape inside was 2 matching other ones all with matching jewelry . Advised caller that a claim form has been sent via email. Should be receiving the email within 24 hours. advised to check spam folder as well. Instructions will be with the forms on how to send it back. Escalating the issue to a CSM. Caller was flying out of DTW and was subjected to secondary screening and wants to know why. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
12/18/2013 5:23:17 PM	TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe. Caller stated that he is trying to get some TSA video from Philadelphia. He has a prosthetic leg. He had his hands swabbed and it did not alarm so they inspected him completely and everything cleared. A TSO told him he had to go in a private screening room for more screening. He asked what they would do to him in the screening room and they would not tell him, they refused to tell him what they needed to do in private. He would not go in private, he told them they could screen him in public but they would not do it. He stated that the TSA officers called the police and the police treated him awful. He stated the TSA folks were very professional and treated him well but the police were completely terrible to him. Caller said that he thinks the officers just need a little more training to understand exactly what they need to do, because they stated he could not decline and detained him in a corner to wait on police. He stated that he never alarmed, the man that screened him swabbed his own hands and the officer is the one that alarmed. Caller stated that the manager was (b)(6) and he told the caller that he could not decline screening. He stated they did not have to tell him the process before he was screened. He was also told that he had no choice other than to go to the private area to be screened. Caller stated that he would like to have video of what happened at the checkpoint today.
12/18/2013 6:57:52 PM	Advised caller that following information: In addition, passengers may request a private screening if additional screening 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. 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. Airport: Philadelphia Airline: United Flight #: UA3788 Terminal or Gate #: D7 Screening line 10 or 11 Date and Time of Departure: 12 18 13 at 2:30pm Aproximate time of incident: 12:45 pm-1:30pm Calling on behalf of:Self email:(b)(6) Told caller I would send this issue to the CSM at that airport so they could check surveillance and look in to it. They may contact him back with information about whether he can get a copy of the video surveillance.

Caller will fly Saturday with an 85 year old friend. They have flown together several times and he wants to try to help the process.
She is slow to walk and brings her luggage cart to help her through screening. He clarified she lets the Officer screen the cart and she is screened as usual.
At PHX once she got a patdown because a anomoly showed on her leg but she does not have a metal joint. All she had on her leg was ointment. She does not like the prospect of receiving a patdown.

RESPONSE:

12/19/2013 10:21:38 AM Advised she must be able to walk or stand without support for her screening. He clarified she can.

Told caller that anytime there is an anomoly we must do a patdown to resolve it and I cannot tell anyone they would not have a patdown.
If she would be more comfortable with it she can ask for a private patdown and he may even accompany her.
I am sorry but that is our procedure so I cannot help him further with avoiding that.

Disability Description: Caller had a brain injury, she always uses wheelchair service- she is partially blind and she does not have the balance. She lets them know ahead of time that she cant walk through the WTMD, but some people will not allow her to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability, people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair, she has asked for a supervisor because a complaint was irrelavant.
Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

GAH
This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

12/19/2013 12:05:16 PM passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

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

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

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.
SUP CALL

Escalation Notes: GAH
The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and mobility impaired.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

12/19/2013 10:23:42 PM Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Pawleys Island

State:

SC

My name is (b)(6) I was flying 12/20, on United flight 365, departing 813 from Ohare airport. I went through security at cp2, lane 4, T1 at 637am.
I'm writing because this was the Worst experience I've ever had with TSA. going through the security the woman running check ons through security, was the rudest person I have ever had the misfortune of dealing with . I was told I could not have her name. She was mid to late 50s, Caucasian, grey blond hair and mean. So mean that other flyers were commenting on her manner of yelling her directions, treating people like they're stupid, and rolling her eyes at every annoyance. Her behavior was so blatant two of the other TSA apologized for her, one stating, she is cranky... Sorry, that's No excuse!
I then dealt with me (b)(6) who I'd learn was her supervisor, he was there the whole time observing her rudeness and hadn't stopped it. Does supervisor (b)(6) not see a problem with his employees treating people badly. When I expressed my frustration at her yelling at me, he responded with, " I didn't yell at you", no, you didn't but the employee, who you supervised did, and I've yet to hear an apology, and btw her behavior is your responsibility, because you are her boss.
I travel for work. I understand that each airport has slightly different guidelines. I am happy to oblige any and all guidelines. I do not Deserve to be treated badly in the process.
Flying can be stressful. I'm sure dealing with travelers can also be stressful, but you sign up for the good and bad when you take a job and it is not ok to lash out on the very people you are here to protect.
12/20/2013 10:12:28 AM In ending this email, I would like to acknowledge a beautiful African American woman(did my pat down) who's great attitude and warm smile redeemed Ohare TSA as much as she could. Supervisor (b)(6) as well as the woman he allows to act unacceptably should take note of how she does her job. Good attitude and kindness begets kindness. Employees like the mean lady I'm writing about give all TSA a bad name, and need to be taught how to deal with people or taken off the floor.
I expect to be contacted with a follow up that this issue has been addressed. It was unacceptable to say the Least, and totally unnecessary!
(b)(6)

Sent from my iPhone

The caller is disappointed with TSA s behavior in PIT. The caller flew from PIT, with Southwest, on December 17th and went through screening around 6:00pm or 6:30pm. The officers were 2 female officers and they patted her down for 20 minutes while 2 male and 1 female officers were watching. The caller states that a patdown turned into a 20 minute patdown that required her being asked personal questions, raising her shirt, pulling her pants down, and a second officer was prepared to pat her down some more. The caller had on tight fitting yoga pants that were not bulky. The caller states that the officers put the side of their hand up her crotch twice and massaged her legs. The caller was so embarrassed. The caller states that in MDW someone boarded a flight without a boarding pass and was escorted off and then a lady got off the plane and did not return. The caller states that someone could have put something on the plane and then left. The caller also states that someone went into her bag and she is missing an item but she can replace it. She is more concerned about the screening process. The caller states the incident did not make her feel safe and states that as a traveler you are vulnerable.

12/20/2013 4:36:01 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 PIT.

your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 12/21/2013 11:09:48 AM Airport : LAS - McCarran International Date/Time of Travel : 12/21/2013 6:30 AM Airline & Flight Number : american airlines/1802 Checkpoint/Area of Airport : D gates TSA Employee: (If Known) (b)(6) Comment : Officer (b)(insisted that my husband take off his shoes and belt and jacket when we told him that my husband'd movements are constricted and that he's unable to take off his shoes. After a struggle he agreed to let my husband keep his shoes on but insisted the belt come off and I was extremely disappointed that he forced him to when we said over and over he has constricted movements. Forced us to take his skin tight leather jacket off. Even though we called the wounded veteran hotline at mccaran airport a day earlier to report our arrival we didn't have anyone waiting for us. Nevertheless we did what we are suppose to do and went on without it. My husband have a spinal cord simulator and a fusion in his back he can't go through the metal detector or body scanner. We requested a pat down and officer viola said its easier if he tales off everything and stand, I explained again that he cannot move freely as they want him to as he is still recovering from an invasive back surgery and his vision restrictions. During the pat down, he forced my husband to bend when he kept of telling him that he can't , that he has multiple back surgeries that constricts his movement, that he is physically incapable of doing it. Not to mention he is legally blind so it was hard to him to locate items. He was dressed warm because he has a pneumonia and we didn't want to go through this rigorous screeing process. In every airport we flew he never had to go through such a terrible experience. when I brought the matter up to a supervisor, he said the jacket looked bulky and he agrees that the officer was right by removing belt an jacket because its easier to to the pat down then he shortly dismissed my claim because i was an employee. We are in shock to be treated so poorly, especially after being a TSA worker and knowing rules and regulation are different for extremely wounded military veterans. Every other airport we went through has been an expedited screening with excellent customer service experience.
This reflects negatively on the advertisement of TSA helping wounded veterans through expedited security screening. They dropped the ball and we are just upset that my husband is in real pain now coz he was forced to move many times although we established that he can't.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/21/2013 11:46:34 AM

The caller has metal implants in his hip and wrists, and flies often from LGB. He is upset that the airport, while relatively new, does not use an AIT. Instead, he has to undergot the WTMD, and then receive a patdown.

Advised Caller:

12/21/2013 3:49:33 PM

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/22/2013 12:35:29 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Patted down my mother in full view (third time now across airports, but this time in ATL). Unprofessional and unempathetic. The least that can be done is to pat down a 67 year-old behind a screen. Is it too much to ask?
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

12/22/2013 1:17:48 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 12/22/2013 11:56:02 AM Airport : LAX - Los Angeles International Date/Time of Travel : 12/17/2013 10:30 AM Airline & Flight Number : Southwest Airlines Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) :

12/22/2013 1:17:56 PM

Comment : My mom and I was traveling home from LAX To Tampa and my mom has a service dog with his collar, leash and service dog vest. When we went through the checkpoint, the officer made us take his collar, leash and service dog vest off and put it through the xray machine. All the other airports we ever traveled never asked us to do that and just did the pat down on my mom's service dog.
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 wants to make a comment about screening procedures. The caller is an active duty service member and he is traveling through DFW. The caller states that AIT or a patdown feels excessive for active duty military. The caller is unhappy about this because he feels like he is treated like a criminal by having to go through screening procedures.

Advised caller:

12/22/2013 1:20:34 PM

The U.S. Department of Homeland Security is composed of several component agencies that handle different types of acquisitions, and TSA receives an unprecedented number of ideas, suggestions, and proposals regarding information and aviation security technologies from manufacturers, vendors, Federal agencies, and citizens.

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

I also advised the caller that all of our records are recorded.

12/22/2013 6:09:58 PM

Caller is in the College Station airport. She was told that she was accused of hitting a TSA worker; she requested to see the video of where she supposedly hit someone. She was randomly chosen for additional screening; they told her it was by the machine that they had to do it. The officer asked her to remove her LGAs from her luggage, and would not allow her through with them. She stated she has traveled all across the world with the LGA bag. The supervisor is the woman that did her pat down. The TSO that said she was hit by the lady, her name was (b)(6), she would not show her badge number or anything. She over heard an african american boy on the phone with his mother that they had also mistreated him. The officers told her that her that if her attitude did not change that it would make the process a lot worse for her. She stated that she is appalled at the incident. She stated that all of the officers were jumping all over her all at once for no reason, nobody would tell her what to do but would all scream at her. She stated all of this would be on video.

Airport: College Station- Texas CLL
Airline: American Airlines- Eagle
Flight #: 3310
Terminal or Gate #: Gate 1
Date and Time of Departure: 12 22 13 at 4:20pm but it changed to 5:30pm
Aproximate time of incident: 4:50pm
Calling on behalf of: Self
email: (b)(6)

Advised caller I would go ahead and send this information

TSA's Inspections and Investigations Division (IID) is responsible for conducting criminal and administrative investigations of employees who are alleged to have committed misconduct, including identifying and investigating potential worker's compensation fraud by TSA employees. If you suspect that a TSA employee is engaging in misconduct or fraud, please e-mail TSAInspectionHotline@dhs.gov. In your e-mail, please provide the name of the employee you suspect for alleged misconduct and an explanation of the issue, including date(s) and time(s). Please also provide your name and contact information for appropriate follow-up.

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

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Remote Client IP: (b)(6)
Date Time: 12/22/2013 8:19:04 PM

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

12/23/2013 9:05:59 AM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):TA566 San Salvador gate 17 occurring at 18:35 on 12/22/13
Comments:During a transfer from Nicaragua through San Salvador to get to JFK, security personnel (b)(6) submitted me to the following:
1) Packed and unpacked my entire carry-on bag publicly.
2) Forcibly opened bag damaging zippers and clothing.
3) Mixed multiple items that had been intentionally separated including toilet paper / 2oz bottle of hand sanitizer used to clean after using toilet, which she placed together with my previously separated toothbrush.
toothbrush.
4) Performed public pat-down without option of same sex examiner, though male employee was next to her.

In each of these cases i asked her not to do the thing to which I objected and offered an alternative such as asking,"can this be done by a male?"or "can you please not touch my toothbrush after touching my toileting bag?" or, would you like me to unpack those items so that you don't break them?" She stated that TSA regulations did not allow me to make these requests and then interrogated me about my itinerary, writing down my name, passport number, and itinerary, leaving with my passport to talk with her coworkers. This all occurred without me having left the immediate area after arriving in the airport from another international flight within the same terminal.

12/23/2013 10:16:55 AM

Caller is concerned that the radiation at screening will be harmful and is concerned with her personal items going through screening while she waits for a female officer to perform the pat down.
Explained that TSA has removed the old machines that used a low dose radiation type screening and is cuurently using only an AIT that uses an RF signal that penetrates the clothing but not the skin and is not harmful.But the TSO s are trained to maintain sight of her personal items when she is going through screening.

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that screened her BiPAP but did not take it apart.

12/23/2013 12:51:36 PM

Advised caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

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

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.

12/23/2013 2:30:29 PM

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Disability Current Date/Time : 12/23/2013 12:15:54 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/17/2013 6:45 AM Airline & Flight Number : US Airways 623 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : Asian Man - Mid 20s-Mid 30s Comment : I'm a Type I Diabetic with an insulin pump who happens to travel quite a bit for work via air (est 25000-30000 miles per quarter) almost entirely through PHL. I utilize an insulin pump as it best fits my regiment, not to mention makes control much easier. What bothers me is that each time I go through security, I'm asked what this device is, they have to wipe my hands after going through the cancer machine, and they have to pat down the area. Are these agents medical professionals? I'm worried about 2 things: 1) they accidentally tear the cannula of the device out of place 2) sometimes the area where the pump is attached to my skin is sensitive and this "pat down" HURTS. Please, if someone has to do this, get someone with a medical degree to do it. On the date in question, I was flying out of Terminal C of PHL when apparently, this time, my pump sent off some sort of alarm and they had to detain me, open my bags, waste my time, all because the equipment I paid for (via taxes) is not working correctly. Mind you, the agents were very polite, but I feel as if each time I fly, I'm being discriminated against because of a disease I cannot control. When I fly to Canada, and when I vacation in the Dominican Republic, these injustices never occur. I'm just a flyer and US citizen trying to fly without discrimination just like anyone else. I'd be more receptive to being "flagged" if the person doing the flagging was better trained. For example, if it was a Philadelphia Police Officer, or a US military personnel doing the screening, I'd be more comfortable as they know what they're doing. In the mean time, I wish to not be discriminated against when attempting to fly simply for being a Type I Diabetic.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/23/2013 5:33:55 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/17/2013 4:00 PM Airline & Flight Number : Southwest 265 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :
Comment : I am a known frequent traveler who enjoys the benefits of TSA PreCheck and has done so without incident. On a recent return trip from KCI to DAL I went through the designated TSA PreCheck station and was "randomly" selected for additional screening after I had passed through the detector. My hands were wiped down and according to the officer they "alarmed" when tested. This alert then subjected me to a full body pat down and an item by item search

12/23/2013 6:18:42 PM

of my carry on and personal bags. In all my travels I have never been subject to a full pat down or a any search of my bags. I always pack in strict accordance with TSA regulations. TSA PreCheck is supposed to offer less hassle in clearing security, not more. Unfortunately, for me it did not work out on this trip. It would have been much quicker and more convenient for me to go through the regular security screening.

In addition, my wife who was traveling with me as a companion on this trip was also "randomly" selected for additional screening when going through TSA PreCheck screening on our outbound leg from Dallas on 12/14 . Fortunately she was cleared without additional delay.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/23/2013 7:38:32 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/22/2013 Airline & Flight Number : Delta 4233 Checkpoint/Area of Airport : Pre-Check TSA Employee: (If Known) :
Comment : When checking your web site for the information on obtaining a medicl implant form and when clicking on the link shown, I get the message "View static 404 page Not Found".

12/23/2013 8:13:46 PM

I have Pre-check status through Delta airlines, am a TWIC holder, own a TSA approved airfreight forwarding company and assume that I am not a security risk whatsoever. When I get through pre-chek and walk through the metal detector, my knee implant sets off the alarm. Immediately, I lose my pre-check status, shoes and belt have to come off and I have to be subjected to a the intrusive (and let's be fair, humiliating) pat down. At Midway, the pre-check line does not have the other scanning machine that would avoid having me go through the pat down. I would appreciate if the TSA could come up with a policy for the thousands of trusted passengers with implants. When i go through a metal detector in Europe and my knee implant sets off the alarm, the security agents use a metal wand and a quick touch of the affected area. I cannot see why this could not be done in this country.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The callers father flew from LGA to TPA Dec 17th, at 9:00 or 10:00 am. He is 90 year of age and legally blind. He was in a wheelchair and he is not stable on his feet. He has a cane. He stated that the TSA told him to stand with his cane and he had to go through the AIT machine. He took his cane and he was not able to raise his arms. He stated that he is not sure why they did not leave him in the chair or give him a patdown. He stated that he told them that he is not able to stand stable. He had a torn rotator cuff and was not able to raise his arm, therefore they would not have gotten a clear image for screening. He stated that he flew from Delta Gate C. He stated that he thinks they need to be retrained on the procedures, because the standard procedure was not followed. He stated that normally they would have just conducted a patdown, and swabbed for explosives.

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

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

12/24/2013 10:46:46 AM

Incident Details: He does not want to file a written complaint.
Passengers Name: (b)(6)
Departing Airport: LGA
Destination: TPA
Airline: Delta
Flight Number and Time: 11:30 am
Gate: C
Date and Time: December 17th, 2013 @ 9:00 am

I explained that I can forward the complaint to the CSM at LGA so that they can be aware of the situation.

Feedback Type : Security Issue

Categories : Firearms; Miscellaneous/Other Current Date/Time : 12/24/2013 2:10:10 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/24/2013 6:45 AM Airline & Flight Number : delta 440 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

12/24/2013 4:11:59 PM

Comment : first time I got fast-tracked in the pre-screen lane and it was super efficient. That said, I'd say you have a pretty big security hole there.y hands were swabbed for explosives before I got to the conveyor belt. I passed and was told I don't need to take off my shoes or jacket. I put my stuff on the belt and headed through the metal detector (there was no body scanner at this outpost). I said 'I have a metal hip' as I walked through and the sensor went off. An official asked me to step to the side and he proceeded to repeat the explosives test on my hands which was negative again, so he said thank you and sent me on my way - no pat down, nothing. I could certainly have had a knife anywhere on my body, if not a gun. I appreciate the effortless screen, but the only thing that sent me down that lane as far as I know was a random touch on an iPad. I don't know the odds that iPad is programmed with, but it sure seems like a decent gamble if one wanted to get their face/cause on the news. A pat down would have taken an extra couple of minutes, and it would have made a big difference (I'd think) from a security perspective.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/25/2013 10:07:10 AM

I went through security and was treated rudely by a TSO named (b)(at T-1 Checkpoint. Having opted out of the full body scan I was given a pat down by a polite agent. During that process however (b)(was in charge of checking my bag. The issue started when I noticed (b)(had failed to fully zip one of the pockets on my bag. I asked him if he could please zip it fully as there were small items in it. I was told he would "try to remember" after he was done with the others in an annoyed tone. I was not trying to be difficult, but I did not want to lose my things as he was taking my bag back through security. He presumably took me to be being difficult however as he began to adopt attitude about the remaining contents of my bag. (For instance sarcastically noting, "got some dirty boxers in here") At the bottom of my bag he came across three sealed boxes of Magic the Gathering trading cards. The items are valuable and I asked him to show some care (as he dropped the first box on the table). This irritated the man further as he taunted me saying "we might just have to open these". At this point I asked him to get a supervisor to discuss the matter which he ignored (I would have been willing to open them if it was actually necessary, but as I have flown with similar boxes dozens of time without having to this seemed unlikely). (b)(then walked away with my things to run them through security. It turned out that my packages that have been sealed since the mid 1990's did not need to be opened and I was allowed to leave. I spoke with (b)(6) supervisor (b)(6) after the incident. (b)(6) claimed that there was no way to file a complaint in person and told me to email this address. (b)(6) did not answer any of my questions-except to say that they "back up their own". Presumably this was meant to convey that I'm waisting my time sending this email. I understand that being a TSO is a difficult job and I have no doubt that there are any number of angry mean spirited individuals that they have to deal with. I am not and was not one of these people. I am traveling to see my family on Christmas Eve and to say I was happy and excited would be an understatement. (b)(6) attitude and demeanor were uncalled for in any job, but especially so as an agent of the TSA. I am not trying to get (b)(or (b)(6) fired or anything over the top, but it would be nice to hear that they have been spoken to about appropriate work place behavior. I look forward to hearing back from you.

(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : Race; Sex

Current Date/Time : 12/25/2013 10:30:31 AM Airport : MCO - Orlando International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

12/25/2013 11:04:40 AM

TSA Employee: (If Known) :

Comment : I have been profiled for my past three trips through various airports based on my race and gender and possibly my age and socio-economic status. I am an American middle-class white woman with long hair in my late 30's, and I am consistently chosen by agents for a pat-down of my hair, whether I am wearing my hair in a ponytail, a bun, or un-tied. There have been black women with elaborate hairstyles, Middle Eastern women in hijabs and nijabs, and wealthy-looking, long-haired women of all ethnicities near me in every airport, and I have observed that they sail past security without issue. Whenever I ask an agent for new gloves, I get an eye roll, a refusal, or some other type of nasty attitude, which does not help the situation. There needs to be fairness and consistency in TSA's practices if the agency is to be taken seriously and trusted by the travelling public.

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 incident this morning while going through screening. He said his computer fell to the ground. He reported it to a TSA officer and he was told to call to file a claim. He said he opted out of the screening and requested a patdown. He was waiting for an agent to become available and the belt pushed it out of the way. He wants to file a claim for the damaged computer. Also, he is at the airport but he has not boarded yet.

RESPONSE: I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. I do apologize for the damage to your computer. Thank you for calling TSA to make us aware of the incident.

12/25/2013 12:46:08 PM

Date and Time of the flight: Dec 25, 2013 Time was around 9:00 a.m. Los Angeles time

Gate or Terminal: Gate 65 B

Baggage description: N A

Bag Tag # (10 digit): N A

Flight #: Alaska 455 (He will depart 10:45 a.m.)

Airline: Alaska

Airport: LAX

Email: (b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/26/2013 7:02:19 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number : DL1653 Checkpoint/Area of Airport : 6
TSA Employee: (If Known) : Officer (b)(6) Comment : I had just lost my wallet and ID, so I arrived early to the airport to explain the situation. Officer (b)(6) handled my case, and treated me in a humiliating and degrading fashion. She told me that I might not get to fly, but she wouldn't let my husband stay with me. She informed me that "in my opinion, people without ID shouldn't be allowed to fly at all."

12/26/2013 8:16:37 AM
After establishing my identity, other TSA officers dismantled my luggage and gave me an aggressive "pat-down". This additional screening was unnecessary -- if I had had contraband, I could have just given it to my husband to carry through the normal line. I understand the need to establish WHO I am, but not the additional attention given to WHAT I am carrying.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/26/2013 6:42:44 AM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
12/26/2013 8:16:40 AM Comment : I opted out of the WBI screening for a private pat down. From the time I declared "opt out" until the pat down was completed 22 minutes had lapsed. Considering there was only one lady in front of me, this is an absurd amount of delay and inconvenience. This airport should be able to handle 2 private pat downs within 30 min.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 12/25/2013 8:08:24 PM Airport : ELP - El Paso International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Ok, I travel a lot, more than anyone should actually. Every time I have had to go through the checkpoints at any of the airports, it has been more than a hassle with the regards of not only my medical equipment and the fact it cannot under
12/26/2013 8:16:55 AM any circumstances be put in or near any x-ray machines and my neuropathy which I am not supposed to take off my shoes for any reason. I think it is really unprofessional when I have already told them that they need to be extremely careful esp during a pat down bc my equipment cost over $1000 a day for my medical to take care of and they will not be replacing what someone else ignorantly messes up and rips from my body. Please teach your TSA agents how to be more careful of passengers and their medical equipment as well as protocol for medical equipment that cannot be x rayed and be a little more courteous so that I do not have to become rude with them about it in the first place, I am sure they don't just have $1000 to hand over out of pocket.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller asked about screening processes because he went through recently regular screening and was motioned over by another agent that he was selected for precheck? He was asked to remove his shoes and he decided to opt out of the AIT and thinks it was the precheck line. Had a patdown and had to wait for someone to become available.
He almost missed his flight, what recourse does he have because he had to wait for someone to perform a patdown?
Refused to provide personal information or airport he departed because he doesn t want to be placed on a watch list. Asked if he was under some sort of house arrest?
12/26/2013 9:21:12 AM Response:
Advised caller it sounds like he was selected for the AIT not precheck line and he has the right to opt out, but, is required to have a patdown to complete screening process. Voluntary screening method, not a requirement.
Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure.
Explained he may have to wait for someone to become available to perform the patdown depending on the number of agents on duty and number of passengers flying.
Explained TSA isn't a law enforcement agency, only responsible for screening of baggage and passengers before boarding a commercial flight.

Caller is 76 years old. He flew form Albany to Asheville. He said that in Albany he was given a card and he did not have to take of his shoes or jacket. He said that he told the TSO that he has a metal knee implant. He said that he set off an alarm and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a through examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

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

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

12/26/2013 10:07:44 AM

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

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

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

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.
I told him that passengers should be treated the same all all airports.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Cangzhou, Hebei, China
Zipcode: 061001

12/26/2013 10:16:45 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? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Seattle-Tacoma International Airport

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/26/2013 1:42:24 PM Airport : DEN - Denver International Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number : United Airlines Flight 1689 Checkpoint/Area of Airport :
TSA Employee: (If Known) : Older women with dark hair, glasses, short and over weight

12/26/2013 2:12:29 PM

Comment (b)(6) is Caucasian 20 year old 5 3' 100 lbs. female. She had a guest pass to walk her active military boyfriend to his Gate on Thursday, December 26th, 2013. She was pulled out to do a pat down, which was not a problem. However, The TSA agent, after a prolonged pat down to the chest area, decided that her chest did not "feel right"! So, she proceeded to take (b)(6) into a private room where (b)(6) took off her shirt and revealed that she had a standard bra and sports bra on, nothing more or less. She was instructed to pull her sports bra up, the women once again padded down her chest and side area. I am not sure how her chest could possibly not "feel right". If this is standard procedure than 99% of women flying today should be pulled into a private room for a pat down. This was uncalled for and unjust! (b)(6) is deeply upset by this incident and an acceptable explanation is in order.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/26/2013 6:01:42 PM

The American Airlines concourse has one line for TSA pre-check.
That line is not used for wheelchairs.
I have TSA Pre-check and a wheelchair.
At O'Hare at the AA concourse security check I could not get through the Pre-check line in a wheelchair.
I went through another line and suffered all the indignities of the "pat down".
So people in wheelchairs with pre-check can't get treated like every other passenger with pre-check.
As a passenger using a wheelchair, I am outraged at the way I was treated. It's TSA's fault that the system breaks down at the security check.

When will this be fixed? Don't offer and don't certify anyone for Pre-check if you won't deliver.

Please respond with specifics.
(b)(6)

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of 855-787-2227.

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

12/26/2013 9:39:01 PM

Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a paldown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13
AIRPORT New Orleans
AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740
CONTACT INFORMATION (b)(6)

12/27/2013 8:30:48 AM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/27/2013 6:12:20 AM Airport : EWR - Newark International Date/Time of Travel : 12/27/2013 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : C-3
TSA Employee: (If Known) :
Comment : After being cleared for pre-check i had to endure the entire groping explosive check remove belt etc. why bother with the pre check. Seems kind of stupid if it is not worth anything in clearing security faster.
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

12/27/2013 8:30:57 AM

Feedback Type : Security Issue
Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 12/26/2013 11:34:07 PM Airport : DEN - Denver International Date/Time of Travel : 12/26/2013 Airline & Flight Number : 4213 Checkpoint/Area of Airport : DIA TSA Employee: (If Known) ; not known Comment : I understand the policy of screening. It would have been helpful for all and saved time if someone would have informed me that I needed to take my change out of my pocket or put whatever I had in my pocket in the cart. I just followed the others down the line and don't remember seeing a sign or that anyone told me this. That way, I wouldn't have had to be patted down on my private part. Anyway, the situation resolved itself and the lead person and supervisor were respectful. Thank you for your consideration of this matter.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Remote Client IP: (b)(6)
Date Time: 12/27/2013 12:42:14 PM

12/27/2013 2:00:33 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 Airlines, D gates (D2), Ft Lauderdale Airport, approx. 3:45 pm on Dec 23, 2013.
Comments:I was given a pass to pick up my 11 year old grandson who was travelling alone on Delta airlines and went through the security check through the D gates. I was wearing in thin yellow sleeveless blouse and khaki colored capris. There was no belt and no underwire in my bra. I went through the body scanner and raised my hands above my head. I told the TSA agent that I didn't shave my underarms. Afterwards, I was pulled aside by the female TSA agent who proceeded to FONDLE me because she said there was a spot on the image screen. I am fairly well endowed, but I don't think that SQUEEZING my breasts AND my nipples is standard procedure! I was completely humiliated, uncomfortable and appalled! I travel several times a year and I have NEVER been subjected to such abuse! I wasn't even getting on a plane!! Who knows who else this woman or other TSA agents have done this to. This sort of abuse of "power" is uncalled for and must stop!

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the patdown. She told the person at the checkpoint and the woman was rude and said she didn t care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

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

12/27/2013 2:27:53 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. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

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

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/27/2013 2:09:41 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/23/2013 4:00 PM Airline & Flight Number : DELTA 409 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) :
Comment : DDecember 23rd, probably one of the busiest times of the year to travel and the security at JFK's Terminal 4 was nearly impossible, but the team working that day was the least professional team I have experienced. I am 8 months pregnant and a VERY frequent traveler who is familiar with the TSA and security lines. This was the worst experience I have had with the TSA. The least professional team of people who obviously need to receive proper training in what it is that they are supposed to do.

Brief description: Despite my numerous alerts to them that I am going to miss my flight (at 3:35PM) with my flight departing at 4. They refused to help me clear the line. Despite numerous requests from fellow passengers asking that they push me to the front and provide a pat down (as per my request) the employees stood around and conversed among themselves about how I, just like everyone else, need to wait in line. Is this professional?! Is this the kind of training that you provide to your employees?

I wish I had more time to call the supervisors and the people in charge of the unprofessional employees, but I HAD to get on that flight as I am 4 weeks away from having a baby and would have NOT been allowed to fly anymore.

12/27/2013 4:01:03 PM This experience, among others that I have witnessed as a frequent traveler, has me wondering what it is that TSA as an agency can do to teach the people who represent you at our airports how to be professionals.

I wish that I had written down the names of the people who were working that day, but I did not have time as, again, I HAD to run to make my flight. In tears, at 8 months pregnant. Thankful that I am home and grounded for a few months.

I urge you to please train your team. Teach them the importance of professionalism, rolling your eyes at passengers and making remarks is not professional and certainly should not be a representation of who you are as an agency. Please remind the employees that WE, as American's, pay taxes which do in fact pay for their salaries.

Wishing you all an amazing 2014!
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 called Southwest and they told her to call TSA. She flew from Chicago Midway to Houston had some earrings in a ziplock bag. There was no NOI and she doesn t want to file a claim. They weren t that expensive.

On an unrelated matter she has cancer and never goes through the AIT and always gets a patdown. A few airports are good at keeping you with your belongings and some are not. It is very bad at Ohare and sometimes they will separate me from my purse and belongings for quite a long time while I am waiting for someone to give me a patdown. One time the screeners were very rude.

Advised:

The lack of an NOI suggests that TSA was not in your bag.

Suggest you contact the airline and notify them what had happened. The airlines are always referring passengers to TSA. You should contact them and file a claim or at least have your complaint on file with them.

12/27/2013 5:17:10 PM Airport where the incident occurred: Chicago Midway
Airline; Southwest
Flight numbers: 3625
Date and time of incident; December 20 2013, between 1030-11am
Baggage tag numbers:(b)(6)
Description of baggage: small carry on size black, Crossfire brand, wheels, handle, on the one side small piece of red yarn on the zipper
Was there an NOI? No
Anything on the NOI? No
What terminal or gate? Unknown
Individual s contact information email

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Remote Client IP: (b)(6)
Date Time: 12/28/2013 12:46:17 AM

12/28/2013 9:17:06 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:My wife had a knee replacement in May. Since that time, each time she flies in an airport without a body scanner she must undergo a humilating pat down that includes the TSA personal feeling in her underwear and other humilatimg actions. We have been told that a note from her surgeon confirming an artificial knee will not negate the need for a pat down. In addtion, we have been to.d that TSA has eliminated all hand wands, which would remove the necessity of such pat downs. What alternatives to this humiliating experience can TSA offer?
Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

(b)(6)

12/28/2013 11:07:51 AM

HYPERLINK (b)(6)

From: Tom (b)(6)
To: TSA-CRL@tsa.dhs.gov <TSA-CRL@tsa.dhs.gov>;
Subject: PreCheck at Houston Hobby
Sent: Sat, Dec 28, 2013 3:42:00 PM

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of

Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
(b)(6)
PO Box or Street address:
12/28/2013 11:08:27 AM (b)(6)
City:
Plano
State:
TX
Zip:
75074
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

12/28/2013 11:08:29 AM (b)(6)

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

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
12/28/2013 11:08:31 AM (b)(6)
City:
Austin
State:
TX
Zip:
78746
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

Caller said he and his wife got married and they tried to get her name changed by the SS office. He said they traveled on Southwest yesterday and he booked the flight in her married name and her ID did not match because her maiden name is on her ID and she had to go through a massage patdown and said it was embarrassing. He said that Southwest wont change her last name but they did put her maiden name as her middle name and married name as her last name now on the boarding pass. He said she has her birth certificate and he said this was an intense patdown and they are trying to avoid her going through it again.

Response:The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 years of age and older) to provide a Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint.

12/28/2013 3:23:04 PM Travelers who do not have an ID that meets these requirements and bears their name as it appears on their boarding pass should bring whatever IDs or documents they have available. For example, passengers who have legally changed their name or prefer to use their middle name can present documents such as marriage licenses, birth certificates, or social security cards. There is no set list of what forms of alternative IDs or documents are acceptable. However, the information on one of the items should bear the passenger's name as it appears on the boarding pass along with other identification information.

If passengers are unable to present an ID or documents that display their name as it appears on their boarding pass (including passengers who have entered misspelled names or use nicknames), or if TSA has questions about the ID 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 we are 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.

I advised him that at any time any passenger may have a thorough patdown and that I can not guarantee that she wont get a patdown or that the airline adding her last name will be sufficient.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/28/2013 2:53:20 PM Airport : PHL - Philadelphia International Date/Time of Travel : 12/28/2013 2:30 PM Airline & Flight Number : US711 Checkpoint/Area of Airport :

TSA Employee: (If Known) : Lead Officer (b)(6) Comment : Last name may not be correct but he was working at the international terminal A in at screening line 4. This TSA officer had the worst level of professionalism that I have ever had.
12/28/2013 3:26:51 PM During standard patdown (opt out of screening, which I always opt out of). He was rude, curt, never said please/thank you, no eye contact, etc. If his demeanor is any indication of his work, he should not be a "lead" officer. As he is doing his job, I should not feel like I'm inconveniencing him but rather feel appropriately treated.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/28/2013 2:01:11 PM Airport : TUS - Tucson International Date/Time of Travel : 12/28/2013 Airline & Flight Number : Delta 4769 Checkpoint/Area of Airport : B gate TSA Employee: (If Known) :
Comment : Qualified for the pre-check and was told by the TSA agent that it only applied for flights from 5:00 - 8:00 am at the Tucson airport. That seems ridiculous? It takes more effort to pat down and hand search myself and my wheelchair than to swab my hands and chair. What's the point of having the pre screen if it isn't going to be used?

12/28/2013 3:27:04 PM 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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/28/2013 5:23:19 PM Airport : BOS - Logan International Date/Time of Travel : 12/18/2013 4:45 PM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Gates C40, C41, & C42 TSA Employee: (If Known) : Female Check Point Supervisor @ around 16:45 Comment : I am sure the Boston Globe would love to hear about how your agent treated my AUTISTIC Son and threatened to send my 5 and 7 year old into additional screening with a full pat down. WAY OUT OF LINE.
We landed on the 18th of December on Jetblue Flight 288 from LAX. We landed on the side with C29, C31, & C33. We went to grab a bite to eat and went through Security AGAIN at around 16:45 for our flight connecting that was leaving out of Gate C40 Jetblue Flight number 1915 with a Departure time of 17:30 and a boarding time of 17:00.
Our son who is Autistic does not have a government ID and will not be getting a Drivers License due to the AUTISM, he has a School ID card as he is still in high school and just turned 18. Yes this is our mistake and we forgot as we booked the tickets when he was 17, but the way the situation was handled and the threats made against my 5 year old and 7 year old are completely out of line.
We had already cleared security at LAX (where they recently had a shooting and a TSA agent killed) the ticket checker was rude and insisted that I hand my 5 and 7 year old their plane tickets, she was difficult to understand and was getting upset that our daughters could not answer her questions. When our AUTISTIC son stepped up he gave her the ID he had and she made him stand off to the side and yelled for a supervisor. We asked her what the problem was and informed here that our flight was leaving in about 40 minutes and she told us it was not her problem.
When the supervisor showed up she grabbed our Autistic son who is still in high school and took him away from us with no explanation. We asked "Hey where are you taking him? That is our son and he still is in high school what is the problem?" She than looked at us and snapped "who said there was a problem?" to which we replied, "than what is going on?" She said I need to talk to him since he doesn't have an ID. We tried to explain to her that he only has a school ID and told her that we had passed security at LAX and tried showing her his other ticket. She asked him if he had a credit card or anything else with his name on it and he relied no and we tried to show her other items we had with his name, including his BOARDING PASS from our other flight. She than took him and told us not to talk to him and dragged him to the x-ray machines. This then made our smaller daughters very upset and they started crying and freaking out, and we as parents had no information.
12/28/2013 6:13:35 PM The whole time this was going on she was ignoring our questions of "what is going on?" and became increasingly rude. I grabbed the attention of another agent and asked him to tell the supervisor that our son is AUTISTIC, to which he did. She came back to us and she said something to the effect "He seems to be doing just fine!" (This was not the case. He was on the verge of having breakdown and when that happens he locks up and cannot function). She than asked if someone wanted to go with him and my wife went with him. She then commanded that we stay put and told us "If you talk to them I will put ALL OF YOU through secondary screening, INCLUDING a pat down." (This was directed at myself, my 5 and 7 year old daughters and my brother.) I tired asking her how long it would take as we needed to get to our flight and she said it was not her problem. We stood there for several minutes and another agent came up to us and said we could go through security and we informed him that the supervisor told us to stay here. He then said that he would go check with her. She ended up walking back over and told us to go through the check point. I did not have time to file a complaint as by the time we all cleared security our flight was already boarding. When we landed at Buffalo I went to the supervisor desk there and spoke with them and they were appalled at the story that I told them. They pointed me in the direction that I need to go to file a complete and told me that I needed too based on what happened at that the supervisor had not right threatening to put my little girls through a security pat down.
The next day 12/19/2013 I called and spoke with Al Gurliaccio at Boston Logan who was very helpful and understanding with the whole thing and said that it should have never of happened and again pointed me in the direction that I need to go to file a complaint.
This whole thing was handled very poorly. A simple explanation of what was going to happen could have saved a lot of trouble and frustration.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5 6-5 8, caller states that she was not skinny but she was not fat.

Advised Caller:

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

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

12/28/2013 7:35:53 PM

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

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

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

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

12/29/2013 1:18:10 PM

This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

Confidentiality Notice: Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege and may otherwise be protected from disclosure. If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message is strictly prohibited. If you received this message in error, please notify the sender immediately, delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/29/2013 10:52:37 AM Airport : SAN - San Diego International Date/Time of Travel : 12/04/2013 8:30 PM Airline & Flight Number : Southwest Flight 441 Checkpoint/Area of Airport : Gate 1 or 2 TSA Employee: (If Known) : White female with glasses Comment : I had been traveling for work earlier this month and had been screened at multiple airports by TSA agents: Oakland, LAX, Tucson. Then came San Diego. On the last leg of my trip, I'm passing through my hometown airport and am subjected to a pat down of my natural African hair. Now I would expected something like that to happen in an Arizona airport, even though it should not be happening anywhere. But, no, it happened in Southern California. I could not believe I was having this experience that I had heard other Black women detail of late. Up until recently, I had not had the displeasure of the "natural hair pat down." I was so incensed by this singling out. Here I was the only person having their hair/head groped. And for what?! But not only was I mad about the pat down itself, I was also mad about the inconsistency of the TSA agents. If she, the agent, was just following policy and doing her job, then why did it not occur at any other airport through which I had traveled??? That what makes it clear to me that the policy to target the hair of Black women is completely arbitrary and enforced in such a manner, not to mention it's utterly ridiculous and unnecessary. I should have issued my complaint at the time when it happened. But I just figured it would fall on deaf ears as all other complaints of this nature have. But the experience kept coming up for me. And the thought of having to travel again for business, made me feel obligated to complain. This policy and/or the scanners needs to be replaced. If the machines can manage to see through all else, then surely they should be able to see through hair that is not fine, and bone straight. As a result of this experience, I will likely not fly again unless I absolutely have to for work. Why would I pay for the kind of treatment described above?? I will also NOT be in support of anything TSA related, until the agency stops being dismissive of the complaints of countless Black women. It's just not right what the agents are doing and it has to stop!
12/29/2013 1:19:03 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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 12/29/2013 10:52:37 AM Airport : SAN - San Diego International Date/Time of Travel : 12/04/2013 8:30 PM Airline & Flight Number : Southwest Flight 441 Checkpoint/Area of Airport : Gate 1 or 2 TSA Employee: (If Known) : White female with glasses Comment : I had been traveling for work earlier this month and had been screened at multiple airports by TSA agents: Oakland, LAX, Tucson. Then came San Diego. On the last leg of my trip, I'm passing through my hometown airport and am subjected to a pat down of my natural African hair. Now I would expected something like that to happen in an Arizona airport, even though it should not be happening anywhere. But, no, it happened in Southern California. I could not believe I was having this experience that I had heard other Black women detail of late. Up until recently, I had not had the displeasure of the "natural hair pat down." I was so incensed by this singling out. Here I was the only person having their hair/head groped. And for what?! But not only was I mad about the pat down itself, I was also mad about the inconsistency of the TSA agents. If she, the agent, was just following policy and doing her job, then why did it not occur at
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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Categories : Screening
Current Date/Time : 12/29/2013 10:52:37 AM Airport : SAN - San Diego International Date/Time of Travel : 12/04/2013 8:30 PM Airline & Flight Number : Southwest Flight 441 Checkpoint/Area of Airport : Gate 1 or 2 TSA Employee: (If Known) : White female with glasses Comment : I had been traveling for work earlier this month and had been screened at multiple airports by TSA agents: Oakland, LAX, Tucson. Then came San Diego. On the last leg of my trip, I'm passing through my hometown airport and am subjected to a pat down of my natural African hair. Now I would expected something like that to happen in an Arizona airport, even though it should not be happening anywhere. But, no, it happened in Southern California. I could not believe I was having this experience that I had heard other Black women detail of late. Up until recently, I had not had the displeasure of the "natural hair pat down." I was so incensed by this singling out. Here I was the only person having their hair/head groped. And for what?! But not only was I mad about the pat down itself, I was also mad about the inconsistency of the TSA agents. If she, the agent, was just following policy and doing her job, then why did it not occur at
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Security Issue
Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 12/29/2013 1:29:15 PM Airport : SAN - San Diego International Date/Time of Travel : 10/11/2013 6:00 AM Airline & Flight Number : 1592 Checkpoint/Area of Airport : Terminal 2 Passenger Check in TSA Employee: (If Known) : Unknown Comment : I believe the Agents were acting in my best interest, and I've no beef with them personally. However re personal screening: though I took measures to not have on any metal, not only was I x-rayed but also patted down. So was my fiancee'. That was annoying, but contributed to our being away from our personal belongings for what seemed like an eternity. I don't understand how you can still have the passenger being screened not be at least in full view of his/her belongings. If I was a booger or a pick-pocket that would be optimum time to pilfer luggage. No Agent was on attendance at all whatsoever!!! What is up with that??? I believe you had ONE Agent only overseeing the tons of personal belongings when we came back through ATL on the return flight. It caused me concern because I was away for a month this time. I pack my jewelry in my carry ons. I have it wrapped and in little boxes because any other way it gets all tangled and messy. In the future I will close my own gap! On this occasion I didn't get a chance to double check my carry on until we were seated on the plane. I came up with an empty box right on top of my layers.
12/29/201 The boxes are tucked on the bottom underneath stuff—not easy to get to. I conceded that it was my fault but I don't know how I would do it differently. Am I not supposed to take valuables at all?? All that dang security...I don't see why you can't
3 3:17:24 screen the passenger carry ons along with the passenger. There must be a gizmo someone can make for that...or a clear view out of the scanner to the bag screeners. Having AGENTS guarding the stuff would be a nice first step. I also didn't know
PM the procedure to report something missing through screening. My fiancee' did not want me to make a report. He thinks it is my fault. I don't think anything was taken, but I don't recall packing my jewelry so that there was an empty box. That was strange. Please give us a solution for this dilemma. I was glad to see you have a selection for this type of problem. Perhaps people are voicing an opinion so something can get done. Thank you for listening.
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 : Miscellaneous/Other
Current Date/Time : 12/29/2013 3:13:51 PM Airport : MKE - General Mitchell International Date/Time of Travel : 12/24/2013 5:30 PM Airline & Flight Number : United airlines Checkpoint/Area of Airport : Gate E?
TSA Employee: (If Known) :
Comment : I flew with a carry-on from Milwaukee to Virginia. I wear contacts so I brought contact solution and a hydrogen-peroxide contact cleaner. Both bottles were larger than accepted (which was my fault for not checking guidelines). The TSA

12/29/2013 5:08:14 PM

employees told me that since the liquid was medical I was able to pass security as long as they tested it. I am now leaving Richmond, VA and the same hydrogen contact solution was not permitted through Richmond's security and they followed protocol with a full search and pat down. I just wanted to bring it to your attention since I now know that Milwaukee's TSA agents didn't do their jobs to the fullest and by all their protocols. This concerns me as a flyer and for the safety of passengers and employees alike.
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,

Jetblue Airlines requested I contact you regarding the following situation.

While going through security at JFK Airport in NY on December 23rd, my luggage d pocketbook was sent through the conveyer belt through X-ray, as I was asked to wait for a female attendant for an "opt-out" security pat down check, which I require do to medical issues. I alerted the TSA officer that my luggage and pocketbook was going through X-ray and could she please have someone put it aside and keep an eye on it while I waited for the female attendant. She did not heed my concern and told me only to stand where I was to wait for the attendant. My luggage was left unattended on the conveyer belt for sometime , until it was eventually pushed through in the plastic bins, tipped over and fell to the floor. Not until I raised my voice and the other passengers going through handled my luggage and put it back on the belt, did an agent take notice.

12/30/2013 8:31:09 AM

My case for my IPad was broken during the fall, and I'm fortunate that no one walked away with my luggage. At other airports in the past the TSA has been most helpful in moving my pocketbook and luggage so it was in eyes view for me to watch while I waited for the attendant.

This situation was very upsetting. I would like to see a policy put place concerning such a situation for those who need female attendants and have luggage going through security. Also, please forward the contact and information. so I may file a claim to be reimbursed for my IPad case.
I appreciate your attention in this matter.
thank you,
(b)(6)

Sent from my iPad

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/29/2013 8:25:05 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/18/2013 1:00 PM Airline & Flight Number : DL5199 Checkpoint/Area of Airport : TSA pre ck
TSA Employee: (If Known) (b)(6) Comment : I tried to tell the officer that because I had set off the alarm and had to remove my shoes/jkt that my personal items were intermixed with passenger behind me. She not only did not listen and combined my things with that passenger's things, but also told her supervisor she would NOT provide my pat down because of my "attitude". My attitude was simply trying to correct the problem and requesting an explanation or apology. She then said to person who came to pat me down "Good luck!" like I had caused the problem! I have had both hips replaced and am never discourteous to TSA when treated appropriately. I presented no problem to the next lady who cked me or to the supervisor.

12/30/2013 8:31:43 AM

TSO (b)(6) was inappropriate; she should have listened to me; she upset two passengers by combining our stuff; she was rude, refused to admit she had made a mistake, and then blamed me because I attempted to challenge her. I will be traveling thru LGA frequently and do not want to encounter her behavior again. I suspect she may have other complaints with such a short fuse and bad attitude!! Thank you for hearing my complaint!
Would you like a response? : True
Passenger's Name (b)(6)
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 : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 12/29/2013 7:29:44 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a hip implant, and also TSA Pre. Today I went thru a metal detector which went off. I then was told remove my coat, and try again; then remove my shoes, and failed again. I then had to have the patdown. My coat and shoes were on the belt, and my husband was unaware of my situation. The TSA agent was reluctant to allow me to talk to my husband, and by that time, I was in tears! I was told that I should have notified TSA before going through the metal detector that I had a hip implant; they then would have taken me to a scanner; once you pass through the metal detector, you must have the patdown. I LOVE the TSA Pre (check)and I hate patdowns! It's a great system, but it's not working yet@

12/30/2013 8:31:51 AM

Would I be eligible for a permanent pass?? I haven't even had a traffic ticket!!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 8:53:59 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/28/2013 Airline & Flight Number : DL1772 @ 2:20pm Checkpoint/Area of Airport : Screening TSA Employee: (If Known) (b)(6) (b)(6) (b)(6) Comment : I am a PreCheck traveler and Diamond on Delta. I have hip replacement and thus set off the metal detector. The TSA screener did not change his rubber gloves before his pat down of my person. When he tested his gloves they said 'explosives'. This resulted in a complete swiping of my carry on luggage. This resulted in NO detection of any explosives. I was then taken to an enclosed room and subjected to ANOTHER patdown, this time using the fingertips and more aggressive. I expressed my dissatisfaction and told the supervisor (b)(6) that the TSA employee did not changes gloves before my patdown and I should not be subjected to this harassment. He told me that he did follow procedure and to stop taking and submit to the search or I would be detained and would miss my flight. Nothing was detected on the second patdown. If the employee had followed procedure initially, this entire situation could have been avoided. This took over 20 minutes to complete with considerable embarrassment.

12/30/2013 10:08:00 AM

I expect a response and apology from all TSA present during this situation. The TSA employee who conducted the patdown should be reprimanded or terminated for not following procedure.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from LAS to PHL on December 28 and is missing two watches from his carry on. One watch was approximately $1400 and was engraved with To Vito Happy Birthday 11 15 1979. The other watch was only valued at $350. Both watches were gifts from his wife who recently passed away. He says that he has a defibrillator and a pacemaker, so he had to receive a patdown. He says that they were going to take him to a private screening area, but he wouldn t let them. The individual who patted him down was a thin black man that weighed approximately 135 to 145 pounds and wore thin framed glasses. He says that after the patdown this individual came back over to him with his toiletries bag and told him he could not take these. He told the passenger he had to take these back to his checked bag, but the caller couldn t, so he had to discard them. The caller believes this is the individual who stole his watches. He says it was a Southwest flight, but he was placed on an AirTran plane. Caller does not have a computer.

12/30/2013 11:09:03 AM

Airport: LAS
Airline: Southwest, AirTran
Flight Number: 437
Gate: E13
Date and Time: 12 28 13 8:20 a.m.
Time Through Security: 7:30 a.m.

Advised caller:
I will forward this to the CSM for their review. I will mail claim forms to him. It will take at least 7 to 10 days, but possibly longer due to the time of year.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/30/2013 1:14:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/30/2013 12:00 PM Airline & Flight Number : Jet blue 1094 Checkpoint/Area of Airport : Austin Tsa screening TSA Employee: (If Known) : Male Comment : A male Tsa official screened my hand because I was transporting my dog. He made an error by swiping my sweatshirt rather than palm. The alarm went off and then I was subjected to a full service pat down. My husband was traveling with me and they would not allow him to help me put her collar on. She is registered to him with the flight. They said that she was not his carry on so he couldn't touch her. However, the other TSA officials also went through all of his carry on items even though he was already scanned and cleared to go. I am very disappointed in this officer. He should have admitted that he made a mistake and redone the palm test.

12/30/2013 2:20:47 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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 12/30/2013 12:08:36 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/30/2013 10:30 AM Airline & Flight Number : Delta Flight #3740 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : I was traveling with my minor child who has type 1 diabetes and wears a lifesaving insulin pump. As we always have done when we fly, he removes the insulin pump and asks for a hand screening of the insulin pump. He then went thru the body imaging scanner and all of the rest of his belongings and supplies went thru xray screening. After all of this screening, (b)(6) made my son go through an unnecessary pat down and then a belongings search including wiping down all of his belongings. (b)(6) was extremely rude and I felt did this unnecessary screening was not according to TSA rules. According to the TSA rules "Regardless of whether the passenger is screened using imaging technology or metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self patdown of the insulin pump followed by an explosive trace detection sampling of the hands" (b)(6) did not follow this procedure and suggested that he wear the pump through the body scanner which is against the recommendation of the insulin pump company (Animas Corporation). I would never risk damaging a very expensive life saving medical device based on what he thinks would be fine and is against manufacturer requirements. My son was extremely embarrassed and should not have been subjected to this invasive screening.
12/30/2013 2:21:06 PM
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller s two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties.The sister with the disabilities has MS,difficulties removing shoes and uses a cane.The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.Passengers in wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.
If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.
12/30/2013 3:24:28 PM

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

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

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this make TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

All passenger must be screened. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.
12/30/2013 3:35:36 PM
Airport: EWR
Airline United
Flight#: 5795
Date and Time: 12-13-13 12:23PM
Email: (b)(6)

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
(b)(6)
Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
12/30/2013 6:11:24 PM
City:
St. Charles
State:
MO
Zip:
63301
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

To whom it may concern,

I was involved in an incident on Christmas morning in MCO that has me really concerned and bothered. When I arrived at the airport at approximately 0930, I approached the front of the KCM entrance. A TSA employee was sitting at the podium to verify my ID. After I showed my crew badge, he started to ask me to go to breakfast. I replied, "No thank you." However, when I walked past him towards KCM, He stopped me and said, "Well if you can't do breakfast lets do lunch." I smiled and said, "Sorry but I need to catch my flight." I start walking. He yelled so passengers and all other employees could hear, "Don't you want my number for when you come into town next?" This time I ignored him and continued on my way to the actual KCM podium. I was not mad about that, I just though it was unprofessional.

Upon my arrival to the very kind TSA agent at the KCM podium, she scanned my passport and I scanned my ID. I was chosen to have my hands swabbed by TSA. I didn't think that this was a big deal, as I know it's their job. The next thing that I hear is alarm sounds coming from the machine. Apparently the swab detected an explosive substance on my hands. I have no idea if the machine sounds for random checks to ensure TSA is following procedures or what, but I just stood there so confused. The lady apologized and called her supervisor over. I was then told that I needed to have a complete pat down. While I was getting patted down, my large bag, cooler and tote were searched and swabbed by hand—at times behind my back and out of my view. I stood silent and cooperated with everything. I was then informed my bags needed to be scanned, along with my shoes and jacket. These items were taken to a scanner and were not in my possession and outside of my view. They swabbed my hands for a second and there were no explosives detected.

12/30/2013 8:18:25 PM

Once they brought my belongings back to me, I started putting on my jacket and the female TSA agent, who just took 10 minutes to search me, asked if I knew what the piece of paper in my shoe was. I simply stated that I had no idea, and that my belongings were in their possession the entire time. She opened it up and all I could see was a phone number. She asked me again if I knew what it was. I then saw the TSA agent who was pestering me about breakfast and lunch walk by with a creepy look. It seriously startled me. I told the women what had occurred with the initial TSA employee at the entrance to the KCM area. She said a report needed to be made and that he was not to proposition airline crew.

My largest concern is that my bags were sent to go through additional, SECURE screening, and this man has the ability to slip something into my personal belongings. What else did he go through, or touch? He could have put anything in my bags. I'm not sure why he was present during this additional bag screening. As I stated, he was the one who was towards the front of the KCM line entrance, not the actual KCM podium. It's highly inappropriate and I feel very violated. And, to be 100% honest, I would feel uncomfortable to deal with that individual again.

The women who found the note knew exactly who I was talking about and went on to ask for my phone number or email. I only felt comfortable giving her my name. She was fine with that; she just stated something needed to be done about what he did by slipping something into my things. She held onto the paper and wrote my name down.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 9:27:12 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/30/2013 5:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My father is 78 years old. According to recent TSA guidelines the elderly are not required to remove their shoes and jackets however TSA at Midway clearly do not recognize this exception. My father was required to remove his shoes, jacket, and belt. He was then forced to have a pat-down search after his prosthetic knee and hip set off the metal detector. The procedure of pat-down is flawed and ineffectual. First, the TSA agents do not change their latex gloves in between searches so if there were any questionable substances on the wipe they use to clean their gloves it would be impossible to determine which person it came from. Secondly, when the metal detector goes off due to metal medical devices it is impossible to verify the validity of the person's claim of such device when TSA agents no longer use the metal detecting wands to isolate the area on the body that is setting off the detector. TSA agents are unwilling to answer simple questions regarding what is being done to people. The whole procedure is a colossal waste of time and taxpayer dollars. My father is an elderly veteran and my son is an active US Marine; neither should be subject to such invasive procedure when they both have CLEARLY demonstrated their loyalty and dedication to the protection of this country through their military service.
12/30/2013 10:04:22 PM
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 89 years old and is unhappy because she recently underwent a pat-down on her recent flight ATL-RIC aboard AirTran. Caller was in a wheelchair and did not inform the officer at the checkpoint she has difficulty standing and was screened initially using AIT. Caller then underwent a pat-down in view of the general public. Caller does not feel she should be subjected to a pat-down and wants to know if she can refuse the pat-down on future flights.

Resolution:

12/31/2013 10:02:42 AM

Advised caller any passenger is subject to additional screening and this may include a pat-down. Advised caller if she has difficulty standing, she can remain in her wheelchair while she is patted down. You may refuse the pat-down, but if you do so, you will not be permitted to fly. You may also request to be patted-down in a private area away from the general public.

Caller stated that he has metal implants in his knees. Caller said that at JFK the agents insist that his hand bag and everything in a bin. Caller said that it sometimes take 5-10 min for his screening. Caller is wanting to avoid leaving his items and keep them with him.

Resolution:

12/31/2013 11:39:23 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.
We hope this information is helpful.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) com Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 30032

12/31/2013 12:48:57 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? yes
Gender? no
Disability? no

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

Dearest TSA,

I am just now getting through a security screening on my way to Newark and I feel it necessary to lodge a complaint about the opt out procedures for individuals who feel that AIT technology is invasive and unproven both for its efficacy and its safety. My opt out screening this morning took no less than a half an hour. I was pat down by two separate officers in different locations and my belongings we both separated from me for at least half the screening and were eventually strewn about in public to be wiped down for explosive testing that none of the officers could fully explain to me. They had no knowledge of the substances that cause a positive test result and even remarked that the machines often give false positives that require more invasive screening. Now I realize that TSA is a pseudo-government operation and that means you have little to no oversight and that you are generally unreceptive to criticism (even from the citizens that pay your bills), but I think it is worthwhile filing a grievance against policies that are obviously put in place to coerce blind obedience towards your new screening procedures.

I am happy to comply with future AIT screening if someone in your organization can provide me with the following:

12/31/2013 2:26:04 PM

1) ANY peer reviewed or independent research that proves increased efficiency or efficacy of AIT screenings compared to standard practice.
2) Similarly regarded research that proves AIT screening has no adverse health effects in comparison to previous screening methods.
3) A synopsis of the open bidding process used to purchase this outrageously expensive technology ensuring that individuals making TSA policy decisions are in no way linked to or colluding with the handful of companies manufacturing AIT machinery.
4) TSA's policies regarding storage of sensitive images taken by AIT and how they are being safeguarded from thwarting eyes. Excuse me if I don't seem all too trusting of the government's ability to keep private data private...

Provided compliance with the aforementioned requests (which by the way would be considered common practice for an entity in the private sector that is faced with the four letter word... competition) I will happily step into your technologically advanced strip search machines. I assume all due diligence was exhausted during the implementation of AIT screening so it is simply a matter of linking me to some studies and public policy sights. On the offhand chance that a government funded organization has not actually complied with the minimal standards of conduct for violating fourth amendment rights and increasing the tax burden I will be forced to endure invasive wipe downs and continue my streak of never showering before getting on an airplane to ensure my tax dollars are at least providing me with a bit of levity since I am certain they are not providing me with increased air security.

Your Adoring Fan,

(b)(6)

Hello,

I traveled from LGA to DFW on Dec. 29 and would like to report a complaint. During my check-in process, I checked a bag and double-checked that a carry on I carried on from DFW to LGA would be acceptable. I was told it would be fine, checked my one bag and proceeded to security. Once I arrived at the security point, the lady told me my bag was too long. I explained that the people had measured it when I checked it, but she insisted I measure again. Because of a stuffed animal I received for Christmas, the very edge hung over, but was extremely soft. I am aware that these TSA agents catch attitudes all day, so I tried to be very calm and nice about things.

I asked if I could take the stuffed animal out and smash it into my purse, but she refused to allow it. She said, "No, the bag is too long right now, so it needs to be checked." I simply replied that I had carried it on from DFW without the stuffed animal and it fit with plenty of room to spare. She snapped back in a forced "southern accent" saying, "Well this ain't Texas, this is New York, so check the bag." As someone who was wearing boots and a cowboy hat, I couldn't help but feel like I was being discriminated against.

I went back to check my bag, hoping I could find the lady that had originally told me the bag would be OK to carry on. Of course, I couldn't find her anywhere. After walking back to security a second time, we got to the part where you place your carry-on items in the scanner. I was asked by a different lady to put my cowboy hat in there, and I said OK, just please be careful. It is a 50X hat that I got just a few weeks ago and it costs $600. With all the hustle and bustle and people slamming the trays around, I was simply trying to be careful with my hat. She snapped at me and they put me in the person scanner, then did a pat down. It occurred to me further that being a cowboy in NY was apparently reason for suspicion.

12/31/2013 4:11:24 PM

Imagine my frustration when I got to my gate and the people at the desk checked bags complimentary for those flying, and I assure you that several were larger than the bag I was forced to pay to check.

When I arrived home, my bag that I had carried to LGA and that I was forced to check on the way home was soaking wet (as was my other bag, although at least it was a hard side, so only the stickers were ruined). It had obviously been left in the rain for an extended time. My clothes and several gifts I was bringing home were soaked. When I opened my original checked back, it was immediately obvious it had been searched.

There was no little piece of paper saying it had been searched – I've seen them several times, as I travel for work frequently. But, the straps that go across the bag to hold everything in place were unsnapped and things were everywhere. I had a jade necklace in one side pocket inside, and they'd obviously yanked it out because it was broken and jade beads were everywhere in my bag. The actual necklace was tucked under one of the sweaters on top. I had wrapped a glass container of Maple Syrup (which is pretty expensive when you buy the real thing) up and it was sitting out of the wrapping, broken on top of my sweaters, which I'm not sure I can ever get the sticky syrup out of.

I understand the necessity of TSA. I'm always careful to treat them with respect because they keep me safe when I travel for work. But my experience with the TSA agents at LGA is the worst I've ever received. I have NEVER been treated this way, and for them to inspect my bag (let along knowingly break things) without leaving the form saying they've done so is wrong. I would like to be reimbursed for the bag that I checked, which I could have had checked for free at the gate, and I expect to be reimbursed for my items that were destroyed by the careless agents who searched my bag.

(b)(6)

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
(b)(6)
12/31/2013 6:01:31 PM
City:
Sicklerville
State:
NJ
Zip:
08081-5643
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:
(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/31/2013 7:56:55 PM Airport : DEN - Denver International Date/Time of Travel : 12/31/2013 4:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : South side TSA screening TSA Employee: (If Known) :
Comment : My TSA experience at DIA and SFO have been so bad that I feel as if my right to a speedy pat - down have been violated. I would like to speak with a supervisor about the way I am treated by the TSA employees at each of these airports. I am especially upset that it takes the TSA aalong time to get a pat - down assistant for a female traveler. It is a regular occurrence for me to need to wait a long time for assistance, even when I notify the TSA employees right after I get my ticket and ID checked and before I am placing my items on the belt to be screened. It's my constitutional right to be searched in an efficient manor and I am upset that TSA hasn't attempted to make sure the passenger really isn't feeling violated.
What happened today was absolutely ... and if the TSA employees would have been more knowledgeable then I wouldn't have been through so much trauma. I describe my experience as traumatic because I had the incorrect bag checked at ticketing and the TSA employee made me get a full baggage search and pat - down before they could release me to go back to ticketing to check my bag. If the TSA employee would have known how to handle this situation, I wouldn't have had to take so much of my time at security today. TSA needs to recognize that it's job is to provide safety AND to help passengers get to their flights on time. It's not fair to me when it takes a long time getting through security just because I will not go through the new xray scanners. It's not fair for the TSA to make me wait a long time for a female pat-down. It is common for me to need to wait a long time and then the screening process takes time. The problem that happened today was that I realized I was going to need to go back to ticketing and I was nervous about time and because I walked faster than my security person and I talked faster than my security screener, she slowed down and made me walk behind her slowly and she took her time starting the screen. She was instructing me that she had her job to do and I wasn't going to make her faster, but she actually made my pat-down slower because she was not happy with me being in a hurry to get back to ticketing. It's ridiculous that I couldn't have just been escorted out of the screening area without a full pat-down! Please, you need to recognize that the people going through security are customers of the airlines and the TSA salaries are paid by paying passengers of the airlines. We are having our Civil Liberties violated when we are harassed like I was today and when I am required to wait so long for my pat-down. I refuse the xray scanners because you don't have good research regarding the long term usage of this technology. I work around xrays and don't want to be exposed to more radiation than necessary. My health is a major concern to me and opting - out of the scanner always makes me need a full pat-down. I see children and their parents go through the metal detectors and I don't understand why they are not required to go through what I do! Do you really see me as more of a risk than someone with a child?
Please call me so we can discuss this further. I have spoken with supervisors almost every time I go through this and the TSA at DIA and SFO are always consistently slow and rude. I wish to see this change and I am going to write to my lawmakers to complain because this just isn't right. Thanks for your concern and allowing me to express my dissatisfaction with my TSA experiences. (b)(6) Would you like a response? : True Passenger's Name (b)(6) Phone Number : (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Dear sirs,
My family and I travelled from Dtw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance.

(b)(6)

1/1/2014 5:06:51 PM

> Begin forwarded message:
>
> From: (b)(6)
> Date: December 15, 2013 at 2:23:57 PM EST
> To: (b)(6)
> (b)(6)
> Subject: Fwd: In Response to your inquiry.
>
>
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From:

Caller said he called and made a complaint somewhere just before the Government shut down returning from Washington DC in Nov. He just returned this time form visiting his daughter in Los Angeles. He takes saline packs with him that are sealed and the brand name is Fleet. TSA always breaks the seal and then it is contaminated and he cannot use it. He has to throw it away. It is not a lot of money and he does not want to file a claim. The cost is under $10. This was on his return flight on Dec 31st flying from LA back to Atlanta on Delta flight #1554. Each pack is 4.5 fluid ounces each.This has been for the last several years. It is a nuisance. He said he is really getting tired that this is happening. He is a cancer patient. He said when you travel overseas it is very difficult to get these items replaced. Also, he said this was his checked luggage. Also, he asked if this call was assigned a claim number or something.

1/1/2014 5:09:54 PM

RESPONSE: ALSO: Advised caller that he is allowed to take the liquids through the checkpoint in his carry on bag. If his checked bag gets lost then he will be without his saline. ALSO: There is a lot of pressure in the hold of the airplane. If his bag was on the bottom then it could have possibly popped open for that reason. If his bag caused an alarm, then it would have went for secondary hand inspection. Gave caller the EID number of this call. Told caller that I would send his complaint to the CSM at the airport.

FIRST Gave caller policy on Liquids before I realized that the liquid was in checked: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

Disability Description: Caller is hyper sensitive to chemicals causing her to have anxiety attacks.

Information Request: Wants to know how to ge thrugh screening without being axposed to radiation or a pat down

1/1/2014 6:59:34 PM

Response Details: Explained that TSA has remover the baxckscatter devices and the current AIT is an RF signal that does not penetrate the skin just clothing looking for prohibited items.
Explained that in the future she should call 72 hours prior to travel for assistance and offered to send her information and she was already on website and said she would print out notification card.Explained she should ask for a PSS if she has any concerns.

I am approved for global entry as well as TSA Pre-check.

Recently I was flying from Phoenix. At the security I informed the officer that both me and my wife have knee implants before going through the system. One officer says you don't have to take off belt, shoes, jacket, etc. My wife and I were very happy.

So we go through the metal detector and it beeps. So, we were asked to take the belt etc. off and go through the metal detector again. After it beeped again we were searched, patted down. In my case he took some samples, ran it through some machine and asked me to go to a private room for more pat-downs and sampling. After almost half hour of searches my wife and I were allowed to go.

1/2/2014 8:33:18 AM This is the most unfortunate experience.

First of all they should know that when a passenger says he has an implant they should send you to the scanning machine and not through the metal detector. There was confusion all around. I was most embarrassed when they did multiple searches through my carry on baggage and then patted me down twice including once in a private room. What is the use of TSA-Precheck if I have to go through this experience?

I would appreciate a response.
Thanks
Sincerely,

(b)(6)

From (b)(6)
Sent: Wednesday, January 01, 2014 8:20 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 1 1 2014 8:20:03 PM
1/2/2014 10:17:38 AM ---

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Comment on worst Customer Service

Comments:

On 30 Dec my family and I were flying through San Juan Airport (Puerto Rico), Terminal D. We had several experience with TSA, from ~1230 - 1400, that rank as the worst customer service I ve ever experienced:

Caller is in the pre check program and he is a diamond traveler. Caller has a metal knee implant. Caller said that he is fed up with having to undergo additional screening because of his implant. Caller wanted to know if we have a special program.

Response Details: Advised caller that there is not a special program for metal implants even with pre check when going through screening if there are alarms or anomalies you do have to undergo a patdown.

1/2/2014 11:51:42 AM Caller requested my supervisor.

Switched the call from ODPO to NG.

Caller said they flew from Phoenix (PHX) to San Francisco and she had a really bad experience. She said it started with her daughter being harassed at the checkpoint because she did not have her drivers license but she did have her school ID and other identification. She got forgot to bring her drivers license and she was traveling with her parents. They pulled her aside and gave her the full patdown like she was a criminal. She said they wiped her whole body with tape for residue. They did not say what type of residue. That was the first thing. Her daughter was traveling with her 2 sisters and her mom and dad. One daughters luggage did not come till later. It was delayed. They have one bag that is still missing. There was a NOI in the bag that was inspected. The items were 2 small bottles of alcohol and the bottle was in a shape of a skull. They were the size of mini bottles and they contained Vodka. They had not been opened yet. There was another bottle that was a regular pretty bottle of Liquor. The bottle contained St. Germaine. It had been opened. They were gifts for her mother in law and she would not not drink it so they brought it back home. The caller said she was very upset about the experience. Especially, because of her daughters experience, the delayed flight, the lost luggage, and the missing bottles. She said her daughter looks like she is 14. When they flew from San Francisco that was not an issue. She said that whoever looked at the contents just took the bottles because they looked cool. She said she is not buying it that they were some type of hazardous material. She said she would like to receive a claim form to get reimbursed for the items.

RESPONSE: Advised caller of the Checked Baggage Limits for Alcohol. You may take up to five liters of alcohol with an alcohol content that is between 24 percent and 70 percent per person as checked luggage if it is packaged in an unopened retail package. Alcoholic beverages with more than 70 percent alcohol content (140 proof), including 95 percent grain alcohol and 150 proof rum, are not permitted in either carry-on or checked luggage. Alcoholic beverages with less than 24 percent alcohol content are not subject to hazardous materials regulations.

1/2/2014 12:04:56 PM ALSO: I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. You can also, check the status of your claim on our website TSA.gave. I will be sending your complaint to the CSM at the airport. Thank you for calling TSA to make us aware of the incident.

Date and Time of the flight: Jan 1st, 2014 Originally scheduled to depart 7:25 p.m. but did depart until around 9:00 p.m. or so
Gate or Terminal: Terminal 4 Gate C 4
Baggage description: Roll-on, it did have 2 wheels, Roxy Brand. White with green and pink flowers, small like carry on size
Bag Tag # (10 digit): Not sure the number but it could be (b)(6) or (b)(6) or (b)(6)
Flight #: 1374
Airline: Southwest
Airport: Phoenix Sky
Email: (b)(6)

Caller stated the last 6 months she wasnt selected for precheck. Caller stated she hasnt been selected for precheck program. Caller stated she hasnt flown in 72 hours. Caller wants to know why she hasent been selected for precheck flying out of Settle Airport on Alaska Airlines.

Advised caller I would forward the information if she has flown within 72 hours or getting ready to travel within 72 hours. Caller requested for a supervisor.

1/2/2014 1:44:08 PM

Caller wabts to make a complaint about Seattle Airport but the caller doesnt know the date and time of the incident but they have accured when in 2 months and a year ago. Caller stated she is complaining about a patdown that a female agent went inside her pants and she complained to a supervisor and the caller stated its not accepted for a female agent to touch her buttock. Caller stated she requested the agent to be retrained about the patdown procedure. The caller stated she doesnt know the name of the female agent who done the patdown or the name of the supervisor she spoked with. Caller stated she travels on Monday and she goes through the checkpoint at 6:00pm. Caller stated the second incident happened November at 6:00pm when she goes through the premier line you have to twice as long to the airport and she has to go under some ropes and there was a male agent that told her to go to the regular line after he checked her boarding pass and she told the agent she was first class and she is going through this checkpoint. Caller stated the male agent held her boarding pass above her head and go through the regular line and the caller stated she got loud and asked for her boarding pass and the caller stated the agent was rude and disrespectful. Caller stated she doesnt known the name of the male agent. Caller stated (b)(6) at the main terminal was very helpful and she was a supervisor. Caller stated the 3rd incident happened in November at @06:00pm when she went through the machine she left some apple sauce in her carryon luggage and she had to throw it away. Caller stated the male agent told her to freeze the apple sauce she could bring it through the checkpoint. Caller wants to know why the agent told her that information.

Advised caller the following information:

1. Did you receive an invitation from your airline?

2. Are you traveling on the airline that invited you?

3. Are you a US Canadian Citizen?

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/2/2014 12:06:34 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 12/30/2013 8:30 AM Airline & Flight Number : AirTran ATL-DCA Checkpoint/Area of Airport : Security Scan TSA Employee: (If Known) : (b)(6) Comment : Sexual assault by a TSA agent (b)(6) at approximately 7:30am in security clearance at Hartsfield-Jackson Int'l.

1) After clearing the scanning machine, I was approached by (b)(6) Without speaking to me or notifying me of what she was doing, she reached out and grabbed my breasts. She squeezed them, fondled them, and cupped them. She used an open hand, palming my breasts. She did not search any other part of my body.

2) After I expressed my discomfort, she began to loudly degrade me in front of other passengers and staff. She began making derogatory statements about me to a co-worker in front of other passengers and myself.

1/2/2014 2:11:52 PM

3) After swabbing my hands for chemicals, she claimed I set the machine off and needed further searching. I had to wait for a supervisor. While standing in line and waiting, I heard her tell the next passenger in line that the machine was broken. She intentionally lied about me setting off the machine.

4)I was then taken to a private secure room to be given a full body pat down and further screening. Of course, nothing was found, as (b)(6) had lied.

I am traumatized and disgusted by this experience. To make matters worse, I have been unable to reach anyone from TSA at the airport to speak with 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

Caller is diabetic and has an insulin pump. He flew recently from both LAS and AUS and had an incident occur at both places. They refused to allow him to have a manual pat-down. Caller complained to TSA in Austin and it happened again in LAS. He was put in the rounder (the AIT). He has an artificial ankle that it didn t pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren t looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the _rounder_ (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

1/2/2014 3:06:24 PM

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That s why he puts the narcotics in the bag. Some of these are oxycontins. When he got back to Austin, his bag wasn t zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, (b)(6) (?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

Caller states she wants to file a complaint. She said she is elderly and in a airport wheelchair and she went through screening at MCI on December 30th. She said she cannot get up, so the first tsa agent (b)(6) hat tested her chair for explosives yelled so the other passengers could hear that her chair tested positive for explosives. She states another tsa agent did a second screening (b)(6) and found nothing. She states people on the plane for 1 1/2 hrs stared at her like she was a criminal, she states she was the only person on the plane who did not have someone sitting next to her. She states she cried all the way home. She said I understand screening but I am not a criminal, it was not justified on me and I want to take this further I just cant let it go. She asked who do I complain to?

Advised:
In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair/scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by

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contacting TSA's Disability and Multicultural Division at

TSA.ODPO@tsa.dhs.gov or

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

(b)(6) went through the line after the check in guy and a security guard assured us she had plenty of time to make her flight. When she got to security, she was held up. We asked the security guard closest to her what was happening and his answer was, 'they will take care of her.'
My husband's response was, "I asked, 'what is going on? Why is she being help up?' He refused to answer. Later, he instructed us to move further away from him "behind the 'do not enter' sign" which we were already behind.
When we asked the security guard (b)(6) if my memory serves me) who was dealing with (b)(6) what was going on, she said that (b)(6) hairspray raised a flag and that she would have to complete the security process, thus missing her flight. (b)(6) then instructed us to go back up to check in and book (b)(another flight.
When we reached Delta check in they instructed us to book the next flight back toward security and said that the security guard should have directed (b)(6 to rebook. When we told them that (b)(6) had specifically instructed us to return to their counter, they reluctantly checked us in (very nice people). The guard had told us that it wouldn't be a problem because there is a flight every 30 minutes to Atlanta. The check in desk attendants had no idea where that information would have come from. She also stated that (b)(6 would have missed her flight even if she had not had an issue with security…again, Delta personnel disagreed.
When we returned to the area where we could see (b)(it was obvious that she was crying. She texted to me that she had been sexually assaulted, and that the guard had touched her privates four times after thoroughly investigating her breasts…then this guard disappeared.
When I asked (b)(6) about this she stated that (b)(6 had been instructed what was about to take place and that she pushed one of the guards and could have been arrested'…rather than answering my question. She then stated that if (b)(touches another guard she will be arrested. I assured her that if the guard was not touching her vagina again, the guard's hand would not be pushed away. Rather than addressing the issue, she repeated her threat.
The male security guard who was rude to us earlier stood up, moved closer to us and crossed his arms with a glare. It was obvious that these two were threatening us for being concerned for the ordeal they had just put our daughter through.
(b)(6 then informed me (by text) that she was told by the same (b)(6) that the reason she was frisked assaulted was because her laptop was a bomb threat.

1/2/2014 6:06:05 PM

(b)(6) was told that she was frisked assaulted because her computer was a bomb threat-we were told the hairspray raised a flag. (It has been our experience that liquids would have been trashed…never bringing on physical assault-the hairspray was handed back to us)
*While (b)(6 was assaulted, we were sent to rebook her in the front…normally she would have done that herself in the area in which she was before they began their assault.
*We were told that there was a flight to Atlanta every 30 minutes…not true.
(b)(6 was threatened that if she did not allow the guard to touch her vagina, the police would be called. Then, we were threatened that the police would be called if (b)(6 touched another guard.

To Whom is Should Concern,
My name is (b)(6) . Yesterday morning I arrived at the Charlotte airport to fly back to Pensacola, Florida. I work and go to school at Pensacola Christian College. When I went through the area where they check your bags, they stopped me and brought my computer bag over to a table. The young women was very rude and told me that she was going to have to thoroughly search all of my belongings and "pat me down". I asked her what was wrong with my stuff she told me I had explosive chemicals in my laptop. I did not want to do anything unless my parents were there so I asked for my parents to come in because they were still looking through the glass wall. They said no and a man asked me if I was refusing. I said I would do what I needed to do. I went into a room with three women and the one who took my bag is the one that "patted me down". She told me that she was going to run her fingers up to the top of my leg, but she not only did that she also touched my vagina when she got to the top. She did this twice in the back, when she went around to the front I thought she would be done with that but she did it once in the front too. I pushed her hand away (which would be my response to anyone that wanted to sexually molest me). One of the women got in my face and told me if I touched her officer again that she would bring the police in the room. She was very mean and completely unfeeling. I explained that her officer was "touching" me. They told me they were going to do it again. So a total of four times my vagina was touched. The women also full on touched my breasts, but that pales in comparison to having your sex organ groped. It was the most horrifying, humiliating experience of my life. When they were done they told me I could go. They did not confiscate my supposedly explosive laptop, which I took on the plane with me like normal. They did take a bottle of hairspray that was over 3 oz. and returned it to my parents. The lady told my parents that the reason they had to search me was because of the hairspray. In my past flights if I had something that was over 3 oz. I just had to throw it out. I do not understand why I had to go through that horrific experience. I was treated like a criminal that had no rights, all because I had a bottle of hairspray?

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(b)(6) was threatened that if she did not allow the guard to touch her vagina, the police would be called. Then, we were threatened that the police would be called if (b)(6 touched another guard.

To Whom is Should Concern,
My name is (b)(6) . Yesterday morning I arrived at the Charlotte airport to fly back to Pensacola, Florida. I work and go to school at Pensacola Christian College. When I went through the area where they check your bags, they stopped me and brought my computer bag over to a table. The young women was very rude and told me that she was going to have to thoroughly search all of my belongings and "pat me down". I asked her what was wrong with my stuff she told me I had explosive chemicals in my laptop. I did not want to do anything unless my parents were there so I asked for my parents to come in because they were still looking through the glass wall. They said no and a man asked me if I was refusing. I said I would do what I needed to do. I went into a room with three women and the one who took my bag is the one that "patted me down". She told me that she was going to run her fingers up to the top of my leg, but she not only did that she also touched my vagina when she got to the top. She did this twice in the back, when she went around to the front I thought she would be done with that but she did it once in the front too. I pushed her hand away (which would be my response to anyone that wanted to sexually molest me). One of the women got in my face and told me if I touched her officer again that she would bring the police in the room. She was very mean and completely unfeeling. I explained that her officer was "touching" me. They told me they were going to do it again. So a total of four times my vagina was touched. The women also full on touched my breasts, but that pales in comparison to having your sex organ groped. It was the most horrifying, humiliating experience of my life. When they were done they told me I could go. They did not confiscate my supposedly explosive laptop, which I took on the plane with me like normal. They did take a bottle of hairspray that was over 3 oz. and returned it to my parents. The lady told my parents that the reason they had to search me was because of the hairspray. In my past flights if I had something that was over 3 oz. I just had to throw it out. I do not understand why I had to go through that horrific experience. I was treated like a criminal that had no rights, all because I had a bottle of hairspray?
Caller said something about a reference number on an earlier call on a complaint. The reference number is (b)(6) He said he had a complaint about why they made him go through the xray machine with an insulin pump when he told them he wanted a patdown. Caller said he is not mad at anyone at TSA but he is at Southwest. He said it has nothing to do with the damaged luggage. He said (b)(6) was the nicest guy you would ever want to talk to. (b)(told him that between the laptop book and lotion, it is not the bag. He said he does not know why TSA called him back. He said he does not want someone fired or get someone in trouble. This happened on Dec 13th, 2013 when he was flying out from Austin to Las Vegas NV. He flew back on Dec 16th, 2013. It was a direct non stop flight both directions. Caller said this was not a failure to accomodate him due to his disability. He asked if the AIT was an xray or not. He said that was his major concern. He said everyone

1/2/2014 8:14:22 PM

he has talked to, (b)(6) the guy at the airport, and you are very nice to talk to. Caller just recapped his previous complaint.

RESPONSE: Asked caller if he feels that this was a failure to accomodate him due to his disability. He said NO.

RESPONSE: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

NOTICE:

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Alcoia 1 (b)(6)
Zipcode: 46680

1/3/2014 10:16:52 AM

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

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

Which U.S. airport were you traveling through?

To Whom is Should Concern,

My name is (b)(6) Yesterday mom.ing I arrived at the Charlotte airport to fly back. to Pensacola, Florida. I work and go to school at Pe11sacola Christian College. When I went tb!'ough the area whexe they check your bags, they stopped me and brought my computer bag over to a table. The yoWJg women was very r:ude and told me that she was going to have to thoroughly search all of my belongings and "pat me down". I asked her what was wrong with my stuff she told me I bad explosive chemicals in my laptop. I did not want to do anything unless my parei;its were there so I ask.cd for my parents to come in because they were still looking through the glass wall. They said no and a man asked me ifl was refusing. I said I would do what I needed to do. I went into a room with three women and the one who took my bag is the one that "patted me dop.n". She told me that she was going to run her fingers up to the top of my leg, but she not only did that she also touched my vagina when she got to the top. She did this mice in the back, when she went around to the front I though'! she would be done with that but she did it once in the front too. I pushed her band away (wbicb would be my response to anyone that "'-anted to sexually molest me). One of the women got in my face and told me if I touched her officer again that she would bring the police ill the room. She was very mean and completely unfeeling. I explained that her officer was "touching" me. They told me they were going to do it again. So a total of four times my vagioa was touched. The women also full on touched my breasts, but that pales in comparison to having your sex organ groped. It was the most horrifying, humiliating experience of my life. When they were done they told me I could go. They did not confiscate my supposedly explosive laptop, which J took on the plane with me like nonnal. They did take a bottle of hairspray that was over 3 oz. and returned it to my parents. Tue lady told my parents that the 1eason they had to seai:cb me was because of the hairspray. In my past flights if I had something that was over 3 oz. I just had to throw it out. I do not understand why I had to go through that boxtific experience. I was treated like a criminal that had no rights, all because I had a bottle of hairspray?

1/3/2014
2:09:05
PM

(b)(6)
Pensacola Christian College (b)(
(b)(6)
Pensacola, Fla. 32523
(b)(6)

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) East Point Ga 30344
Zipcode:

1/3/2014 2:09:07 PM

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

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

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

Caller said everytime he goes through security he gets a SSSS on his ticket and he has additional screening and he is a frequent flyer, he is like a military contractor and he asked why it is happening?
States he flies every month domestically.
Caller said he was provided 2 phone #s to contact and asked if the precheck process is the same?

Response;
The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.
TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

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

1/3/2014 3:14:54 PM

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may apply by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport)

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at https: trip.dhs.gov status.htm by entering the RCN.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders.
Advised if an alarm sounds from the WTMD or an anomaly shows going through AIT will be required to have a pat-down to complete screening.

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Oakland CA 94611
Zipcode:

1/3/2014 4:08:35 PM

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

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

Which U.S. airport were you traveling through?
Bob Hope Airport

To whom it may concern:

Searching without probable reason to do so is unlawful. I'm sure there are other methods for doing so without breaking the locks on someone's luggage. Section 110(b) of the Aviation and Transportation Security does require you to inspect all packages but I'm sure you have numerous ways of doing beyond physically breaking locks. Technology surely has advanced to the point where machines can scan thoroughly enough to find items that would alert TSA personnel of danger.
We seem to be at an impasse today with the government constantly using surveillence as a means to "protect" the citizentry and "provide security while simultaneously violating Personal Liberties without regard to privacy. At the 4th amendment states:
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.
My goal in writing this email is not a complaint, but a suggestion. If you must open someones locked bag, please alert them so they could be a part of the process. In the scenario in which you would find a suspicious item, you would have to detain that individual anyway, so why not have them open the bag and search it while they are in your presence? It seems that TSA body scanning and subsequent body groping, while clearly uncomfortable, works because there is an element of humanity involved.

1/4/2014 11:29:36 AM

I have heard some individuals say if you have nothing to hide, there should not be a problem. My response to that is I have nothing to hide, but also do not give them a reason to look. Though TSA has to search all bags, breaking into bags without passenger knowledge is unlawful. If it must be done, include the passenger in the process. In my travels to other countries, their agencies will do this so the passenger is aware of what is going on.
I am not above taking legal action if this happens again, as well as contacting my elected officials. This is a gross abuse of the law and something must be done to correct it.

Very respectfully,
(b)(6)

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely (b)(6)

1/4/2014 3:17:41 PM (b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/5/2014 4:56:48 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 01/05/2014 3:30 PM Airline & Flight Number : delta 54 Checkpoint/Area of Airport : terminal a TSA Employee: (If Known) : multiple Comment : As a frequent flyer who typically opts out of the millimeter wave scanners, this was by far the most hostile a checkpoint staff has been to the opt out, with the exception of the agent who finally did my pat down.

To start with, the checkpoint was improperly staffed, and did not have any males available for a pat down. The only male agents at the gate were required for operation of the equipment, so none were available for the pat down. This caused a 20 minute wait for my pat down, until another agent was called in from presumably another checkpoint. During this entire wait period, there were several female agents available for pat downs, which leads me to the conclusion that this checkpoint simply had been improperly scheduled with agents.

1/5/2014 6:07:14 PM Additionally, the agents at the checkpoint repeatedly hassled me throughout the process. Not only was I hassled by multiple agents about my decision, only one of the agents at the scanners ever called the a male assist, and then only twice. Half way through my wait she left, and the agent who replaced her completely ignored me until the male assist showed up. Furthermore, after I finally got my pat down, I was hassled by another agent when I did not leave the checkpoint within 30 seconds after being given the okay to leave by the agent who did my pat down.

This was the least professional and most hostile checkpoint experience I have had in a significant amount of flying over the past several years, as well as one of the least efficient and longest wait times, especially when considering that the checkpoint was not particularly busy.
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 a left knee replacement. She wanted to know if there is a way to prevent getting a patdown. She said that she flies through airports that do not have the AIT. She said that she always sets off the alarm. She wanted to know if she can take her x-rays and prevent the patdown. She also wanted to know if a notification card would stop her from getting the patdown. She said that she flew from FLL on Southwest Airlines and got a patdown. She wanted to know why TSA can have a person there to witness the padown and she can not. She stated that she was never told that she could take someone with her. She thinks that she should have been told that. She said that the TSO in FLL was very rude and the patdown was invasive. She said that she has her flight information at home and that she may gather the information and call back to make a complaint. She said that she gets a patdown two or three times a year.

1/6/2014 8:45:37 AM

I gave the following information: 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.

TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.
I advised her that if there is an alarm then additional screening does have to be performed to clear the alarm. I told her that there is no way around the patdown if there is an alarm. I told her that taking x-rays with her will not prevent her from getting a patdown.

1/6/2014 10:06:49 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/6/2014 8:53:02 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 01/06/2014 7:15 AM Airline & Flight Number : UA4687 Checkpoint/Area of Airport : Terminal B security TSA Employee: (If Known) (b)(6)
Comment : I am a frequent traveller and always request a pat-down (opt-out). The TSA officers are normally courteous and professional when conducting the pat-down. (b)(6) was neither. He began with a confrontational attitude when I answered a question he did not hear my answer properly and immediately threatened to take all day with the pat down. He repeated his full script of instructions and questions and added that he would continue to do so. The pat-down began and he was very aggressive , pushing me forward and knocking me off balance multiple times. After the pat down I asked to speak to a supervisor about my experience. A (b)(6) showed up and asked me to fill out a complaint.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, January 06, 2014 7:38 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 1 6 2014 7:37:54 AM

Attachment:

1/6/2014 11:36:53 AM

Information about the person who experienced the civil right civil liberties violation – Yes
First and Middle Name (b)(6)
Last Name (b)(6)
Main Phone: (b)(6)
PO Box or Street Address: (b)(6)
City: Los Angeles
State: CA
Zip: 90066
Email Address: HYPERLINK (b)(6)
Check here if you are represented by a third part or an attorney in this matter: No
Have you been authorized to file this complaint form on behalf of another individual? No
If you check this box, we will not disclose your identity to the other offices, in or out of DHS: No
What happened? This will be my initial filing of a complaint. After having a false read in a body scanner at LAX I was separated for an invasive, violating body groping of my breasts. What is extremely euphemistically referred to by TSA as a pat down, is a violation of my most basic civil rights to my own body. It was unreasonable and unacceptable. I was surrounded by no less than 5 agents and coerced to subject myself to this molestation either there on the spot or in private. I have most definitely been violated and I will be seeking retribution. This is an egregious bodily offense that is not in any way made appropriate through description on site or use of back of hand invasion. It is completely demeaning and degrading.
When did this happen? Approx 8pm PST
Where did this happen? LAX
City: Los Angeles

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, January 06, 2014 7:38 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1 6 2014 7:37:54 AM

Attachment:

Information about the person who experienced the civil right civil liberties violation – Yes

1/6/2014 11:36:53 AM

First and Middle Name: (b)(6)
Last Name: (b)(6)
Main Phone: (b)(6)
PO Box or Street Address: (b)(6)
City: Los Angeles
State: CA
Zip: 90066
Email Address: HYPERLINK mailto (b)(6)
Check here if you are represented by a third part or an attorney in this matter: No
Have you been authorized to file this complaint form on behalf of another individual? No
If you check this box, we will not disclose your identity to the other offices, in or out of DHS: No
What happened? This will be my initial filing of a complaint. After having a false read in a body scanner at LAX I was separated for an invasive, violating body groping of my breasts. What is extremely euphemistically referred to by TSA as a pat down, is a violation of my most basic civil rights to my own body. It was unreasonable and unacceptable. I was surrounded by no less than 5 agents and coerced to subject myself to this molestation either there on the spot or in private. I have most definitely been violated and I will be seeking retribution. This is an egregious bodily offense that is not in any way made appropriate through description on site or use of back of hand invasion. It is completely demeaning and degrading.
When did this happen? Approx 8pm PST
Where did this happen? LAX
City: Los Angeles
Caller was disconnected from the previous CSR. Caller is an Orthodox Jewish person and he was asked to remove his skull cap while he was being screened. Caller said he did not want to get into a discussion with me regarding this but he wanted to read for himself, TSA policies regarding the removal of head covering. Caller said the person screening him was very polite, but caller said someone told him he should not have to remove the skull cap. Caller said he was not interested in becoming part of TSAs database.

1/6/2014 12:49:03 PM

I told the caller that he could be asked to remove the skull cap. I told the caller to go to www.tsa.gov and search religious and he will find the information he is asking for.
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.

Can you please tell me what is going on at the TSA?

(b)(6)

From: (b)(6)
Sent: Sunday, January 5, 2014 8:41 PM
To: undisclosed-recipients:
Subject: Soldiers Returning Home From Afghanistan. The TSA is a joke!!!!!

If TSA is this good, just imagine how great government health care is going to be.

It's amazing folks like this even have jobs……..this just re-defines blatant stupidity.

?

1/6/2014 4:16:40 PM

Heloooooooooooooooooo
Is there ANYONE at TSA with a brain??????????
As the Chalk Leader for my flight home from Afghanistan, I witnessed the following:

When we were on our way back from Afghanistan, we flew out of Baghram Air Field. We went through customs at BAF, full body scanners (no groping), had all of our bags searched, the whole nine yards.
Our first stop was Shannon, Ireland to refuel. After that, we had to stop at Indianapolis, Indiana to drop off about 100 folks from the Indiana National Guard. That's where the stupid started.

First, everyone was forced to get off the plane-even though the plane wasn't refueling again. All 330 people got off that plane, rather than let the 100 people from the ING get off. We were filed from the plane to a holding area. No vending machines, no means of escape. Only a male/female latrine.

It's probably important to mention that we were ALL carrying weapons. Everyone was carrying an M4 Carbine (rifle) and some, like me, were also carrying an M9 pistol. Oh, and our gunners had M-240B machine guns. Of course, the weapons weren't loaded. And we had been cleared of all ammo well before we even got to customs at Baghram, then AGAIN at customs.
The TSA personnel at the airport seriously considered making us unload all of the baggage from the SECURE cargo hold to have it reinspected. Keep in mind, this cargo had been unpacked, inspected piece by piece by U.S. Customs officials, resealed and had bomb-sniffing dogs give it a one-hour run through. After two hours of sitting in this holding area, the TSA decided not to reinspect our Cargo-just to inspect us again:
Soldiers on the way home from war, who had already been inspected, reinspected and kept in a SECURE holding area for 2 hours. Ok, whatever.
So we lined up to go through security AGAIN. This is probably another good time to remind you all that all of us were
carrying actual assault rifles, and some of us were also carrying pistols.
The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01 06 2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Patdown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select

1/6/2014 8:10:59 PM

opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/7/2014 7:00:24 AM
Airport : RSW - Southwest Florida International Date/Time of Travel : 01/07/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal D
TSA Employee: (If Known) : (b)(6)
Comment : Despite being Precheck I was subjected to an unconstitutional patdown this morning after refusing to go through the unconstitutional naked body scanner. The metal detector was right there, but your personnel refused to allow me to use it.

1/7/2014 8:40:39 AM On top of this, even though is was given a yellow card that specifically said "PreCheck - Leave your shoes on," they made me remove my shoes before I was frisked like a criminal suspect.

I am copying my congressman, each of my senators and the White House, asking that they withhold funding for TSA until you start showing some respect for the Constitution and the traveling public.

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

Good morning,

I am writing on behalf of my daughter who is a Cadet at the United States Coast Guard Academy in New London, CT.

On Sunday, 1/5/2013, my daughter was traveling to the U.S. Coast Guard Academy from Atlanta's Hartsfield-Jackson Airport. She entered the military pre-check line, as she has successfully done on numerous occasions previously, and was told by a TSA employee that she could not utilize the TSA pre-check line for military members because she was a Cadet and not considered "active" military. She was in uniform and had her Coast Guard issued ID with her. She entered the general security line where after about a 10 minute wait she was pulled from the line and instructed by a TSA employee to proceed back to the military pre-check line. She presented her boarding pass and ID to a TSA employee in the military pre-check line and was once again directed to the general security lines. On her second trip through the general security line she removed her uniform jacket, shoes, and cover as expected. Unfortunately, the shirt stays for her uniform activated the metal detector which required that she receive a patdown from a TSA employee.

1/7/2014 10:15:20 AM Are Cadets from the U.S. Coast Guard Academy eligible to take advantage of the expedited screening offered to members of the military? If so then are there any requirements other than using her Coast Guard ID number for a Known Traveler Number (KTN) when making flight reservations?

Thank you for your time and consideration regarding this matter.

(b)(6)

Lawrenceville, GA

The caller flew from ITO to HNL. He stated that he used a temporary ID for the flight and they are not letting his return. he does not have a bill or anything or even his Birth Certificate. He does not have a valid photo ID. He stated that he was asked to complete a form. He stated that he provided his current address, last place lived, and the last four digits of his social security number. He stated that he has been going to college for the last eight years, and he has lived at different places, however his mail was still coming to his home. He stated that he did not have this issue in ITO. He asked what he can do. He said that he had a patdown at ITO.

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.

1/7/2014 2:16:01 PM

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. 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.

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

Caller flew from ABQ yesterday. She says they were profiled from the time they arrived. She checked her luggage outside and put the lock that matched her luggage and purse on her luggage. When she arrived in OAK, her lock had been cut. She was very upset about this. She says that she flew with the bag and the same items from OAK and the lock was not cut off. She wants to know specifically what in her bag triggered the alarm. She states that she could have been contacted. She states that if she had something in there she wasn t supposed to, she would have been contacted and wanted to confirm this. She states that when she, her husband, and daughter went to security it took 10 minutes to get their IDs checked. The officers checked her and her husband s IDs then confirmed their daughter s identity with them. The officer then asked the child for her first and last name to verify it was correct. She says that the officer assumed they were lying. She states that both she and her husband went through AIT and then received a patdown. She states that her husband had a hat on and had to remove this. He didn t have to remove this in OAK and she began complaining that others who were wearing turbans did not have to remove these. She states that she is black and that there was a lot of racism going on at the airport that day. Caller does not have an email address.

Airport: ABQ
Airline: Southwest
Flight Number: 120
Confirmation: (b)(6)
Date: 1 6 14
Check In Time: 9:28 a.m.
Time Through Security: 9:45 a.m.
Baggage Number: (b)(6)

1/7/2014 4:12:52 PM

Terminal Gate Checkpoint: She does not know this information.

Advised caller:
TSA is not liable for locks. The bag first goes through the in line baggage screening system. If the bag alarms, which any number of things, including books, magazines, and containers of liquid, can do, we have to open this. If there is a lock, we have to remove it. Advised caller that if a prohibited item is found in the bag, the airline is contacted and they make the decision whether to remove this or not. If they tell us to remove this, they take control of the item, not us. Advised caller that if something serious like a bomb or something were to be found, of course she would be contacted because law enforcement would be involved at that point.

To make her complaint regarding the discrimination formal, she will need to send a written correspondence. Advised that I could email to her. Since she did not have an email address I provided her the information verbally.

She should include:
-Contact information - full name, telephone number
-Detailed description, including:
 -Airport
 -Date and approximate time of experience
 -A description of the experience
 -The names or description of the TSA personnel involved
 -Explanation as to how you believe this experience was discriminatory

Thanks for your response to my concerns.

Now I am even more concerned that when asked if I wanted my son to accompany me in the room of the pat down I was told the room was too small and he could sit outside.

By your response to me then this screener was in violation of what I understand your policy to be.

I have been flying for 40 + years and have never been treated this way. It was my first visit to this airport and hope I will never have to use it again.

I am all for screening but when I am asked to touch an object many others have handled and then told I had something on my hand that did not pass the test that is a real problem for me. Why not be fair to your customers and give them a pass that have not been touched or handled many other passengers to prevent this type of thing from happening to innocent flyers.

I was told something on my hand triggered this concern after I had handled this so called EXPEDITED screening pass.

1/7/2014
4:32:50
PM

(b)(6)

Date of event: 1/5/2014 approx. 6:40 pm Oakland, CA. Southwest flight to San Diego flight #498 gate 28 7:15 pm orig. departure time

I arrived at the middle of 3 open security lines. As I've done maybe 30 other times, I put my carry-on luggage up on the counter top and grabbed a plastic bin. I put my purse and shoes in the bin; removed my belt and sweater and placed those in the bin. I folded the boarding pass in my hand and placed it in my pocket, I almost left one in a bin once before and didn't want to do that again. I held my suitcase and plastic bin, and moved them along the counter top and onto the rollers. I waited until both items were successfully engulfed in the scanning machine, stepped away from that line and went to wait in the line for the human scanner. When called into the machine, I stepped up inside, placed my feet on the designated spots, arms above my head, and the scanner did its thing.

I step out when prompted and walk to the end of the mat to wait while a dark-haired, young woman looks on at some area in the distance to see if I can be allowed to pass. She looks at me and says there was something wrong and that I would have to go back to the scanner. OK. The man that was facilitating the scan asked if I had anything in my pockets, I checked and found only my boarding pass. He asked that I hold it above my head for the scan. Scan #2 complete. I once again approach the woman at the end of the mat to await my fate. She shakes her head. Nope, she says, "it looks like there was an issue in your groin area, you are going to have a groin patdown."

Quizzical, alarmed, appalled…written all over my face. I shook my head, "Uhmm, no. A GROIN patdown?" I ask. She nods. I continue to shake my head.

1/8/2014 1:57:04 PM

Another woman walks over, older than me, maybe 50, with dyed blond short hair. She is not friendly. She tells me I need to have a full body patdown to include sensitive areas and to follow her to the private room. I again looked in amazement, "Uhmm, no, you can't pat down my GROIN!" I exclaimed, hoping someone would hear the nonsense I was hearing. "What is the problem? I am wearing skin-tight pants." I explain that I am confused about what a patdown would reveal, that my black jeggings would not. I turn my pockets inside out and repeat to her that there should not be an issue, and wonder aloud if the button on my jeggings is the problem. So I offer to change into a pair of leggings that are in my carry-on luggage, which has already passed the scanner inspection. She informs me that I have already gone through the scanner twice and am not allowed back in the scanner. She again insists that I need to follow her to a private room for a groin patdown. I again refuse to allow a groin patdown and ask to speak to someone else.

So she walks me over to the Sheriff's station where two men are standing. She is a few steps ahead of me and I hear her telling the men that I tried to change my clothes after failing the human scanner twice. I interrupt to clarify that I offered to grab a pair of pants from my scanned luggage and change, in hopes that this would suffice, because I did not think a GROIN patdown was necessary. I made sure to emphasize the word groin, and now wish I would have used more appropriate terminology; groin is very sterile, inhuman…we are talking about a very private region of a woman's body. The older of the men started to explain that it is TSA's policy to do a full body pat down in a private room if you fail the scan twice and that I had another option, in which I could have the Sheriffs do the full body pat down, in public, and I would not be allowed to fly.

I responded, "No way. There is no way that those are my only two options."

The younger, more stubborn, condescending and irrational man interjected, "Have you ever heard of 9/11?" to which I responded, "Oh man, whatever." Seriously?!

He continued, "It is a privilege to fly. You only have two options here. You either go in the room and have a TSA patdown or we do it here. You will then be on a list and never be able to fly again, and we may fine you $5,000."

I said, "I am NOT getting a groin patdown. I want to leave." He insisted that was not an option. He said that I already started the process and had to end it. I didn't have an option of leaving. I pleaded that there was never any notice or warning of such an outcome. He explained that the signs were posted everywhere.

Caller said he has a question about the conduct of a TSO at Hilo on Monday around 5:49 am. Caller said he is 64 and has a bad heart, and caller said he was offended by an incident that happened..
Caller said one TSO looked like he was showing off, he was younger. The TSO went up to a young lady that had piercing and he demanded ID and wanted to see her ticket. Caller said the TSO then approached him and asked him to see his ID and his ticket. Caller showed this information to him and the TSO said thank you and walked away. Caller feels like the TSO acted cocky about the whole incident. Caller stated he is ill and was not feeling good that day and is not expected to live more than 5 years,.
Caller said his ticket was paid for by the VA. Caller does not have an email because he had a head injury and is not able to learn to use a computer. Caller wanted to file a complaint against the actions of the TSO checking his ID on January 6th.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. Passengers may choose to remain in the public area rather than go to a private area for screening; however, if a passenger refuses either option, he or she will not be permitted to board the aircraft.

1/8/2014 2:12:20 PM

We understand and regret the inconvenience that was experienced as a result of screening procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Airport Hilo
Airline Hawaiian
Flight numbers Caller does not remember
Date and time of incident 1 06 2014
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N A
Terminal or Gate N A
Contact information (b)(6)

The caller flew from JFK to ATL To MO yesterday and when she went through the AIT she was subject to additional screening without being asked or told what was going on. The caller stated that the TSO agents were rude to her and her husband and then her luggage was delayed.

The caller was advised TSA has no way of matching matching checked luggage to someone at the checkpoint.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

1/8/2014 2:30:34 PM

The caller was informed that patdowns are used to resolved anomalies that show when going through the AIT.

Airport- JFK
Airline- Delta
Flight Number- 474
Date and Time bag was checked- 01 07 2014 7:00 a.m.
Terminal- C 60
Gate- B 22
Email-(b)(6)
Phone Number-(b)(6)
TSO Black female tiny skinny TSO Hispanic tall male

I informed the caller that we would send a copy of this complaint to the CSM of JFK.
Caller is a contributor to Ohio State. She went from Port Columbus to Fort Lauderdale last week. Coming back she and her two grandsons went through Fort Lauderdale. She is very unhappy with TSA.
One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport:Fort Lauderdale
Airline:Airtran
Flight Number:7417
Date and Time:January 4th at 8:30 am
Terminal or Gate:B6
Name of Person involved:(b)(6)

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSO s are trained in the proper manner to screen passengers.

1/8/2014 3:09:05 PM

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically.
I told her I could forward this to a CSM for review.
She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:
Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don t do anything wrong, they don t have any guns, he doest t use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn t want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

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

I told her that since we aren t at the airport, she can contact the CSM directly and provided her with the number

Caller states that he called last year regarding an experience he had. He states that he flies internationally. He has only flown domestically once to FL, but other than that never flies domestically. He states that he usually flies back into EWR or JFK, but does not take connecting flights after that. He states that twice at JFK and once in EWR he was detained, questioned, and searched upon returning into the US. He states that he called immigration and CBP and was told this was TSA. However, the individuals searching him were wearing guns. He states that having three individuals with guns in a room with him made him feel threatened and harrassed. He states that he generally doesn t have trouble going through TSA departing. He stated that he was denied boarding once in EWR because he had baggage and was running late, but a woman who didn t have baggage was permitted to board. He states that he booked a flight for the next day and the lady that denied him boarding the previous day was there. He first stated that she was a security person. He stated that he had to have a patdown because of baggy clothing. Also, his name on his boarding pass was incorrect. He states that this instance happened when flying with Continental Airlines, so he no longer flies with them. He wanted to know who controlled the lines leading up to the airline counter. His most recent flight from JFK to St. Thomas to St. Martin to Dominican Republic and back he had a NOI on both trips. He says that his perfume bottle was empty. This most recent flight he had no problems coming through CBP back into the US.

1/8/2014 3:29:12 PM

Advised caller:
TSA is not law enforcement. We don t carry guns. Also, if he was not taking a connecting flight from EWR or JFK when he returned to the US, he did not even go through TSA. He will need to handle his CBP complaints with CBP. He can reach them at 877-227-5511.

He first encounters the airline counter. This is where he would check his bags, so this must have been who told him that the could not board. Also, lines are controlled by airlines, not TSA.

Offered to send claim forms via email, but caller declined.
Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

1/8/2014 3:43:50 PM

Advised caller it seem to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening.
Disability Description: Caller has bilateral metal hip implants and cannot walk without shoes.

Response Details: You must handle wheelchair assistance complaints with Delta. The wheelchair assistance is provided by the airline, so since they didn t do this, she needs to contact Delta.

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 to make it formal. Advised I would send instructions on how to do so.

The disability branch is the same location that handles racial discrimination, so she can include this as well.

1/8/2014 6:21:59 PM

Also, I will send this on her behalf.

I will forward her rude screener complaint to this particular airport as well.

Incident Details: Caller states that she had wheelchair assistance on her ticket, but this was not provided to her until after the third time she was patted down. She asked TSA for the wheelchair because the airline hadn t provided it. TSA did provide her with the wheelchair. When she got to the checkpoint, she says that she informed the officers she couldn t remove her shoes. She states that no alarms were triggered, but she had to receive a patdown. The officers made her remove her tennis shoes and submit them for x-ray screening. She states that she had perfume and cologne gifts in her carry on and was told they were not allowed. She states she was told these would have to be thrown away. She told them no and asked to check this. The officers told her no. She states that she exited the checkpoint and went back to the ticketing agent, who wouldn t allow her to check the bag. This is when she went back to the checkpoint was rescreened had to remove her shoes and receive another patdown. After asking to ship these, she was told no that there was no one at the shipping center. She states that she was patted down a third time and this time did not have to remove her shoes. ETD was conducted on the shoes instead. She states that she did not have these problems in FL and ATL and that she was the only black person there. She insists that she was victimized because of this. She states that the officers at the checkpoint were very rude to her through the entire process. Caller was in security from 11:25 a.m. to 12:40 a.m. The flight departed at 12:30 p.m. and she missed it.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/8/2014 7:14:44 PM
Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 10/10/2013 5:30 PM Airline & Flight Number : American Air 2264 Checkpoint/Area of Airport : Not sure, maybe Terminal B but uncertain, TSA Employee: (If Known) : (b)(6)
Comment : Around 5:25PM or so, I opted out of the scanner.

(b)(6) performed a pat down. I asked told him as long as he didn't do anything illegal.

During the "pat down" his hands touched penis and testicles through my pants.

I consider that unwanted, coercive touching of my genitals under threat of not being able to travel. Also intrusive was touching my buttocks and putting his hands inside my waistband.

1/8/2014 8:05:57 PM

QUESTIONS
1) Is it standard procedure in a pat down to touch genitals through clothing?

2) Is it standard procedure to touch buttocks and put hands inside our waistbands?

I would like the TSA to fully explain to me why it is touching people in a way we teach our children to not be touched.

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

Caller s family traveled today her bag was searched. This happens every time she travels. Sometimes she has food in the bag. Her husband has advanced cancer and wants to know if TSOs change their gloves to avoid cross contamination.
She flew from Palm Beach.

1/9/2014 4:20:58 PM

I told her that Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.
I told her that the procedure for checked baggage and wearing gloves may vary from airport to airport.
CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu.
The Palm Beach airport code is PBI.

To whom it may concern:

I am writing to better understand TSA policy on your restriction to bring bottled water onto COPA Airlines flight 235 from Panama City to Chicago (ORD) on January 8, 2014.

I purchased bottled water at a Tocumen International Airport vendor following routine airport screening.

Gate preparations for Flight 235 to ORD, however, required a second round of baggage screening, in addition to body "pat-down", that resulted in the confiscation of my just-purchased bottled water, both of which remained sealed.

No passenger was allowed on the plane with any bottled water container, all of which was purchased at the airport.

The flight attendant informed me that the bottled water confiscation was a TSA rule, not a Panamanian rule.

Please help me understand how bottled water purchased at the airport, after airport screening, can pose any problem to TSA and flight security.

1/9/2014 4:27:09 PM

This is an extremely frustrating imposition on passenger health. Airline flight is a dehydrating experience, at least for me. I need two bottles of water to feel adequately hydrated, especially on a long flight like Panama to Chicago.

Flight attendants do periodically circulate through the cabin with liquid refreshment, but only during non-turbulent periods, and never during take-off or landings. Their appearance throughout the cabin, however, is unpredictable and infrequent, and the quantity of liquid served, you must admit, is typically 3-5 ounces, at most.

Compounding our experience is that, on arrival late Wednesday night, we found no vendors open in the international terminal to purchase bottled water.

Have a heart TSA! Please come up with a better solution for bottled water.

Thank you.

Best regards,

(b)(6)

(b)(6)

To TSA management.

I was diverted to the TSA-Prev line last night (1-8-14) on my flight Southwest 910 to San Diego from Oklahoma City.
I have not applied for this program and it was news to me.
The agents told me and my husband we were low risk and that is why we got this special treatment.

(Something similar had happened in San Diego. Both times it was not obvious why we were chosen except that maybe because we have gray hair. Nobody could have actually checked on us in the time it took to divert us.)

We were directed down a hallway and into a side room where there were about 7 agents.
As we passed through detectors, I was randomly chosen for further check of skin on hands.
Hand check caused alarm to set off.
I was subjected to a full body-pat down including breasts and buttocks in front of all 7 agents and my husband, with no privacy screen or protective alcove
All my carry-ons were taken apart multiple times.
One agent asked me "What did you do?"
1/9/2014 4:27:16 PM I said "nothing except put on some hand lotion and essential oil perfumes."
Another agent was making phone calls.
Finally they said "OK you can go."

This was not the kind of friendlier experience your marketing promises.
It was worse than any other experience I have had with TSA.

Please reply with explanations.

Thank you,
(b)(6)

(b)(6)

San Diego, CA 92104
(b)(6)
HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/9/2014 6:57:29 PM
Airport : DEN - Denver International
1/9/2014 8:05:02 PM Date/Time of Travel : 12/28/2013 10:00 AM Airline & Flight Number : UAL 3445 Checkpoint/Area of Airport : Main level TSA Employee: (If Known) :
Comment : WHy must a precheck eligible passenger go through the metal detector and then undergo a pat down? I have artificial knees and find the full body scanner much less invasive, less time consuming, and much more convenient. Would it be possible for me to leave my bags on the belt by the metal detector and take myself and my shoes to the scanner?
Would you like a response? : True
Passenger's 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 travels between Clevland and Nashville via Southwest and seems to get a patdown every time she travels and she wants to know why. Caller claims she has had a patdown because of her hair being puffy as well as a scar on her arm and a bulky button up shirt. Caller claims the time she received a patdown for her scar the screener was really rude and that was in CLE. Caller also stated she had her checked luggage searched and they mishandled it but she did not want to send it to the CSM. Caller did have a NOI in her bag.

Advised Caller:

All passengers must be screened so if you cause a alarm you will have to receive a patdown it is nothing personal.

1/9/2014 9:16:41 PM

Our officers are trained to properly inspect luggage without misplacing anything out of it and I apologize that was not the case in your experience.

As well all baggage must be screened so if your baggage causes a alarm it must be searched.

Offered to send complaint about the baggage to the CSM but she denied.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 14500000

1/10/2014 2:17:46 PM

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

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

Which U.S. airport were you traveling through?

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Sudan
Zipcode: 0794

1/10/2014 6:06:17 PM

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

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

Which U.S. airport were you traveling through?

1/11/2014 9:50:21 AM

I am emailing in regards to a tsa supervisor not respecting my wishes and rights to a more thorough patdown. I would like to talk to an agent about the indecent; happened around 545pm at the Orlando airport, Gates 70-100 and I was turned away by a supervisor.

(b)(6)

The caller stated that her husband just took an international flight from IAD and that the passenger (b)(6) who was in a wheelchair, had his bags inproperly screened. The caller stated that the passenger was separated from his carry-on luggage during screening at the checkpoint. The caller stated that 3 ties were missing from the bag when the passenger got it back and creamcheese had been removed from the bag. The caller was upset about this and wanted to file a complaint.

The caller stated that they feel the passenger and themself were subjected to discrimination based on religion. She made statements regarding how they felt discriminated against because of their names and religious attire.

Date and Time of travel:01 11 14 3:00PM
Airport: Dulles
Airline:United Flight #936
Description of bag: Small wheeled carry-on bag with clear zipper pocket. The bag is olive in color.
Description of missing Item: 3 Ties were missing
Description of passenger: 5 3 partial bald with gray hair and a beard. Blue sweater under a jacket. In a wheelchair.

1/12/2014 9:15:55 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.

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.

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 the caller that she passenger would need to make the official complaint of discrimination in writing and that she would receive a form to complete via email.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 1/12/2014 2:34:49 AM

1/12/2014 9:26:16 AM
Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Denver to seattle. Southwest Airlines
Comments:My wife was touched without her consent or a stated reason to be pat down. There was no option for a private room.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/12/2014 2:57:04 PM

1/12/2014 3:43:10 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):DI3416 Austin to Detroit
Comments:A concern over prechecks.

I have prechecks status and, at the Austin airport mentioned that I have a knee replacement and needed to use the scanner rather than metal detector. I was told to keep my shoes on, go through the medal detector, and there would be no problem. When I did so, I was criticized for going through the medal detector, given the most invasive pat down I have ever had (I have had probably more than 100) told to then take my shoes off, and before I could put my stuff together, to move to benches with my two plastic containers, a backpack and carry on luggage. I fly a bit, and this was by far the most contrary, both in behavior and instructions, group I have ever faced.

This is the only time I have ever complained, and don't expect to do so again . . . but an offensive pat down, and inability to put on shoes and belt before moving, is troubling.

Chicago Midway Airport is the only one that does not have body scanners for all security checkpoints, or one to share. The TSA pre-check line does not have one at all. I was directed to the TSA pre-check line, but when I wound my way to the checkpoint I saw there was no body scanner. I motioned to the officer at the metal detector that I have a pacemaker/defibrillator. The attitude that I received from the officer (throwing her hands in the air & asking why I was in that line then) was embarrassing, to say the least. I then had to hold up the line & go through the usual process, then wait 15 min to have a female assist for pat-down.

There are many frequent flyers that have pacemakers or other devices that prevent them from going through the metal detectors. I find it hard to believe that as busy as Midway is, that body scanners are not a priority for them.

1/12/2014 5:09:25 PM Last year I stopped at the supervisor's desk and asked if there would be more body scanners in the future & was told "If you need a body scanner, go through the regular line."

Every Monday & Friday I fly in/out of Midway. The number of TSA agents that I observe talking about their plans for the weekend is astounding. None of the other airports have the attitudes or the wasting of time that Midway has.

Perhaps if the number of agents was decreased the airport to purchase more body scanner.

Please respond to (b)(6)

Thank you.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/12/2014 7:20:22 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 01/12/2014 4:00 PM Airline & Flight Number : Alaska - flight 338 Checkpoint/Area of Airport : Various TSA Employee: (If Known) : Various
Comment : My daughter, who is biracial, flies from SF to Seattle frequently to visit me in Issaquah, WA. She is a 43-year-old professional who always dresses and acts professionally. She has NEVER carried any prohibited items, has absolutely no criminal background, and has never created any issues whatsoever. And yet EVERY time she goes through security, TSA pulls her into secondary for a pat-down and a luggage search. Today, after I dropped her off she texted me and said they
1/13/2014 8:21:41 AM AGAIN pulled her into secondary, and did a pat-down and bag search. There is no reason to do so except that she is biracial. Some time ago, the TSA agent actually got the wand caught in my daughter's hair. This is extremely distressing and embarrassing for my daughter, so much so that she has become very nervous to fly because of the harassment. TSA's behavior is absolutely unacceptable. Both she and I want a satisfactory explanation and apology.
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 had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

1/13/2014 10:19:21 AM Response Details: I told him that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. Allow ample time.
Yes you will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared.
You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
Caller did not want email.

	You can be sure I have sent this to my congressman, (b)(6) and to my senators (b)(6) and (b)(6) , besides to you. I am a 64 year old white male. I have had bilateral knee replacements, and walk with difficulty because of that. I have obvious, big scars on both knees, as evidence of those surgeries. On 12 January 2014, I was flying from Burbank, CA to San Francisco, CA on UA 6410, leaving at 6:23 PM. I went through security at approximately 5 PM. As you can see in the attached pictures, I was wearing a very thin shirt, and no jacket. When I went through the metal detector, because the metal in my knees, I set off the alarm, as usual. I specifically dress with pants and shirt which are thin and have absolutely no metal. I had completely emptied everything into a bin, as always. I was carrying nothing. Because of the alarm, I was told I needed to have a "pat down." I have had these before, and I know how they are supposed to be done. This time, the pat down, done by the person you can see at his desk in the attached pictures, was obnoxious, intrusive, excessive and humiliating. The TSA agent did not pat me down. Rather, he pawed me all over, from top to bottom, front to back, and side to side. You can see my thin shirt collar in the pictures. Any moron can see that it would be impossible to hide anything there. The TSA agent ran his gloved hands all through my collar, pinching
1/13/2014 2:12:25 PM	
1/13/2014 3:20:10 PM	Caller s child is 11 and diabetic and caller wants to know how to get through screening,they had a recent issue at DesMoines and she wants to know if there is a better way to carry on her juice boxes. Caller stated she tried to call CARES but the number didnt work in BC,verified number:TSA Cares toll free at 1-855-787-2227.Diabetes-related supplies, medication, equipment (insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, and pump supplies) and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers should declare these items and separate them from other belongings for screening. Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown. Children with disabilities can be screened without being separated from their parents or guardians.
	Caller says that he flew from Rhinelander with two 3.25 ounce bottles of mustard. He states that the male officer at the checkpoint said he was unsure if this was a liquid or gel. The caller opened the containers, dipped his finger in the mustard, and ate it to prove it was not harmful. Caller states that this was taken from him. He states that he has to receive patdowns because of his defibrillator. He states that every time he flies through IMT there is a woman and a man with a gray moustache that work the checkpoint. He states that an officer hovered over his bag, so that he couldn't visualize everything. He states that his prescription of viagra was stolen from his bag. He states that on another occasion his hydrocodone was stolen from his bag. He says that on another day he had a tool wrap for a 1964 VW Beetle in his bag. It contained the lug wrench and wrenches. He says that the officer took his bag to where he could not see it and apparently removed this. The caller states that he would have checked this or rescheduled the flight to have time to ship it, but was not given these options. The tool wrap was not even mentioned to him. When he arrived in FL the tool wrap was gone. He is currently located in Tampa, FL. He says that he also had to give up a 1 ounce shaving cream. He says that the tool wrap was taken sometime in October. There is only one checkpoint and he flies with Delta. He states there are only two flights from IMT per day, one in the morning and one in the afternoon. He always takes the afternoon flight.
1/13/2014 3:37:40 PM	Advised caller: The tools are not permitted in carry on over 7 inches, but they should have given him the option to check this at least. Advised caller that I don t have enough information to send this for him, but he can contact the CSMs at these particular airports. Provided caller with: Name: Elisa Boothroyd Phone: 231-929-(b)(6) Name: Denise Larscheid Phone: 920-593-(b)(6)

Caller would like to know about precheck. He would like to know whether or not he has qualified for that. He has never received precheck, but his wife has it. His wife has flown 4 times and she was selected and he was not. He asked if there were any way to request to get random selection. They flew from Raleigh Durham, she did not have a precheck logo but once they scanned her pass she got it. He would like to get it too, he does have a FF number with Delta but not as many miles as his wife. Somebody told him that he was already opted in but he is not getting precheck, he does not remember receiving an invitation. He stated his wife did not receive an invitation, she is a FF through Delta but got it through Southwest. He asked why he had to pay a fee through TSA and GE if she does not have to in order to be a FF. He does not understand why he would have to pay a fee because they think he is a terrorist, he says thats what TSA treats him like. He is seriously not happy with this, the screening is total disorienting to him. Portland Airport is terrible at security, it makes you feel like youre being stripped naked in front of everyone. He thinks the next time he goes to Portland he will get in the car and drive, he is wanting TSA precheck or expedited screening which should happen for elderly people anyways so he will try to apply through TSA.

Advised caller that TSA precheck is random and never guaranteed. If he has not been invited in by an airline or opted in through an airline, he would have to apply through TSA or Global Entry. He can visit www.tsa.gov or www.globalentry.gov. TSA precheck is for expedited screening, there is also random selection for passengers that meet the requirements through secure flight once they reservation is made even if they are not in a program they can be randomly selected to try precheck every now and then. Once a passenger is a member of precheck through one of the programs they are eligible for precheck each time they fly, it is never guaranteed because for security reasons since 9 11 TSA keeps screening random at all times. Once he visits www.tsa.gov he needs to click on pre-enroll now and submit his application, after that he can set up an appointment at the enrollment center closest to him to do the fingerprinting and interviewing. Once he becomes a member through TSA he will receive a Known traveler number which has to be entered on each reservation for a flight.

1/13/2014 3:56:32 PM

Told caller that since his wife meets the requirements to be eligible for precheck through Delta, when she flew Southwest she could have been randomly selected to go through precheck. Advised caller if he thinks Delta told him he was opted in for precheck he can contact them to see if he is in fact eligible for precheck through Delta. If he is, he would only be eligible for precheck through that airline unless he is randomly selected when flying with another airline. Told caller that there is no way to request for random selection, because its random. Therefore passengers do not know before hand if they will be selected for it or not. Explained that the logo on the boarding pass is printed by the airline, what really matters is embedded in the barcode so once the officers scan it they will know if a passenger is eligible for precheck or not. The airlines FF which fly alot, are invited in by the airline without charge. That is the airlines policy, these passengers already provide money because they fly so often, the airline created a policy not to charge them more money for the program.

Explained to caller that since a passenger travels often and is a FF through an airline, the airlines policy is that they do not charge these passengers that are invited in for precheck. If a passenger is not, through GE they are charged a fee of 100.00 dollars for 5 years eligibility of precheck and through TSA it is an 85 dollar charge for 5 years, that is for covering operational cost for the fingerprinting and background checking that is required. Told caller that he is not treated like a terrorist for this program,passengers are all treated the same. TSA can not assume that just because a passenger is a US citizen that they have a clear background, thats why it is required to be checked in order to make them eligible for expedited screening. TSA keeps things random because if we allowed passengers through expedited screening always without any random screening, that could cause terrorist to catch on to the process and learn how to scam it and get things through. Its for the security of passengers.

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

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 3:24:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/11/2014 8:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 5 TSA Security TSA Employee: (If Known) : Office(b)(6) Comment : Office(b)(6) was extremely unprofessional as my family and I went through the Chicago O'Hare TSA Security checkpoint.

We went through the metal detector, because we were traveling with an infant. The detector beeped when I went through, so I was told I would need a pat down. I want through the detector and waited for Officer(b)(6) to conduct the pat down. Before doing so, she yelled at the gentleman who let me through the detector without her specific approval. She proceeded to yell at him loudly and unprofessionally making no effort to pull him aside to discuss her concern. In addition, she told him that he looked "dumb" for not making me wait for her go ahead.

1/13/2014 4:25:33 PM

When she conducted the pat down, she was extremely abrasive toward me. She asked if I wanted a private screening, to which I responded, no, I was in a hurry. She then yelled at me and told me that didn't matter, I should have arrived earlier and she could drag his out so Iwouldn't be going anywhere. At no time was I rude to her. I simply wanted to move the screening along, so I could rejoin my husband, our infant and our many bags, car seat, stroller, etc at the checkpoint.

I would not normally take the time to write regarding something like his, but this Officer's demeaned when speaking to her colleague and me was so surprising and seemed unnecessary.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email :(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: The callers brother has leukemia, and has a pic line attached to his arm.

Information Request: The caller requested information regarding the external medical line.

Response Details: Advised Caller:

Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

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

1/13/2014 5:27:46 PM

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

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

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

I offered to e-mail this information to the caller, and she accepted.

Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants.If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

1/14/2014 11:31:10 AM

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor s note, the he bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

1/14/2014 12:05:27 PM Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

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

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 1/14/2014 10:27:17 AM Airport : BOS - Logan International Date/Time of Travel : 01/08/2014 7:45 AM Airline & Flight Number : Cape Air Checkpoint/Area of Airport : Jet Blue TSA Employee: (If Known) : N/a Comment : I was going home to Chicago , I had requested a wheel chair as I was in a cast. When I got off the Cape Air flight no chair was waiting ,waited in -2 on Tarmac for manager to bring one, he then took me through the terminal and then just left me, I then had to push myself in the chair to a very long line at security. I asked the young man if he could help me and his reply was no, where is your wheel chair escort, I said I do not know, I have none . Please can you get me to my gate, no I can not. Then I had to be completely searched again as I had done that at Nantucket airport. The female that was doing the pat down, was rude and kept her name tag covered so her name was not visible . I told her 1/14/2014 12:12:25 PM my flight was leaving in five minutes, her answer was no my problem, you should have been here sooner. I said I was in a long line with no one to help me through the terminal in the wheel chair. Needless to say I missed my 8:10 flight , next one at 11:10 was sold out, now I had to sit for 8 hrs, in horrible pain, and then was moved twice by JB people because of gate changes and had to endure the pat down again. I have sent messages to Cape Air and Jet Blue and now to TSA. I would hope that no one would ever have to go through this awful experience.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from SEA to OAK yesterday. There were 6 or 7 TSOs hanging around at the boarding gate; 2 or 3 near the back door and 2 or 3 around a machine. The plane started boarding as the caller, who was in the A section, stood in the line. As he was standing there and the passengers were boarding, a TSO grabs his bag and says he needs to check it. The TSO did an ETD, said the number was too low and that he needed to check it again. Caller asked him why he was doing this since he had already been screened. Another TSO came over and told the caller. Keep your mouth shut. The first TSO said he was going to pat down the caller. First the caller said no, then he saw the TSO start to call someone and he told the TSO to go ahead and pat him down.

He always flies Southwest. He has TSA PreCheck. Caller does not mind being checked and rechecked. He wanted to know why they waited until he was about to get on the plane and pull him out of line then. He had been sitting there and the TSOs were standing around for quite some time before Southwest began boarding. They could have done the patdown earlier.

1/14/2014 2:15:30 PM Caller stated that there were only two people pulled out of line. The man in front of the caller was pulled out first. He was Hispanic. He was asked for his driver s license and boarding pass and was patted down. By the time he was able to get on the plane, he had to sit all the way in the back and, since he is a big guy, it was uncomfortable. He flies often and this situation bothered him immensely. He wanted someone to know his experience.

Airport: SEA
Airline: Southwest
Flight Number:
Date and Time: January 13 at 6:10pm

I apologized to the caller, told him that at any time he could go through additional screening. He said he did not mind being screened again, just don t wait until it is time to board. He almost missed his flight.
Caller says he had called before he flew. His wife is in a wheelchair he has a pacemaker. He says they got seperated, the suitcase went through with his wife. He says they took his shaving cream and his razor from his bag. It was a disposible razor. He was given a pat down in Phoenix, and he says he had the shaving cream there and they allowed him to carry in through. He has a CPAP machine and mouthwash with him as well. He says the shaving cream was taken in Seattle.

Told caller
All liquids, gels and aerosols have to be 3.4 ounces or less in carry on. They are allowed one quart size bag,
1/14/2014 4:24:56 PM they can put as many items in the quart size bag as long as the bag still closes. They need to declare the 311 bag.
I could not tell him why he was able to bring the shaving cream through Phoenix and not Seattle. The officers at the checkpoint allowed him to bring it but normally it would have to go by the 311 rule

He was allowed to bring a disposible razor in his carry on bag and could not tell him why they had taken the razor.

He could get a claim form from tsa.gov and download one for , I could mail, fax or email a claim from to them as well. He wanted one mailed to him.

The caller is calling about two things. First she flew out of San Francisco in the fall and she doesn t like those imaging machines and she received a patdown. The woman who conducted the patdown almost took her skirt off and put her hand up her crack. She didn t say anything at the time because she was afraid she might not be able to get on the plane. She was a young woman in her late 20s or 30s probably, Hispanic, 5 foot 6 inches, skin was a little tan and she was a little bit on the heavy side, probably Mexican. She had dark hair and brown eyes and was very talkative and friendly. She put her hand too far up her crotch and was putting pressure on her crotch. She was flying from San Francisco to Detroit and was there around 7 am at the checkpoint. She was standing near a wall. The caller says that she is easy to identify. She is 5 11 in her 50s tall, wearing a black skirt and maybe a pink shirt. Her skirt didn t come off because the agent let her hold her skirt. They brought her luggage over to her and she was traveling with a guitele which looks like a violin and a little bigger than a eukalele. The luggage was next to her when this happened.

She is also calling about a bill that passed HR 658 in reference to the FAA Modernization Act of 2012 which says airlines have to allow guitars on the plane without charging fees.

Advised:

1/14/2014 4:34:42 PM I will go ahead and forward this information to the CSM at San Francisco for review. They can check the surveillance tapes and see what happened. San Francisco employs private contract screeners and they are not TSA agents.

Let me give you the number to the FAA at (866) TELL-FAA for further information.

Airport where the incident occurred: San Francisco
Airline: Delta
Flight numbers: 519
Date and time of incident: September 25, 2013, 839 am
Individual s contact information email
(b)(6)

Wanted to thank you for making me feel like a true criminal this morning. After a swab of my hands tested for something which was never specified I went through two extensive pat downs and slander language, almost assuming I was guilty. After wasting 15 minutes of my time you guys finally realized there was nothing there. I understand you have a job to do, however language, general rude behaviour and not even explaining processes to me make me hate travelling. I hope you don t take this
1/15/2014 8:34:27 AM lightly as I am truly upset and I hope your SOP s can be worked on so I don t go through this every time I try to go on a trip.

Please let me know what you plan do to fix this issue

(b)(6)
https: (b)(6)
(b)(6) HYPERLINK (b)(6)
11 17 13
(b)(6)

to TSA-ContactCen.
https: (b)(6)

This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positivies for people with disabilities is a TSA issue, and they will not do anything further to assist with those of us who live in less than perfect bodies.
I have sent his letter several times since 2013 with no response at all. I have contacted my senator and my congressional representative and I am not alone in my vehement response to the continued harassment and bullying of TSA agents agains those of us who live in less-than perfect bodies who only want to fly to see our loved ones.
I have been threatened with retaliatory behaviors from TSA customer service; person, and I have no response from TSA regarding my fear of flying through SMF as SMF is the only airport in American Airspace that has tortured me.
I would like some response for this concern, as it has been going to you on a reguar basis for several months now.

1/15/2014 8:34:29 AM As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA s history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it s completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even thought it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space

Hello:

I am writing regarding the behavior of a TSA screener at Baltimore Washington International Airport yesterday at about 4:00 pm Eastern yesterday, Tuesday, January 14, entering the D concourse.

I had opted out of the millimeter wave scanner, and was assigned a male screener for a pat-down. The screener was a white male, about 6 feet tall, with dark hair and eyeglasses. His pat-down was conducted in an extremely rough manner - he brought his hands up and down the inside of my leg very quickly and forcefully, and the upwards impact of his hand against my testicles was very hard. I am still experiencing testicular pain from the experience.

1/15/2014 2:08:26 PM In addition, his demeanor was unnecessarily impolite. He ordered me to "stand there" and "raise your arms up" and "now collect your property" without using appropriate precatory language.

I did not say anything during the entire process, and did not do anything (other than opt out of the millimeter wave scanner) to provoke this behavior - not that it would have been justified in any event.

I would like to speak with the screener's supervisor. Please provide me with the name of the TSA supervisor at the location I mentioned above so that I may do so.

Thank you,
(b)(6)
Chicago, IL
HYPERLINK (b)(6)
For your review and action as deemed appropriate.

Sincerely,

DHS TRIP

From: (b)(6)
Sent: Wednesday, January 15, 2014 11:57 AM
To: RedressFinal, TRIP
1/15/2014 2:09:08 PM Subject: Re: 2187049

This is the process I was told to do. I explained in multiple phone calls to various people at TSA that my 18 year old AUTISTIC son does not have a government ID. The other concern was also regarding the threats made against my 5 and 7 year old daughters when the supervisor threatened to put them through a full pat down and additional screening. So where am I supposed to go now?

On Wed, Jan 15, 2014 at 8:42 AM, RedressFinal, TRIP <HYPERLINK "mailto:TRIP@tsa.dhs.gov" \nTRIP@tsa.dhs.gov> wrote:

Please be advised that the U.S. Department of Homeland Security's Traveler Redress Inquiry Program (DHS TRIP) does not accept "family applications" for redress. If you are attempting to complete an application for redress for yourself, the information should pertain to you only. The application should bear your name and must be accompanied by a copy of at least one government-issued photograph-bearing travel identity document such as an unexpired passport or driver's license.

Each application must include the individual's information in the following documentation:

Disability Description: Callers child needs special mild to drink due to severe allergies.

Response Details: Advised Caller:

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.

Since they did not follow proper procedure I will forward your complaint to the CSM for further investigation.

Caller refused a claim form.

1/15/2014 4:32:40 PM

Date: 1-13-14
Time: 7:30 am
Description of item: Rice milk
Terminal: 2
Gate: West gate
Airline: United Airlines

Incident Details: Callers 4 year daughter has severe allergies and has to eat and drink special foods so she declared her daughter rice milk as medically necessary at the checkpoint in DEN. Caller stated they opened the container and she told them not the open the container or it would spoil but they did anyways. Caller stated an hour later the milk spoiled and her daughter did not have any for her trip.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1/15/2014 5:48:38 PM

1/15/2014 6:04:26 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 DL 906 Guatemala to Atlanta Jan 14th; landing 1:50 PM.
Comments:TSA employee (b)(6) (in the future, please require employees to have last name on name tag so they can be identified) at Terminal E in Atlanta physical hurt me during a opt-out screening (or pat down). He is a very large man (~6ft and obese). He used great force when sliding his hands (palms in) up and down my legs. This caused his hands to mash my testicle. The pain lasted over night, and I will be going to the doctor if it does not subside in the next day.

Please retrain him, or if it is determined he is incapable of performing this sensitive task appropriately (or if he is acting maliciously) PLEASE do not allow him to continue hurting others.

Hello. My name is (b)(6) I had an issue today at your TSA post in Ft Lauderdale terminal 2 post today.
Just for the record I am a TSAPre checked person with a GOES card, but the person I was traveling with didn't have TSAPre so I stood in the normal line with him to wait but now I know I shouldn't have because of this story.
I just had knee surgery on friday Jan 3rd and have a knee brace on and shouldn't be in a standing position very long. I let the gentleman know that i wanted to opt out and have a pat down. I travel every week and have personal health issues, concerning the body scanners. I have been through the opt out pat down many times.
It was busy, as always at TSA, and the guy told me to stand aside. unfortunately he never called for a opt out male assist. i mentioned to him again that I shouldn't be standing for long with my knee. he didn't do anything and kept putting people through the scanner. finally i raised my voice and called through the body scanner to the people on the other side that I need someone to help me because I was an opt out. About 7 crew members passed through the metal detector and so did 2 moms with children, all the while I'm waiting for my assist.
Finally, almost 10min later he turned around and asked for an assist again and I just said screw it and said i'll do the stupid body scanner. of course then they have to swipe my knee brace and make me wait even longer for the swipe machine to clear my leg brace as well. I told the next TSA guy I need to speak to a manager. it took 5 more min to have him come speak with me.

1/15/2014 6:04:57 PM

I told him the entire story and he said he has a new schedule he is trying to work out here and hes sorry. I pointed out the fact that I have just had surgery and have a brace and I shouldnt be standing long and that his crew just wasted 30 min of my time waiting to pass. he said hes sorry and walked away.

That TSA checkpoint was the biggest joke of a TSA checkpoint as i've ever seen. You may want to look into the workings of how it all runs there, and check on your manager.

I travel for work and I know that I'm at the mercy of the TSA, and I understand why people call it Thousands Standing Around. It Irks me to no end that the TSA agents are rude. If they cant handle working with people they shouldn't be working there at all.

(b)(6)

Feedback Type : Complaint
Categories : Missing or Damaged Items; Screening Current Date/Time : 1/15/2014 5:15:21 PM Airport : BUF - Greater Buffalo Date/Time of Travel : 01/15/2014 6:15 AM Airline & Flight Number : Delta DL65044 Checkpoint/Area of Airport : TSA Precheck area and then the regular Checkpoint TSA Employee: (If Known) : I only know that he was supposedly a supervisor Comment : I was in the TSA Pre-check line on 1/15/14 between 5:30 and 5:45AM approximately, as I was supposed to be. However, I recently lost my NYS ID therefore I had a temporary NYS ID. I also had Credit cards, Veterans advantage Card, Bank cards, & a membership shopping club ID w/picture. I was pulled out of the TSA Pre-check line and had to go through the regular screening including a complete VIOLATING pat-down that included my private parts and the complete search of my bag!!! I was told this was procedure when someone doesn't have proper ID, NYS ID IS PROPER ID!! My major concern is that a couple people ahead of me in line at the TSA Pre-check line, was a white woman whose ID didn't even match the name on the boarding pass!!! She was then allowed to present an EXPIRED piece of ID and allowed to go one her way! why was I not afforded the same treatment??? MY ID wasn't expired!! and it matched the mane on my boarding pass. I am an African American man so obviously there are two different standards of screening one for White women and another for Black men, maybe even more standards for particular demographics???

1/15/2014 6:05:49 PM

Please respond to me with an explanation as to how it is procedure to make a spectacle of me, the Black man and allow a White woman with ID that doesn't match the name on her boarding pass to then produce an expired ID to board her flight unchallenged???

I can imagine that there are surveillance images that can be viewed to verify what I'm writing about, may I humbly suggest that someone in authority watch them.

And as a side note the missing item a shower shoe/slipper that I use when I travel. One was put back in my bag and the other wasn't, its a small item however it is the principle of the matter!

Let me also admit that he was polite, that excuses nothing however.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

1/15/2014 9:00:27 PM

Being a frequent traveler and former Pan Am flight attendant , I frequently choose to not go through the newer xray type equipment. Consequently, I was asked to have a pat-down. While I was waiting, several mothers with babies and grade school age children did not go through that device either but through the older single metal detector frame with their child. In my view, this is a dangerous policy, in that, to my knowledge, anyone intent upon an act of terrorism could take advantage of this preferential treatment to mothers. As an American citizen, I definitely felt discriminated against, which is a very sad state of affairs in our United States of America.
I certainly hope you rectify this policy.
Thank you,
(b)(6)

Sent from my iPad

1/15/2014 10:03:27 PM

Hi,
I use the Walmart Equate generic equivalent of AOSept 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under supry Mr. Williams alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for $25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?

Sincerely, (b)(6)

1/16/2014 8:28:05 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/15/2014 10:50:18 PM Airport : ILM - Wilmington International Date/Time of Travel : 01/01/2014 10:30 AM Airline & Flight Number : US Airways flight #2817 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : Want to report inappropriate behavior by a TSA agent in the security check area at the airport in Wilmington, NC, on January 1, 2014, at approx 10:30-11:00 am. I was traveling with my elderly uncle (93 yrs old) who had an expired driver's license about which I informed the first agent upon our arrival in the security line. We had gone through security at other airports on this trip but encountered no problems as we did in Wilmington (a supervisor was called and we were allowed to proceed through security) . They (at ILM) explained they would have to "pat him down" which he nor I objected to and were cooperative with this process (even though no other airport, up to this point, had required this). TSA agent (b)(6) was very rude to my uncle as his supervisor looked on. My uncle, who is very hard of hearing and has very poor eyesight, was having trouble hearing (b)(6) instructions at which point (b)(6) became obviously frustrated with him, sighing deeply, rolling his eyes, and dropping his arms in apparent disgust. I then turned to his supervisor for his intervention, but he did nothing. stating, "Let's just get through this." I then said I wanted another agent to continue with the pat down and not to allow agent (b)(6) anywhere near my uncle. (b)(6) then came over to me, getting between me and my uncle and tried to give me grief. When I stepped closer to my uncle to assist him in hearing the replaced agent's instructions, (b)(6) placed his hands on my shoulders attempting to push me away. I then told him to take his hands off. Once again, the supervisor did nothing but had another agent take over (a very nice and kind African-American man-? name). I do not know his name or the supervisor's name, but I'm sure your scheduling records reflect who was working that day, place, and time. I certainly was sure to get (b)(6) name. No one, especially the elderly, should ever be treated this way. My uncle was nothing but cooperative and even stated, "You all can't be too careful in my opinion." I would appreciate your attention to this matter and a reply would also be appreciated. I realize this event cannot be undone, but perhaps may prevent another person from experiencing the same. I can only hope. Thank you!
Would you like a response? : True
Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller wants to know if he can refuse a patdown.He does not want to be touched by a TSO that just touched someone else with the same gloves.
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.Currently, TSA Pre\u2713™ is the most familiar of TSA's risk-based screening initiatives. TSA Pre\u2713™ allows TSA to pre-screen individuals who voluntarily offer more information about themselves. Based on this information, TSA is able to identify low-risk passengers to determine if they are eligible for expedited screening at a TSA Pre\u2713™ lane. Travelers who are considered low risk may be eligible to experience faster, more efficient screening at more than 100 U.S. airport checkpoints when traveling on a participating airline.

1/16/2014 9:22:25 AM

Travelers interested in TSA Pre\u2713™ eligibility should consider applying to the TSA Pre\u2713™ application program or a U.S. Customs and Border Protection (CBP) Trusted Traveler program. Once approved, travelers will be eligible for expedited screening at TSA Pre\u2713™ lanes. For more information about these programs, please visit our Web site at: www.tsa.gov tsa-precheck.

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.

To whom it may concern:

The purpose of this communication is to officially bring to your attention the breach in travel security that is implicit in the so-called "Pre Check" program. I use myself as an example.

Recently (Monday, MSY, UA Flight 3747) I went to an airport and was ushered from the security check in to a special line called "Pre Check" where I was not required to take off my shoes, watch, belt, and glasses, nor to remove the bag of liquids or my computer from my luggage, nor submit to either a full body scan or a pat-down. When I asked why this was happening, I was told that United Airlines had conducted a background check on me and had determined that I was eligible for reduced security screening procedures.

Given United's general incompetence in doing what they are supposed to do (for instance the above mentioned flight was more than four hours late) I have zero confidence in their ability to certify that one passenger or another does not constitute a security risk. Some how, I thought that was YOUR job. Moreover, I am not amused that you would give United Airlines or any other private entity the right to access my private information without my permission. Certainly, I would not give it.

For twelve years after the terrorist attacks in New York and Washington I was subjected to insults and indignities by your agents, not to mention the additional costs I incurred both in taxes and additional fees to pay for these so-called services. Most of that time, I had security clearances of Top Secret and above, and when I pointed out the fact that my information was available to authorized US government agencies to determine whether or not I constituted a risk, I was told that the same rules must apply to everyone, and that my numerous background checks by the government did not speak to the risk that I was a terrorist. Now you are in effect telling me that a private company can do what you could not do. I do not accept that.

1/16/2014 10:10:33 AM

I am keeping a copy of this e-mail to include as an enclosure to a letter to my congressman and both of my senators, demanding an immediate cessation of the "Pre Check" program, or at very least, the disengagement of that program from private control.

It is bad enough that the NSA records my telephone calls, monitors my web activity, and reads my e-mails. But now to turn my personal information over to United Airlines? It's more than I can stomach.

Sincerely,
(b)(6)

--
NOTICE: Email to or from this address is passed to the NSA courtesy of
Google. Inquire about alternatives for greater possibilities for privacy.

-----Original Message-----
From: CRL
Sent: Thursday, January 16, 2014 9:32 AM
To: TCC-Referrals
Subject: FW: Got Feedback : BUF - Greater Buffalo

Dear TCC,

We have reviewed this complaint and, while the traveler alleges discrimination, it appears that the traveler did not have the appropriate form of ID and was referred for additional screening and did not like it. Therefore we are referring this complaint back to you for appropriate handling.

Thanks so much,
Harleen

1/16/2014 10:11:15 AM

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

-----Original Message-----
From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Wednesday, January 15, 2014 9:53 PM
To: CRL
Subject: Got Feedback : BUF - Greater Buffalo

The customers information has been attached to this email.

The following e-mail is being forwarded to you for review from the TCC. Please contact the traveler to resolve the issues addressed in their e-mail message included below. Also, please reply to the message that was forwarded to you and describe the resolution that you provided. This will send the traveler's original message and your response to TCC Supervisors so they may update and close the record accordingly.
This morning at JFK airport in New York. My 25 year old daughter was on line to catch Jet Blue flight 23 to LAX 6:50 am departure. The lines were so long that she had 5 minutes to catch the flight. They were able to get her to the front. As she was going thru they said they had to do a 2nd level security check on her, She was hysterical crying asking why and that she had only 5 minutes to catch the flight. No explanation, just a degrading and demeaning pat down in front of everyone still awaiting to pass thru. Went thru her hair,patted her body down in front of everybody. Even people on line were wondering why she was being treated like a felon. They could not believe the degradation or total lack of compassion or even the fact of no explanation. I will be getting the video of this violation of her rights. More importantly as a father I am irate. Nothing was found, no explanation given, and of course she misses her flight. What is the criteria for a 2nd level check? Is there one or is just done by the discretion of one of your employees? My child is there crying, people are saying what are they doing to her, and no explanation. How dare you. Gross violation of her civil rights.
Please explain yourselves
(b)(6)

1/16/2014 12:05:31 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/16/2014 10:17:06 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 12/05/2013 Airline & Flight Number : Jet Blue flight 45 Checkpoint/Area of Airport : TSA security check point TSA Employee; (If Known) (b)(6) and her female manager Comment : After passing a wand over the palms of my hands during the screening process, (b)(6) asked me to step aside, and she called over her radio for a supervisor. A blond woman supervisor appeared after a short wait, and my carry on bag was searched. No explanation was given. After no problems were found with the bag, the supervisor directed me to follow her and (b)(6) into a small side room where she performed a very thorough pat down of my entire body from head to toes. It was very, very uncomfortable, and no explanation was given. When the supervisor finished, she merely said that I could go. I asked if they had anything to say to me, and they both said no. I expected some sort of explanation for their actions. I am flying again in early February and have no idea what triggered the search. Do these people get training in how to deal with the public? These two women certainly need more and better training. (b)(6) was sullen and harsh throughout. I am not confusing her actions with being professional. She was definitely not professional. The supervisor's actions and demeanor trouble me even more. I did not expect an apology since they were doing their jobs. I did expect an explanation and certainly was treated with neither courtesy nor respect. I would give them both a failing grade on that day. Can I expect the same poor level of service when I fly next time? Also, I did send an email to the general tsa address as listed on your website when I returned home. I never got any response to that email. This is the second time that I am reporting my experience with these TSA personnel.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

1/16/2014 12:06:15 PM

The caller said he had surgery on left knee and he has a card stating he has a prosthetic knee. The caller stated he goes through the metal detector and he always has to receive a pat-down and he is always tested for drugs. The caller wanted to know how to keep this from happening.

1/16/2014 1:14:44 PM

I told the caller if he goes through a metal detector and an alarm sounds he is required to have a pat-down. I told the caller he may be swabbed and tested for explosives using a ETD sampling. I told the caller he can also be randomly selected for a pat-down. I told the caller even if he tells the officers he has the implant or if he has a card he would still have to be screened.

Caller is trying to locate an email or somewhere to send a complaint. She sent an email this morning and it came back that it was a part of disability, but she is saying it is just a general complaint. The caller stated she just wanted to file a general customer service complaint. Her daughter took her service dog out to use the restroom and came back to security. A TSO tested her hands and said there was something on her hands and also something was on her bag. TSA called in more agents, they had to do a patdown and her daughter requested a private room because she had to remove her service animals leashes. They brought her in a private room and did not offer a sign language interpreter and after several tests and re-tests the machine finally came back negative. She stated this means there is faulty equipment and inaccuracy in the equipment. Finally when it came back negative they let her go through. She was departing from Chicago O hare, she is complaining over the officers as well because they did not offer to get an interpreter, so she did not fully understand everything they were saying. Caller stated her daughters name was (b)(6) and she was absolutely mortified by the experience. Caller stated she contacted Ohare yesterday and spoke with (b)(6) and he stated he spoke with the officers and they did proper protocol in this situation, he told her the equipment is calibrated every so many hours. She thinks if the machines are alarming and they could be wrong they need to run an item that alarms through another machine to be sure its correct.

1/16/2014 5:16:00 PM

Airport:Chicago O hare
Airline: United
Flight #: Does not have
Terminal or Gate #: F Concourse
Date and Time of Departure: 4:54pm 1 15 14
Approximate time of incident: about 2:00pm
Calling on behalf of: Daughter
email (b)(6)

Told caller I would send this up to the appropriate office so they could investigate the issue, check surveillance and do whatever they need to in order to address it. Advised caller that she could contact the airline to file a complaint over the wheelchair assistance that her daughter did not receive and was refused once she was at the airport. Apologized to the caller for her daughters experience and thanked her for informing us about the situation.

1/16/2014 8:10:22 PM

Hello,
I am a disabled 73 year old who is still working and, in my job I tend to travel relatively frequently. Most of my flights originate at Denver International Airport (DIA), unfortunately. Normally a trip through Security is a literal and figurative painful experience, because of staffing (not too many...just in the wrong places), inexperience, unusual personalities etc. But on my most recent flight through DIA, even I couldn't believe the goings on. The date was January 8, 2014.

As I said, I am disabled and require wheelchair assistance to and from the gates. This has been a big help in getting through the process and I have also received TSA pre-Check through my airlines as a priority flyer.

On this particular trip, everything was going along reasonably well until I was informed that my DIA provided Wheelchair had set off an alarm. As a result of which, I would have to submit to a full body screening on my person and I was in no uncertain terms to vary from the standard process. I explained that while I didn't understand why I was being a.) detained b.) subjected to a full screening process and made to stand up throughout this process, I would agree to go through it. Your man (b)(6) the TSA guar,d then proceeded to begin to tell me everything I have known for 12 years about the process...while I tried to explain to him that: a. I was fully aware of the screening procedures and would waive the speech and b.) (and more importantly), I was in a great deal of pain from standing up and wanted to get this over with as soon as possible.

Your man (b)(6) commenced to start with his monologue, from the beginning, again and again. I explained that it would not be necessary to tell me again. One more time and I finally gave up because I was near collapse. I then endured the roughest "pat down" beginning with MY HAIR that I have experienced in 12, years telling him that it hurt as we went along. I could see that your man (b)(6) was getting frustrated and I was wearing out, so I asked for his supervisor, Mike...who by the way, is a very professional, calm and nice guy. (b)(6) offered to let me sit during the search, which was gratefully appreciated and your man, (b)(6) proceeded to start again...from MY HAIR! and was again very rough in his "pat down". I asked (b)(6) for a complaint card which he provided.

My questions and complaints about this process and this particular personnel choice, your man (b)(6) are too numerous too mention. I have no soft tissue in any of my load bearing joints, so I am bone on bone. Trust me, it hurts just to exist. I'm 73 and beginning to look it. I am no threat to anyone and don't look it. I look like an old guy in pain. Shouldn't your screeners take note of that and act accordingly? It was humiliating and caused me to almost miss my plane. But, beyond that it really hurt a lot.

BUT...the larger issue is that my DIA supplied wheel chair raised the alarm. Not me. Why in heaven's name should I be subjected to less than human treatment for my chair's transgression. It so happened that a couple of other chairs also raised some flags. Perhaps the sensor was faulty? Should someone have checked.
I wouldn't normally take this much time to vent my frustrations...just grin and bear it. I have done it before, but this just went over and above anything I have experienced.
Am I wrong?
(b)(6)

Regards,

Feedback Type : Request for Information
Categories : Permitted Items
Current Date/Time : 1/16/2014 8:04:08 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I sent this email to the usual complaint address:

1/16/2014 9:16:07 PM

"I use the Walmart Equate generic equivalent of AOSept 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under supv (b)(6) alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for $25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?"

and received the usual robot responses. But, I think this is a significant technical issue that your tech people might want to consider.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 1/16/2014 9:21:18 PM

1/16/2014 10:11:08 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Raleigh-Durham International Airport, Monday, January 13, 2014. Terminal 1, TSA Screening Area.
Comments:I take about 3 round-trip business flights per year originating from RDU and I routinely opt out of the scanner. Until 1/13/14, the pat-down staff (at RDU and elsewhere) had always been thorough but professional. But on 1/13/14 at RDU terminal 1, the pat down guy literally caused me to recoil in pain as he grabbed my pant belt loop, jerked my pants up hard and then ran his hand up my leg and slammed it into my testicles. I've had pat-downs many times before and this guy was way off-the-charts rough as if he enjoyed a kind of sadistic power over travelers. Instinctively, I cried out an expletive. But the guy (a heavy-set 30-something white male) paid no attention to my condition, offered no apology and and hurried off to the luggage x-ray machine leaving me not only furious and in pain, but with my shirt and pants practically undone from rough treatment. Clearly, none of this was even remotely necessary. Rest assured that if it happens again, a lawsuit will be filed.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) MA 56728
Zipcode:

1/16/2014 10:11:16 PM

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

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

Which U.S. airport were you traveling through?

Caller and his wife both went to the GE and getting trusted traveler number and his wife was selected for the precheck and she has a hip replacement and had to go through the whole process. At Dulles and made her get out of the precheck line and go through the general line. He said someone should have told them that before he spent the money to be a trusted traveler for the precheck.

1/17/2014 10:21:14 AM

Told caller that I was not able to tell him that she would not have to have the additional screening because if she has an alarm they have to resolve that by doing a patdown. Also told caller that we do advise that they don't go through the metal detector and to inform the TSO that she has the metal implant before screening. But I still am not able to tell him that she would be able to go through screening without it alarming and having that additional screening. Also told caller that we do try and track trends to spot areas of concern that may require special attention.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/17/2014 10:57:26 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 01/16/2014 5:45 PM Airline & Flight Number : Southwest 221
Checkpoint/Area of Airport :
TSA Employee: (If Known) ;
Comment : Immediately upon exiting the full body scan, I was instructed that a "hair pat down" would be performed by the TSA agent. Without any discussion, an agent with VERY STAINED rubber gloves started going through my hair! That is COMPLETELY UNACCEPTABLE AND UNSANITARY! I understand being patted down in all areas, that is necessary. But hair? Put on clean gloves.....who knows what got in my hair. As a school teacher, I know all to well hair is different than skin/clothing.

1/17/2014 12:11:28 PM

First, why does my scalp and hair (My hair falls one inch below my shoulders) need vigorous searching? Where is my protection from unhygienic gloves?
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said he has a Nexus card and never gets precheck. He said his name is different on his membership card than his passport and he will call CBP to see if he can get a new card or get his name changed on it. He asked if he should sign up for the TSA precheck application program.

Response:TSA is committed to expanding TSA Precheck 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 Precheck and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov .

1/17/2014 12:42:40 PM

Canadian citizens interested in participating in TSA Precheck 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 PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner.

If TSA determines a passenger is eligible for expedited screening through TSA Precheck , information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Precheck lane for expedited screening. Expedited screening for TSA Precheck passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a patdown inspection, to resolve an alarm.

I advised him to make sure his name matches his membershp card each time he books his flight. I advised him he would not get the customs side of it for tsa precheck which is at tsa.gov for precheck pre-enroll.

If you have questions or concerns regarding a CBP Trusted Traveler membership, including your application, eligibility, updating your information, or managing your profile, we suggest that you contact CBP at 1-866-530-4172.

2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times. I am formally filling for sexual harassment and assault.

My original readdress #(b)(6)

1/17/2014 2:17:40 PM

I filled formal complaint immediatly after and was never contacted. My next step is going to be legal. It is unconstitutional in what had taken place, and my rights have been violated.

(b)(6)

Please excuse typos, sent from a mobile device

Feedback Type : Compliment
Categories : Pat-down; Disability or Medical Condition Current Date/Time : 1/17/2014 3:49:27 PM Airport : ORF - Norfolk International Date/Time of Travel : 12/21/2013 6:45 PM Airline & Flight Number : Delta flight #5332 Checkpoint/Area of Airport :

TSA Employee: (If Known) :
Comment : Let me tell you about my trip to Pasco, Wash on Delta airlines.

1/17/2014 6:04:15 PM

My name is (b)(6) my age is 63 and because I have a defibrillator and a pulmonary patient and I am handicapped. On Dec. 21, 2013 I went to the airport in Norfolk Va. To fly Delta Airlines to Pasco, Wash. After weighting my checked bag I was 6 lbs overweight and they were going to charge me $100.00 for the 6lbs overage. So I had to take 6lbs out of my luggage. Ya think it is a little much? Okay to security—I have a defibrillator and I have to wear oxygen. As per Dr I am currently on 4 liters of oxygen. I had the paperwork allowing me to carry the concentrator on board with me. When I got to security my carryon bag was emptied and everything went through the machine. Because of my defibrillator, one of the females told me that they had to pat me down. Okay this has never happened to me before. She did ask me if I wanted to go behind the curtain and I declined thinking it couldn't be that bad. She padded me down alright between legs, outside legs, ankles, under my butt, over my butt, down my back, under my breasts, over my breasts, underarms, down arms and wrists, around my neck. WOW!! I started to ask what next my clothes? Now that was humiliating. After watching 20 passengers fly through the line. After scanning I went to put my shoes on and they wouldn't let me. "You can't touch that." Asked me for my boarding pass, I couldn't give it to them it was in the tray, I couldn't touch that! One guy physically went through my pocketbook. Needless to say I was overwhelmed at this procedure. After 30 min of this degrading experience I didn't know if all my things were in my possession or not they were scattered into 6 bins. Finally it was over she got me a wheelchair and to the flight terminal. I was exhausted. Upon getting to my destination I found out that my checked baggage was gone through also.
The flight to Minnesota was good. Not enough room @ the seat for the concentrator and myself. I had to have a flow of 4 liters during flight. Flight Attendants were wonderful, helpful and very courteous. Thank you.
The flight from Minn. To Pasco was the same. On my arrival to Pasco I walked down the stairs. The wheelchair was waiting at the bottom of the stairs but no one was there. I waited several minutes and still no one. One of the pilots came off the plane asked me if I was waiting I told him yes. He took it upon himself to wheel me to the terminal, although ½ ways to the terminal someone took over. I never thanked the pilot for his help.
Now the flight home. Pasco to Minn. My son's fiancé took me to the airport in Pasco on Jan 9, 2014. I must say I wasn't padded down this time but everything I owned was scattered from one bin to the other. They not only scanned my things once but emptied them and scanned them a second time (even my pocketbook.) I thought they were going to disassemble my concentrator there on the spot. As I said before I had a physician's form the doctor filled out allowing me to carry this concentrator on board. Not the 1st person asked to see it. Would this have caused a little less confusion?
I know you have to be careful what goes on these flights due to terrorist attacks. But honestly was I singled out for some reason. Wonder if I really look like a 63 year old handicapped old woman terronst? Really??
The rest of the flight was a good flight. All your attendants were very courteous, friendly and helpful. I did fill out the survey for the handicapped.
My question to you is this how you treat your handicapped customers who fly Delta Airlines? Really makes me wonder if I want to fly Delta next time I fly to Pasco.
Thank you for your time reading this. I hope this will help make flying easier for handicapped patients. Although we may have some kind of disability we are still human and want to do as others do. Flying may be harder for us than others but I am sure someone can come up with an easier solution than going through what I had to go through.

Sincerely,

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)

Caller said she traveled through Ft. Lauderdale on January 14, 2014 and had gone through screening in Terminal 2 at 0430 hours. The caller was traveling in a wheel chair and was directed to the left from the other passengers going to the right. The caller has brown hair and wears glasses, she was wearing a navy blue jacket with turquoise and she had a white tee shirt. The caller said the carry on bag and iPad were taken and screened while she was receiving a pat down and the bag was placed in her lap or on the chair and she never checked to verify the ipad being inside. When the caller arrived in Atlanta see looked for her ipad and it was gone. The ipad has all of the caller s medical information and is very important to her. The ipad is a white ipad in a black leather case and has a silver stylus attached. The caller also said she has a tracking device and the ipad is sitting some place turned off. The caller said she flew on Delta flight DL 827 which departed at 0545 hours and arrived in Atlanta at 0730 hours.

1/17/2014 8:33:02 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.

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. Due to the sensitivity of the information on the ipad the contact information was provided to the caller.

Three ago I received an artificial knee to replace my knee that was severely damaged from a gunshot while on duty in local law enforcement. It now triggers an alarm in all the walkthrough metal detectors. I have had TSA precheck that last few flights but have to then remove all the usual things and then submit to a pat down. There were no readily available advanced scanner present. Really have a problem with the pat down every time I fly given my retirement from law enforcement and over thirty years of security consulting and teaching including for almost every Federal Agency and was an instructor at FLETC for seven years.

1/17/2014 9:27:08 PM

I believe the pre check has been a good first step but there needs to be more to pre-screen more passengers. There are many who have similar backgrounds as mine and have implants resulting from their former service who are forced to undergo a pat down which is insulting. My last pat down, at LAX, was not only insulting but infuriating by the attitude and actions of the screener. I am seriously considering scrapping any thought to continue flying which means full retirement from my security consulting including all government agencies. I turned down two request last week to help with security issues because it require air travel and I am not ready to face any more pat downs.

(b)(6)

Arlington, VA

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 1/17/2014 9:01:45 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : So as part of my fun work life, I spend a lot of time on airplanes. That's OK, part of the job.

The unfun part is getting from the entrance of the airport to the airplane. I have to run the TSA gantlet.
Often the airline I fly on does not participate in the trusted traveler program (I'm looking at you AirTran). So I get to the front of the security line, have taken off my shoes, belt, cell phone, soon underwear, I guess, and am faced with what I call the "Surrender" machine. You are supposed to go into this thing, put your arms up and surrender to the TSA, and then they will let you pass to get redressed. If you have never seen this go to almost any airport and watch the security line. If you are old and ugly, as I am, your picture will not end up on the Internet.

1/17/2014 9:27:14 PM

But I can't do it. I have flown hundreds of times, but I have never entered the "surrender" machine. I can't symbolically surrender to the government just so I can exercise my right to travel. In my own country.

So even though I have undergone the background check required for trusted travelers, because I chose the wrong airline, I get to experience the "pat down". Where the unlucky TSA agent (Or lucky, depending on his sexual orientation) gets to put his hands in my waistband, touch my "stuff", as was raised by a passenger sometime ago, so he can some to realize I really aren't packing chemical explosives or a corkscrew with a 1" foil blade, all apparently designed to take over an aircraft with a fully sealed cockpit door and often an armed crew.

But I digress.

Because while I am undergoing this TSA homoerotic show, probably filmed for someone's future pleasure experience I described, the airport McDonalds minimum wage worker shows up, and is escorted around the "surrender" machine. Followed by an entire family with small children, because everyone knows people with children are obviously incapable of violence. We won't bring up (b)(6) .

And the McDonalds lacky, needing a few bucks, won't simply carry something into the airport for some actual passenger, and pass it on after both are through the "security" checkpoint.

TSA security is largely based on making the average passenger feel good. It has little to do with actual security. And it will continue that way until there is another disaster. Which, given the processes I've described, is very likely.

I fly a lot. I hope I don't get unlucky. But currently, my flight safety is based a lot more on luck than intelligent security.

Can someone please put me in charge of TSA ? I think I would do it for free, because I hate those inside waistband feel ups.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/18/2014 1:48:03 AM Airport : MEM - Memphis International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : United Airlines 4537 Checkpoint/Area of Airport : TSA Checkpoint for the C Concourse TSA Employee: (If Known) : (b)(6) Comment : On January 17th around 10:20 a.m. FA (b)(6) proceeded to MEM TSA screening with his crew; CA (b)(6) and FO (b)(6) Upon passing ID inspection FA (b)(6) placed his items on the X-RAY belt. He then proceeded to the metal detector. FA (b)(6) was stopped by TSA STSO (b)(6) who placed the orange cone in the middle of the metal detector blocking FA (b)(6) entry. TSA (b)(6) stated to FA (b)(6) "You are not in uniform. You have no right to enter the metal detector ".

FA (b)(6) said to TSA (b)(6) "Are you joking, I have been wearing these dirty clothes the last 3 days. I wear this uniform everyday. Is this a joke?" TSA (b)(6) told FA (b)(6) "Take your belt off, you are going through the body scanner" FA (b)(6) said "Why do you think this is not my uniform?" TSA (b)(6) repeated "you are not in uniform, take your belt off, you are going through the body scanner"

FA (b)(6) said "No sir. I'm an active FA on a working trip. I am not required to go through the body scanner" FA (b)(6) began saying to his pilots who had been through the metal detector "Guys, this TSA guy claims I am not in uniform and he is not letting me pass. Can someone tell him, I am?" TSA (b)(6) interrupted FA (b)(6) to repeat "You are not in uniform. You need to take your belt off and go through the body scanner"

The female TSA agent working the bag X-ray machine said to FA (b)(6) " take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

1/18/2014 9:40:23 AM

FA (b)(6) said "Sir I am not, you are holding up my flight" TSA (b)(6) said to FA (b)(6) " You are holding your flight up. You are not in uniform" CA (b)(6) said to FA (b)(6) "They have known crew member in the other terminal go there." TSA (b)(6) then said to FA (b)(6) aggressively with a raised voice, "You have two choices the body scanner or submit to and aggressive pat down" The TSA female agent on the bag scanner said to FA (b)(6) again "Take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

FA (b)(6) said to both agents, "I'm not going through your body scanner, I get enough radiation on the airplane working 18 to 20 days a month. I will take your pat down and trust me I will be reporting all of you."

FA (b)(6) took off his belt so it could proceed through the X-ray machine, he then walked through the metal detector, TSA (b)(6) told him to follow him to the pat down area, FA (b)(6) was told to remove everything from his pockets including his work ID, stand on the black matt and look at TSA (b)(6) while he gave FA (b)(6) directions as to what would happen in the pat down.

The pat down took about 2 to 3 minutes, revisiting FA (b)(6) waist, inner thighs,buttock multiple times by TSA (b)(6) Proceeding the pat down TSA (b)(6) swiped his gloves with bomb swab and proceeded to preform a bomb evidence test. After the test came out negative TSA (b)(6) informed FA (b)(6) he was free to go.

For the record FA (b)(6) was wearing the Continental French Blue long sleeve shirt, the baby blue "new" United Express Necktie and the ExpressJet company issued pants and Continental Black Belt (that doesn't set off metal detectors). This is an approved uniform.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/18/2014 10:35:05 AM Airport : DEN - Denver International Date/Time of Travel : 01/16/2014 8:00 AM Airline & Flight Number : UA 6209 Checkpoint/Area of Airport : north side TSA Employee: (If Known) :

1/18/2014 11:13:25 AM

Comment : I have TSA precheck, but also have a knee implant. I have traveled thru Denver 3 times in 3 months and have had a rough time every single time. The 1st time it took btwn 5-10 min to get a pat down. The second time I went thru regular screening because it was slow and kept getting told to go to TSA pre ck. Then this last time I went thru TSA pre ck, as I was going thru told them I nn a pat down and they kept telling me I should have gone thru regular screening. At this point I was getting mad and frustrated. Two gentlemen started talking to each other and said I was beyond listing to give up. I asked why they couldn't move the two women to pat me down and one male said they were at assigned spots and could not be moved. I also had to wait 5-10 min for a pat down, and only got it at that time because I asked for a supervisor, who got someone to pat me down. I have traveled thru Orlando, LAX and Orange County and not had any problems, it may take a minute or two, but their employees were on the ball unlike Denver Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

1/18/2014 1:26:06 PM

I have a Global Entry card and a knee replacement. During recent traveling, I have been told after entering PreCheck that I should go to the regular traveler line because there was not a newer "hands up" screening device available, and I have to have a full body search since my knee sets off the metal detector. So I went to the other line, took off my shoes, etc. when I had paid $100 to be easily cleared. This most recently happened in Indianapolis. In JFK I suffered a very invasive full body pat down (I am a 72 year old grandmother.) Does TSA plan to install the newer machines in all airports? Or is there some common sense approach to realize that it is my knee setting things off and there is no reason for the full body pat down.? My husband breezes through, then has to wait for me, so it makes our Global Entry seems worthless. We are frequent travelers, both domestic and international. Thank you for your attention to my concerns.(b)(6)

(b)(6)

Dear TSA,

I was recently subject to a random pat down. Your procedures are overkill, invasive, and unconstitutional. Nowhere does my airline ticket say I am agreeing to be subject to TSA procedures before I click the purchase button.

In the name of 9/11, the government is going too far. They allowed a few scoundrels into USA flight school who allready were on a watch list, and the rest of us innocent Americans have to suffer by being subject to all kinds of ridiculous screening. Plus, we are footing the bill.

Exactly many would be terrorists are you finding through these searches? My tax dollars would be better spent elsewhere.

1/18/2014 1:26:12 PM I will do all within my power to speak out against your procedures and fight for my constitutional rights.

Regards,

(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: 1/18/2014 2:27:59 PM

1/18/2014 3:44:33 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 HOPE THE DENVER POLICE THROW THE BOOK AT THE TSA FEMALE AGENT WHO SEXUALLY ASSAULTED (b)(6) " YOU ARE ALL A BUNCH OF SEX PERVERTS, THIEVES, AND DRUG DEALERS. THIS LADY WAS ESCORTING HER MINOR CHILD TO A PLANE. SOME ITEMS ON HER JEANS SET OFF AN ALARM. HER TREATMENT AT YOUR HANDS AFTER THAT WAS NOTHING SHORT OF A RAPIST! IF THIS WERE ME, "GOD HELP YOU!!!" THIS VICTIM OF SEXUAL ASSAULT/NEAR RAPE WOULD HAVE CONSIDERED THIS AN ACT OF AGGRESSION. YOU WOULD HAVE HAD A FIGHT ON YOUR HANDS. KEEP YOUR DIRTY HANDS TO YOURSELF. TSA AGENTS SHOULD BE TREATED LIKE THEY TREAT THEIR BOSSES!

Dear TSA Contact Center,

I appreciate the quick reply, but your techniques are not reasonable, and the majority of the public agrees. The courts agree? Well, whose side are they on really? Many judges are corrupt.

The signs at the entrance of the security check points are after the fact that a person has allready paid for an airline ticket in advance.

Your rules seem to only product TSA agents, and not citizens who even question the invasive past downs. I've heard plenty of stories of citizens being harased by TSA agents or airport security personnell, and inappropriate pat downs. Meanwhile, I'm sure the real terrorists are laughing about all our ridiculous security measures. I do believe your measures are part of a more sinister plot to continue to erode the freedoms of the American people.

The fight will continue on.

(b)(6)

1/19/2014 9:39:31 AM

On Saturday, January 18, 2014 1:56 PM, "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail regarding the Transportation Security Administration (TSA) conducting unreasonable searches at the airport checkpoint.

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.

We hope this information is helpful.

Disability Description: The passenger has Degenerative Back Arthritis, Fibromyalgia, Parkinson s, MS and other medical conditions.

Response Details: Advised the caller that we apologize for any discomfort that the passenger may have experiences. Advised that I would send her a D-RFI so that the passenger could make a formal complaint.

1/19/2014 1:02:59 PM

Incident Details: The caller stated that the passenger was made to remove her shoes after she expressed the the TSO that she has difficulty doing so. The caller stated that the passenger s can was taken away from her to go through the AIT and was refused a patdown when she requested it. The caller stated that she has called in before and was told that this would not be the case. The caller stated that the passenger injured a muscle in her back trying to put her shoes back on.

1/19/2014 1:07:56 PM

We have traveled through many airports since 911 and have never encountered the rudeness from TSA employees that we receive at LBG. Today we requested to use the body scanner, my wife has two knee replacements and abhors pat downs. Very rudely we were told "not an option!" I asked why and was told to get in line and proceed. There were very few others so I wasn't holding anyone up. We will be doing our best to convince LBG management and their airline partners to go with private security and scrap TSA. We appreciate the fact that security needs to remain high. We don't appreciate the attitudes Long Beach TSA personnel convey.

(b)(6)

1/20/2014 9:37:50 AM

Sent from my Windows Phone

In the course of applying for and obtaining Trusted Traveller Status, noone ever mentioned that travellers with joint replacements, regardless of their PreCheck status, have to submit to regular, full security screening, including removing their shoes and patdown, every time, because most PreCheck lines only have metal detectors, not high tech scanners. So after waiting in the Pre line at IAD and MDW, we were offered the options of going to the end of the regular line or enduring a full screening. Had we known this we could have saved $200.

(b)(6)

	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 11:44:19 PM Airport : LAS - McCarran International Date/Time of Travel : 01/19/2014 7:30 AM Airline & Flight Number : Southwest #3203 Checkpoint/Area of Airport : Lane 1, TSA Security line for Gates A, B, C - departures from LAS TSA Employee: (If Known) (b)(6), Supervisor STSO (b)(6), Witness LTSO (b)(6) Comment : I was in line to go through the full body X-ray machine at the Las Vegas McCarran International Airport. I was wearing long earrings (that were earlier commented on by a Starbucks employee earlier that morning), a short sleeve shirt beneath a runner's jacket (no pockets) and black yoga pants with no pockets. I was wearing an athletic bra and had no metal on my body except for my earrings, a small necklace and a watch, all the same items I had worn on my way out to Las Vegas and approved similarly during travel. Slightly before I approached the imaging machine, a woman arrived in a wheelchair and she entered in the line before me. She had someone to help her both to get the wheelchair close to the machine, standing up and descending to the other side, where (b)(6) helped her descend the slight ramp down from the imaging machine. At that point, she stepped onto the mat with yellow outlines of shoes and a TSA female officer arrived with a hand metal detector to check her. I was then waved into the imaging machine by (b)(6) where I stood with my legs apart, raised my arms above my head and waited for the vertical bar to slide by before being told I could exit. At that point, the person in the wheelchair was still being assessed as she stood gingerly and I was told different instructions by (b)(6) and (b)(6) about whether I could continue past the woman. As I moved forward, (b)(6) told me to stop and (b)(6) approached me. Without saying anything, he proceeded to search me without offering a gender-appropriate female TSA employee. (b)(6) continued and said nothing and he began by placing his hands on both my shoulders and proceeded towards my neck and proceeded to rub across the front of my chest stopping just above the nipples on my breasts.
1/20/2014 9:39:32 AM	As a woman, I found this search completely inappropriate. (b)(6) did not verbally warn me in advance that I was being body searched. He did not tell me what his concerns were and further, I had just stepped out of the body imaging machine (that is, I had already been through security). (b)(6) in observing this episode from 8 feet away, admitted to me immediately after I stepped beyond the black "search" webbed off area that it was not appropriate. He told me he noticed (b)(6) error and "didn't want to embarrass me." He said he was not (b)(6) supervisor and offered to get him, STSO (b)(6). When (b)(6) approached (b)(6) informed him about what occurred (that (b)(6) had patted me down and I was a female) and (b)(6) apologized and offered to get me a card (TSA) to file a complaint. Feeling violated and sad, I returned ten minutes later to retrieve the name of LTSO (b)(6) the witness to the incident. At that time (b)(6) had (b)(6) in the office and upon my arrival, (b)(6) returned back to the line of duty and I was informed that he was going to receive more "training" so this doesn't happen again. I would like to see changes in the TSA search process to commence immediately: 1. For personal/inappropriate body violations, replace comment cards with an incident report that captures and records the TSA officer, his badge number and relevant information as well as a place for the victim to place his/her name so that all data can be collected immediately. This is not a dispute over a small item that has been confiscated. This is a violation of a person and appropriate importance should be given. 2. Ask every person BEFORE they are searched, whether they prefer to be searched/patted down by a TSA male or female officer. Every person who has to go through a pat down should be presented this option. Your website says specifically, "All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down." This was violated in my case. Furthermore, without posing the question about what the person prefers, we leave the determination of selecting a same-gender officer to the subjective eye of the TSA agent, which is less than ideal. 3. As soon as an incident report is filed, the offending person is immediately removed from their shift and an incident report is filed attached to their name in a database. Repeat offenders or those reaching a threshold of incident reports (as defined by the TSA), should be dismissed from the TSA. I was shocked to see (b)(6) return to his line of work ten minutes after I notified STSO (b)(6), while I feel devastated, shocked and violated. It's ironic that after spending a wonderful weekend with a group of women friends in Las Vegas, walking up and down the strip during daylight and after dark without incident, that I should feel most violated by a uniformed TSA agent who failed to follow
	Caller has been flying frequently between Dayton and BWI. Every time she has flown her checked bag is hand inspected. THis has been approximately 20 flights in the past 16-18 months. She thought this may have meant she was on a watch list.
1/20/2014 10:09:21 AM	Advised caller: Advised caller that if she was on a watch list, she herself would have been receiving additional screening including a patdown. Her checked bag getting screened every time could be because of how it appears on the x-ray monitor or due to something inside the bag. Things such as containers of liquid, books, magazines, or electronics can cause secondary screening.
1/20/2014 1:05:21 PM	My parents were flying home from being at the Mayo Hospital for 2 weeks on Saturday, January 18th. They were flying Delta out of Rochester MN. (flight 5685) My mother had just had open heart surgery and the placement of a pacemaker. When going through security she was asked to raise her hands up over her head for the dector. She explained she was not able to do this do to surgery. She was then told to get out and they proceded with a very strong pat down. In which the woman preforming hit the surgery site of the pacemaker not once but twice which caused my mom to scream out because of the pain. The woman was not apologetic and didn't care at all. She was a very gruff person. I realize that you have a very important job to do but when dealing with people one should still care and have some compassion. At this airport they see alot of people who have been at the Mayo Clinic or Hospital. I would think they would be more aware and conduct the pat downs with more care and considerations. My moms site was swollen and had more pain after this incident. Hopefully this email will bring some attention to this matter and other people will have a better experience. Thank you for your time. (b)(6)

My daughter (a Type 1 diabetic) went through Midway Airport again on her way back to school to Tucson on August 14th. Once again the TSA instructed her to send her insulin pump through the luggage x-ray machine. This will be my last attempt to educate the TSA, as I feel it may be a waste of time. My next correspondence will be to the American Diabetes Association in hopes that they can make you understand the error of your way. Here is an excerpt from Medtronic s website, maker of the insulin pump:

Airport Security Guidelines
Insulin pumps are designed to withstand common electromagnetic interference, including airport security systems. Taking an insulin pump through airport security is quite common. It is always a good idea to carry the HYPERLINK http: www.medtronicdiabetes.com sites default files library download-library workbooks x23_airport_card.pdf \nAirport Information Card (located in the front pocket of your user guide) when you are traveling.
Because travel rules are subject to change, it is advisable to check with the Transportation HYPERLINK http: www.tsa.gov \nSecurity Administration (TSA) before traveling. International passengers should consult their individual air carriers for international regulations.
Insulin Pumps, Personal CGM and Security

1/20/2014 3:16:04 PM
You can continue to wear your insulin pump or continuous glucose monitor (CGM) while going through common security systems such as an airport metal detector as it will not harm the device or trigger an alarm. Do not send the devices through the x-ray machine as an alternative
You need to remove your insulin pump and CGM (sensor and transmitter) while going through an airport body scanner. If you do not wish to remove your devices, you may request an alternative pat-down screening process
Notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you Insulin Pump

If the TSA is there to provide security for Americans, then please explain why they are putting insulin pumps through x-ray machines, even after being told this could cause an insulin pump to malfunction and shoot unneeded insulin into a person s body which could cause death.

(b)(6)

Itasca, IL 60143

(b)(6)

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: 1/20/2014 8:59:40 PM

1/21/2014 8:18:57 AM
Name(b)(6)
Emai(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):New Orleans Airport
Jan 19,2014
Comments:I asked for an opt out screening. The TSA personnel pointed over to a chair. Waited for several minutes, asked if I could go through the metal screener. she said no, although several other people had gone through it. She ignored me, not answering my questions. I finally told her that I would go through the body scanner and she let me.
She made a feeble attempt to get a person for pat down; I had no clue how long I would have had to wait. I felt that she made me wait as a form of punishment for opting out.
I know that the body scanners are unsafe; it is an X-ray, and all of the Europian countries banned them, because they are deemed unsafe by their governments.
The bigger airports in the USA are replacing them, but unfortunately placing them in the smaller airports. As a citizen I have a problem with that.

As a traveler I feel I am at the mercy of the TSA. Not a good feeling. Upset that someone else can control the decision of my health.

When will I hear more about this????

I've cut and pasted my initial email sent on January 15th 2014(italicized) and below you can view the TSA's response as of Thursday Jan 16th 2014

RE: Flight: Delta DL65044 From Buffalo NY to Detroit MI 6:15AM 1/15/2014
Passenger: (b)(6)

To whom it may concern:

1/21/2014 10:21:13 AM

I was in the TSA Pre-check line on 1/15/14 between 5:30 and 5:45AM approximately, as I was supposed to be. However, I recently lost my NYS ID therefore I had a temporary NYS ID. I also had Credit cards, Veterans advantage Card, Bank cards, & a membership shopping club ID w/picture. I was pulled out of the TSA Pre-check line and had to go through the regular screening including a complete VIOLATING pat-down that included my private parts and the complete search of my carry on bag!!! I was told this was procedure when someone doesn't have proper ID, NYS ID IS PROPER ID!!

My concern is that a couple people ahead of me in line at the TSA Pre-check line, was a white woman whose ID didn't even match the name on the boarding pass!!! She was then allowed to present an EXPIRED piece of ID and allowed to go one her way! why was I not afforded the same treatment??? MY ID wasn't expired!! and it matched the mane on my boarding pass. I am an African American man so obviously there are two different standards of screening one for White women and another for Black men, maybe even more standards for particular demographics???

I didn't bring this up to TSA staff because I didn't want their retribution to be to deny me access to my flight.

Please respond to me with an explanation as to how it is procedure to make a spectacle of me, the Black man and allow a White woman with ID that doesn't match the name on her boarding pass to then produce an expired ID to board her flight unchallenged???

I can imagine that there are surveillance images that can be viewed to verify what I'm writing about, may I humbly suggest that someone in authority watch them.

Dear TSA,

Your security measures only give an illusion of protecting the public, and in fact are instilling fear of the U.S. government, not terrorists. They do not instill my confidence of security as an airline passenger.

The 9/11 terrorists should have been stopped way before they even got on a plane. They should have been prevented from joining American flight schools. They should have been prevented from entering our country at all. With the super intelligence we have in our nation, certainly more effective measures could be taken before a terrorist even reachs the security check point in an airport.

How many people are you finding loaded with underwear bombs through your invasive pat downs? Please answer my question, as my tax dollars are helping fund your organization.

The facts are these:

1/21/2014 12:08:42 PM

1. Our constitutional rights are being violated every day by an out-of-control agency that was created in a misguided attempt to interject the government into a place it was not needed.

2. The TSA does not make us more secure; it simply wastes time and money.

3. The TSA has set up rules and procedures that harass ordinary citizens at the expense of actually finding terrorists.

4. More outrageous cases of abuse by the TSA continue to be reported.

5. Private security should handle airport checkpoints.

6. Toddlers, mothers with small babies, grandparents, and the disabled are all being harassed while simply trying to board an airplane.

Hello,
The attached query was sent to our office in error.
Regards,
(b)(6)

1/21/2014 12:08:56 PM

Case Number: DP2014010104
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
LZ4900 AMERICAN AIRLINES 02 02 2014 LAX
Description of Problem Inquiry
Every time I go through the security check, my knee replacement triggers the alarm and then I get delayed from my wife because I have to go through a personal patdown and drug or explosives check. Is there a way that I can be cleared ahead of the trip so I can go through security in the normal time?
The caller flew on 1 13 14 with Spirit Airlines at 1930-2000. The caller told a TSA agent that he did not want to go through the AIT machine. The caller states that the TSA agent says that I gotta get gloves because this idiot wants a patdown procedure. The TSA agent s name is (b)(6) at DTW. The caller states tha(b)(6) was extremely nice and apologized for her coworkers behavior.

1/21/2014 2:17:35 PM

Advised caller:

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

(b)(6)

(b)(6)

(b)(6)
Culver City, CA 90232

(b)(6)

Took Place at:

Los Angeles, New York, Chicago, Miami, you name it

1/21/2014 8:32:02 PM

I would like to lodge a complaint for the entire TSA screening system. For years I have been routinely randomly selected for enhanced screenings at airports because of my Middle-Eastern North African features despite the fact that I am African-American. I filed a complaint before when I was again selected for enhanced screening even after going through the expensive body scanner in 2011 in front of horrified white colleagues. I just started opting out of the scanners and voluntarily submitting myself to pat-downs. When the TSA PreCheck program opened up my husband and I drove 3 hours out of our way to apply. $85 fee, fingerprints, background check and TSA decided I was not a threat. Apparently though that doesn t keep me from routinely getting randomly selected the very first time I used TSA PreCheck. I was selected once at the checkpoint and AGAIN at the gate. I don t think that was a coincidence but that it is a part of the TSA training process to select individuals that look like me. That is unacceptable. What program do I have to submit to prove that I am not a threat? None of the recent domestic terrorist attacks were perpetrated by someone matching my description. I would like to review TSA training to understand why I am always singled out.

TSA Agents and Random screening - I would like to know what protocols you use to select random individuals
- apparently it is on people matching racial descriptions. STOP PROFILING.
From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, January 21, 2014 8:04 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 1 21 2014 8:03:39 PM

NOTICE:

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

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

CONTACT INFORMATION
Full Nam(b)(6)
Email Address:(b)(6)
Phone Number:(b)(6)
Address: (b)(6)
Zipcode: 90232

1/21/2014 9:25:42 PM

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

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

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

1/22/2014 8:38:40 AM

Greelings,
There is an issue with the AIT machines that needs to be addressed. I have had an issue with these machines at Newark Airport and just recently at San Juan. I once weighed 640 lbs. I now weigh 240 and although I have had several surgeries to remove the excess skin I still have excess skin in the abdominal area, groin and legs. The skin is causing triggers on the machine which then mandate the agents to pat me down. They ask what is under my pants and I must explain nothing but excess skin. This is inconvenient, a nuisance, demeaning as well as embarrassing. Something needs to be done to calibrate the machine to recognize skin as skin. My medical condition should not cause such an issue. I hope the agency can review this issue for solutions rather than mandate pat downs for people with my condition. I am sure I am not the only one with this issue. I appreciate the extra security measure the TSA has employed but this needs to be looked into. Thank you for your consideration.
(b)(6)
Colonia, NJ

From: (b)(6)
Sent: Tuesday, January 21, 2014 5:31 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 1 21 2014 5:30:51 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Travel experience

Comments:

Dear TSA Ombudsman,
Callers brother in law flew from PHX to Chicago on American Airlines. He reached the screening area between 3:00pm and 4:00pm. His brother in law went through the screening process and showed his boarding pass and ID and he went to the screening area and was wanded and then his hands were swabbed. He was then taken to another room for a patdown screening. He thinks that his brother in law was being profiled due to race. His luggage was also pulled for additional screening.

ABaker completed this record
1/22/2014 10:57:29 AM Caller did indicate that his brother ate sea salt chips before entering the checkpoint.

He went through Terminal 3, gate 6, 01.21.2014

I did explain that the complaint had to be in writing and he provided me his email address to send the forms.
He also wanted to know if the forms were user friendly and I did let him know that they may need to be filled out or faxed in. But the information would be on the form itself.

He could also not identify who the TSO was or any features.

1/22/2014 11:04:45 AM Caller has a metal implant and wants to know how to get through screening without a patdown.When she flew fron EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.
If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

1/22/2014 12:16:39 PM My daughter is 16 and though she looks like an adult she is not. She should not be touched by strangers. Being touched by strangers should not be a part of her travel experience. She is a US citizen. She is 16 years old. She shouldn't have to be subjected to strangers groping her to travel within the US to visit her father in another state.
This is not the American way. If it happens again I will join the lawsuits against you. No one with a US drivers license (for which a pinger print is provided) or passport should have to be subjected to full body scans and groping nor should their CHILDREN.
You need to reevaluate your methods.
(b)(6)

Sent from my iPhone

1/22/2014 12:16:59 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/22/2014 11:06:15 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 01/16/2014 5:00 AM Airline & Flight Number : Delta 6269 Checkpoint/Area of Airport : Gate B TSA Employee: (If Known) : 4 employees - don't know names Comment : On January 16th at approximately 5:00 AM, my niece and I were embarking on a trip from Charleston, South Carolina to New York, New York. We prepared to go through the Transportation Security Administration process, as we have done countless times before, emptying all our items; clothes, shoes, bags and electronics into bins. I had my niece go ahead of me and she was cleared by the walk through metal detector. As we went to get our belongings, we were abruptly stopped and the TSA agent asked my niece if the I Pad he was holding was hers. She acknowledged the device as hers and he informed us there were "suspicious" findings on the device. As we stood there somewhat surprised, he walked over to another area and did something to the device. He never removed it from the sleeve; he never turned it on (as it was off.) Within seconds he returned and announced that my niece would have to come over to the opposite side we currently standing at and be subjected to a pat down. They took all her belongings; backpack, luggage, coat, and boots not allowing either of us to touch anything. There were initially three agents (two men and one woman) present as we moved to the second area and a fourth agent (female) was called to do the pat down.

I inquired as to the age limits with minors and pat downs. My niece had just turned 16 years old on January 12th. I was told very abruptly by the 1st female agent that anyone over 12 years old was allowed to be pat down. She was extremely rude and condescending snapping back at me after I asked the question. I told her I was concerned as this pat down seemed excessive and her reply was "I am a mother too." The initial three agents NEVER spoke to my niece at all and just proceeded to go through all her belongings. Then the female agent asked for my nieces boarding pass. She told them she put it in the bin with her coat and boots. The female agent insisted it must be in her backpack despite me and my niece repeatedly stating it was in the bin. I reminded the agents that we were not permitted to touch the bins, therefore they must have dropped it. The female agent went back to the imaging area and returned stating, "you left it over there" referring to the imaging area. It was the agents that dropped it and misplaced it! Again, there was an accusatory tone and blame for an action neither of us were responsible for. The fourth agent arrived and thus began the pat down. She explained the pat down process to my niece which evoked tears from my 16 year old. I asked if I could comfort her and I was told "NO, you can't touch her." She was asked to pick up her own boots and hand them to one of the male agents.

As the pat down began I was shocked and appalled by the invasiveness of the procedure. As this agents gloved hands went in my niece's pants around her entire abdomen and touching her buttocks as if she had just been arrested. My niece (who was now asking what she did to deserve this pat down) was in tears. Nobody spoke to her, reassured her or even said a kind word. They ignored her as if she was not even there! The female agent then slid her hand down the front of her chest between her breasts. The agent then ran her hands up and down her legs with her hands going up to her crotch. As the pat down was completed the initial three agents walked away without as much as a word. We were left to collect her belongings all left on top of the metal tables they had been inspected upon.

I find these actions deplorable! Your website states, "Many Transportation Security Officers are parents themselves and understand travelers' concern for their children. Security officers will approach children gently and treat them with respect. If a child becomes uncomfortable or upset, security officers will consult parents about the best way to relieve the child's concern." Sixteen years old is still a child and thus these practices are incredibly inappropriate and invasive.

I now have a "child" who remained devastated throughout our trip with fear this would happen on the return flight home. We were so relieved when we arrived at Laguardia Airport and her I Pad was NOT an issue. Additionally, she was handed a piece of paper at the document check podium which allowed her to go through the metal detector with her boots on. I would like to know why these inspection processes vary from one airport to another. Additionally, the TSA staff at Charleston International Airport require sensitivity training!! I have been in and out of the country many times, flown frequently for work and pleasure and have never been subjected to this procedure before. The "system" is terribly flawed when a "child" must be subjected to this process under the age of 18 years! I can't begin to imagine what a 12 year old would do under these circumstances.

Please assist me in recognizing the TSA agents at Charleston International Airport who were unprofessional, insensitive and simply rude to my niece and myself. Nobody, especially a child, should be subjected to this process! I believe the "check" was random and NOT related to the I Pad. I also believe the pat down and search could have been avoided. The TSA has a long way to go in proving they are effective by patting down children!

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

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 01/16/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/22/2014 12:17:11 PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Mililani, HI 96789

Email Address: (b)(6)

Comments submitted to Redress (DHS TRIP): While waiting in line for processing at McCarran International Airport, a TSA inspector was counterproductive instead of helping passengers. Said TSA inspector did not move positions with her hands in

To whom it may concern:

For your review and action as deemed appropriate (b)(6) pplied to the Redress program on 01/08/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/22/2014 2:22:58 PM DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Edina, MN 55436

Phone Number (b)(6)

Comments submitted to Redress (DHS TRIP): I started through TSA pre check security at San Diego airport January 26, 2014 at approximately 10:20 am en route to Minneapolis, MN. The alarm sounded due to my hip replacement, as it always does.

Caller is 60 years old and is flying to attend a funeral. He is wanting to know if he can bring toiletries. He is also wanting to know if he can bring an electric razor, hair brush, toothbrush and his extra dentures. Caller wanted to know what happens if they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

1/22/2014 8:45:56 PM

Advised caller:
Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, Resealable bag (3-1-1 rule).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say weather to permit the item to go through the checkpoint. They will give you several options for property mailing them would be an option as long as the airport has the that option available.

Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing with the pharmaceutical labels.
Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.
Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

Complaint regarding the mis application of TSA rules and the invasive nature of inspection conducted by the Government of El Salvador departing from San Salvador to Miami.

As an American citizen the mis application and invasive nature of inspection conducted by other nation's at the demands of the US is behavior imputed upon the U.S.

In addition to xray screening local authorities perform an in depth manual inspection of all passengers of all carry on items as well as a hand pat down with arms extended.

In my case they confiscated my travel size shaving cream, toothpaste and gel. All of these were less than 3 ounces and all of these have never been subject to inquiry let alone confiscation by the TSA or any other country for that matter and I am a frequent traveller.

If El Salvador wants to invade the privacy of its own people, fine, but the US is accountable for its behavior and that of its agents, in this case the Salvadoran inspectors acting on America's behalf and their treatment of Americans.

The TSA is responsible for ensuring the standard and equal application of its rules and minimizing the invasion of American's privacy and dignity as it does so at home.

I ask that the TSA review the policies and procedures deployed by El Salvador on Americans returning home.

1/23/2014 10:09:39 AM

This email and its contents are a personal statement and opinion and do not necessarily reflect the opinion of anyone else or any organization.

(b)(6)

Miami FL, USA
Cell: (b)(6)

DISCLAIMER:

This e-mail is only intended for the person(s) to whom it is addressed and may contain confidential information. Unless stated to the contrary, any opinions or comments are personal to the writer and do not represent the official view of the company. If you have received this e-mail in error, please notify us immediately by reply e-mail and then delete this message from your system. Please do not copy it or use it for any purposes, or disclose its contents to any other person. Thank you for your cooperation.

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Disability Description: The caller indicated that she has a service dog and wears medical compression gloves on her hands due to a recent surgery. She indicated that her hands could not undergo ETD as they are sensitive.

Response Details: I advised that I would refer her inquiry to the appropriate entity for review as they may be able to provide ore specific information in regard to policy.

I advised that we cannot guarantee that a patdown will not be required.

I confirmed with the caller that she did have information on how to file a formal written complaint.

I explained that she can always request the assistance of the PSS at the TSA checkpoint regardless of whether she has or hasn t requested assistance,. The PSS can address questions or concerns and provide assistance through screening.

I advised that I have documented her complaint as well and that TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Incident Details: She indicated that she called to request assistance for her travel from SAT and DEN. She received a call in regard to the assistance prior to her travel from SAT and had no issue there. The ETD was not conducted.

1/23/2014 11:38:38 AM

She arrived to the checkpoint at DEN at 11am on 1 22. She asked a supervisor (female sitting near the front of the checkpoint) if there was an ADA line. The supervisor advised that there was not and that she would have to wait in line.

After she passed through the WTMD and the service dog was patted down, A TSO (male, last name (b)(6)at the checkpoint advised that ETD had to be done after she advised that it could not be.TSO kept indicating it was policy. She advised that she had requested assistance through screening. The TSO stepped away. Upon return, he indicated that he could not verify the request for assistance because no one had gotten back to him.

The TSOs kept trying to swab her hands. The TSO then advised that she would have to have a patdown if the ETD could not be conducted.

She indicated that the TSOs didn t know what to and indicated that they had never experienced this before and didn t know what to do. She was at the checkpoint for 35 minutes. This occurred at Bridge Security.

She indicated that she has the link for information on how to file a formal complaint in writing. She indicated that she would complete an official complaint in writing once she has all of the information

She asked where is the policy that indicates that ETD must be done in regard to a a medical condition.

She flew with American Airlines flight 379 departing at 1:30pm. (information pulled from the record created in regard to the request for assistance.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/23/2014 11:36:51 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/01/2014 8:00 PM Airline & Flight Number : AA 2360 Checkpoint/Area of Airport : Closest to gate this flight departed from, Newly renovated check-in area of Terminal A TSA Employee: (If Known) : (b)(6) older woman, short gray hair just above her shoulders) Comment : TSA employee (b)(6) (older woman with short gray hair), was very unnecessarily rude and unprofessional during my encounter with her. She was also being lazy on the job.

She had to be told 4 times by her fellow officers to do my screening when I opted out of the scanner. After the second time, she loudly and rudely exclaimed "Well, they're just going to have to wait!" To be clear, there were only 3 passengers in line, I was the only female opt out, and there were 6 TSA employees that I could see. She was merely standing behind the 2 men who were running the scanner, and very clearly NOT busy. Her own co-workers had to repeatedly ask her to conduct my screening.

After the 4th request, she called me over, roughly gathered my belongings and tossed them onto a table, including my laptop which was thankfully not damaged. I had not spoken to her at all at this point, and my interactions with the other TSA officers was quite pleasant, so I was shocked at her behavior. While she went back to get my suitcase, another TSA officer came to the table where I was, looking for a table for his passenger's belongings. He was asking me of the status of my screening and belongings, so during this time, I did not see what employee (b)(6) was doing. When she returned, I asked her politely if she would change her gloves before my pat down, since she just handled the bins with her gloves. To this she again, rudely and loudly exclaimed "I just did that right in front of you!" I tried to apologize and explain to her that I was answering another officer's question so was distracted and did not see her, but she rolled her eyes at me, let out an exasperated grunt and interrupted me. This was the first I had spoken to her, other than pointing out my belongings, so I see no reason why she would be so frustrated with me. I did not attempt to speak to her again because I was afraid of her reaction.

1/23/2014 12:14:41 PM

She then proceeded with the pat down, however she was rough to the point that I was getting pushed around and my hair was being pulled. She was pulling my sleeves of my shirt excessively and without regard, and she repeatedly re-patted areas she had already done (I had no belt or jewelry or other objects on me/in pockets to cause this, nor any obstructive clothing which would make it difficult for a pat-down). My husband, who had already gone through the checkpoint and was standing 15 feet away waiting for me, was able to clearly observe this and stated it was obvious, even from that distance, that she was being excessively rough. She took much longer doing the pat down, and in fact, another male passenger who arrived at the checkpoint after she started my pat down, was done with his pat down much sooner.

I was very calm, polite, and cooperative throughout this entire event, so I see no reason for her horrible attitude and mistreatment of myself or my possessions. I was afraid to tell her she was hurting me because I was afraid her treatment of me would become even worse than it already was. Instead we got her name from the lead officer after the screening. I am a frequent traveller, and always get the pat down for opting out, and have never encountered such poor behavior, nor have I ever felt the need to file a complaint until this encounter. Most of the TSA officers I have previously encountered are very professional and often even try to make it less of an uncomfortable experience for their passengers, even during stressful busy times.

I too work in a job that is heavily involved with dealing with many people, often in stressful situations, but if anybody in my position exhibited such behavior, they would be fired. Employee (b)(6) was dealing with a cooperative passenger who was experienced with the procedure, with an average amount of belongings (1 suitcase, 1 bin with laptop, 1 bin with liquids and shoes), with no line of waiting passengers, and therefor not even a stressful situation, and yet she CHOSE to exhibit such immature and highly unprofessional behavior that would not be tolerated in most other workplaces.

Even if I try to consider that maybe she was "just having a bad day", it is NO excuse to behave that way towards others in a professional environment, and especially not towards a customer, and especially not towards a person who was being calm and cooperative and polite and not provoking such behavior, and in a calm and not stressful work situation. If she cannot appropriately manage her emotions and function at a professional level, she should not be placed in a job position that requires her to interact with other people.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/23/2014 1:59:05 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 01/19/2014 10:00 AM Airline & Flight Number : United 3747V
Checkpoint/Area of Airport : D Terminal TSA Employee: (If Known) :
Comment : My wife seems to get stopped every time she goes through a TSA check point. She does have rods and screws in her back but often that is not where they seem to be interested in. Due to some foul up my boarding pass had TSA Pre on it but my wife's did not so we went through the regular line. I went through first and a very courteous gentleman politely asked me if I had emptied all my pockets, I told him yes and he indicated he needed to check around them, which I okayed and he did. He thanked me and wished me a good day. My wife came through next and a younger black woman TSA agent told her to stop and in a not so nice voice asked if she had emptied her pockets. She then said I am patting you down and started going over my wife. My wife asked her to identify what the issue was and the woman would not answer her. She tried to tell her she had implants and again the woman just kept on patting her down and ignoring her questions. My wife is not a good traveler, she requires medication to get on a plane. This type of treatment has now happened to her several times and she is now more nervous about going through TSA than getting on the plane. We both triggered the screening system but the outcomes were vastly different, mine was handled professionally and courtesously, my wife was treated rudely and felt like a petty criminal when she was done. She asked for a complaint form and the woman just pointed towards a desk. At the desk we spoke with a supervisor, she basically just kept going back to if the machine goes off we have to pat you down. We repeatedly tried to tell her that wasn't the issue it was the way it was handled. She finally seemed to get it and assurred me she would speak with the woman, I seriously doubt she will. You need to do a better job of ensuring that your employees are properly trained to deal with all passenger, someone like me who travels weekly for business and someone like my wife who may only fly once in 4 or 5 years. The agent was disappointing enough but the supervisors attempts to just ignore the complaint by focusing on the pat down was really poor. Do you ever have people check on what goes on at these check points? What are you doing to fix this, it has been occuring for sometime now and I see no improvemetns.

1/23/2014 2:43:42 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

From (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

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

(b)(6)
Windcrest, TX 78239

1/23/2014 2:43:56 PM

Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am, I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn t know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6) I m guessing now at this point, TSA (b)(6) was the TSA Care agent? TSA (b)(6) told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) o check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn t matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to

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

Cell Phone:

PO Box or Street address:
1/23/2014 8:02:34 PM (b)(6)
City:
Denver
State:
CO
Zip:
80218
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

My TSA-pre experience has been frustrating.

I have been directed to TSA-pre screening without any knowledge of why.

I am a regular flyer but have a knee replacement and end up taking 3 times longer in the pre line than regular scanner lines due to the pat down, having to 'disrobe', etc.

It would be beneficial to advise passengers of their assignment to TSA-pre and what it means through screening.

1/24/2014 12:08:16 PM

It would also be helpful to let people who normally set-off metal detectors to opt-out of the program rather than force them to go through a pat down.

I hope these comments are helpful and thanks for what you do.

(b)(6)

(b)(6)

Phoenix, AZ 85020

Caller flew last week and felt that her flight experience was great except for one issue at the screening checkpoint . She shared her discomfort to a Delta rep. It took place at the Boston-Logan Airport on Jan. 17th at about 8:40 a.m. She called ahead to make sure that her ID not having a picture wouldnt be an issue, so she took alternate forms of ID. She s never had a picture on her ID but she took her SS, credit card and her Pennsylvania DL with no picture. The Boarding pass scanner person was nice and didnt give her any issues. She hasnt flown in 29 years so she was a little nervous. There were 3 TSO s at the checkpoint. The one that screened her didnt look at face the whole time of the procedure which she saw as unprofessional. She states that as she handed him her ID he said there s no picture three times in a very loud way and it made her uncomfortable and embarrassed. She is 54 years old. She handed her SS to him to ease him a little but he then said she was going to need to go through a patdown. He called the supervisor in a loud and embarrassing way. She felt that her experience with him was very negative and wanted to express it so that it could help in the future in not making situations uncomfortable for other passengers.

Response:

1/24/2014 1:07:19 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.

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.

I am soo tired of these incompetent and often rude TSA agents. I have had them push their hands into my out labia now for several years and I am really sick of it. The pat down of people who do not believe that laymen have the right to see inside their bodies is like a punishment. And it is stupid as a pat down doesn't reveal what could be in the anus or vagina. So why are women pushing on my outer labia harshly as they go up and down my legs. Do the men TSA push harshly on the men testicles? Why must women who have braids and wear scarfs patted on the heads but Jewish men with caps heads aren't patted. And there is no consistency between these airports. The TSA is the worst thing that has happened to airports? I think airports should hire their own security as customer service skills and common sense seems not to be possible with the TSA.

1/24/2014 4:19:09 PM

The number one complaint with airports these days is the rude and thuggish acting TSA agents. Too many of them appear intoxicated with their power. External airport oversight of them is needed and we we a national survey of their performance. They are inefficient, complaint that they do not have enough people so only two of 8 lanes are opened yet agents around often doing nothing. I support full employment but many of these agents need a career training to do something beneficial and they all need customer service training. We are not children, criminals, or soldiers to be ordered like cattle. TSA is the worst nightmare of those who cherish American Civil Liberties. TSA make airports place that we Americans hate to visit. .

(b)(6)

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Remote Client IP (b)(6)
Date Time: 1/24/2014 4:39:20 PM

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

1/24/2014 6:13:55 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):TSA JAX airport security area.

I was takin a 6:25 pm Delta 6001 flight from Jax to LGA 1/22/14.

It took far over 30 minutes for me to get through. I arrived at the airport at about 4:30 pm and to the security about 5pm that back-up in 20 minutes though there were about 25 to 30 visible TSA persons.
Comments:Around 5 pm the JAX TSA line was very long and slow though there was only about 100 people. Out of 8 TSA lanes, only two were opened. After complianing they opened a 3 rd one. It took about 20- 25 minutes from me to get a an agent who did a very rough pat down that including jabbing hands into my external labia that are still tender today. Why do these pat downs have to touch a woman's external vagina. If a woman was to carry something no idiot would carry it outside when they can place it in the vagina or rectum. These pat down is simple stupid, not beneficial or efficient, inconsistent between airport; and degrading to civilians. Routine pat downs need to stop. The TSA woman who patted me down appear to have been unhappy that she was asked to do the pat down, so she took it out on me. There were over 8 TSA women working but the supervisor said that she had only one available to do pat downs while others did nothing.

The service was very disorganize and poor management of staff. JAX TSA always appear to penalize those refusing the X'ray machine with these long waits and increasingly rough pat downs. She asked me and my sisiter to pull up our blouses which exposed our stomachs. But most irritating is having my outter vagina touched and this time shoved roughly. Do they pat down men testicles and shove them up?

Caller states that she was very uncomfortable with a DEN patdown, which she says bordered on groping. She says that she wore the same sweater through EWR and MSY without issue, but at DEN a TSO said that the thread was reflective and told her that she would have to have a patdown. Caller says that she offered to remove the sweater and put it through separately but the TSO said no. Caller states that there was no line waiting. She states that the TSO did not use the back of her hand but patted her down all over in public with the front of her hand. Caller says that the TSO swabbed her hands and said that she had a chemical called glycerine on her hands that can make a bomb. Caller says that glycerine is in lotions, soaps, and hand sanitizers, including in DEN bathrooms. Caller states that the TSO took all her stuff and swabbed it, then brought her to another TSO, who told her that she would be patted down again. Caller states that she was taken to a private room and patted down from top to bottom and her hands swabbed again. Caller states that she was in tears by this point and that she had to lift her shirt to show her waist band during the pat down and that she was wearing tight pants which should have made it obvious where her waist ended. She stated that both TSOs had touched her privates with the fronts of their hands. She states that the second TSO was a very large female who had some of her body hanging out of her uniform and was white with blonde hair to her shoulders and the first TSO was a black woman.

Advised caller:
Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

1/24/2014 6:16:12 PM 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 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: DEN to EWR
Flight date time: 1 24 11:30 am
Flight #: (did not have)
Airline: United
Airport: DEN
Gate Terminal: (did not have)
Email: (b)(6)

Caller states that she was very uncomfortable with a DEN patdown, which she says bordered on groping. She says that she wore the same sweater through EWR and MSY without issue, but at DEN a TSO said that the thread was reflective and told her that she would have to have a patdown. Caller says that she offered to remove the sweater and put it through separately but the TSO said no. Caller states that there was no line waiting. She states that the TSO did not use the back of her hand but patted her down all over in public with the front of her hand. Caller says that the TSO swabbed her hands and said that she had a chemical called glycerine on her hands that can make a bomb. Caller says that glycerine is in lotions, soaps, and hand sanitizers, including in DEN bathrooms. Caller states that the TSO took all her stuff and swabbed it, then brought her to another TSO, who told her that she would be patted down again. Caller states that she was taken to a private room and patted down from top to bottom and her hands swabbed again. Caller states that she was in tears by this point and that she had to lift her shirt to show her waist band during the pat down and that she was wearing tight pants which should have made it obvious where her waist ended. She stated that both TSOs had touched her privates with the fronts of their hands. She states that the second TSO was a very large female who had some of her body hanging out of her uniform and was white with blonde hair to her shoulders and the first TSO was a black woman.

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1/24/2014 6:16:12 PM 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 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: DEN to EWR
Flight date time: 1 24 11:30 am
Flight #: (did not have)
Airline: United
Airport: DEN
Gate Terminal: (did not have)
Email: (b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/25/2014 9:59:11 AM

1/25/2014 11:23:55 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):Newark Airport Terminal C TO TERMINAL A
Comments:On United flight from Orlando to Newark Thur 1-23-14 landed aprox. 10:30 am -At 11:30am went to A Terminal,our flight to BDL was leaving from A28.We were told we had to be screened ? We were screened at Orlando. When I asked why,the TSA agent said because "we went outside " also a very snotty attitude. This crew then shouted" down this aisle".They gave me a full pat down,I'm 82,have a left hip implant.Belt ,shoes,inside pants etc. This crew was more than rude. Is this now TSA procedures,give the public a hard time. WE NEVER WENT OUTSIDE from C to A.

1/25/2014 11:24:00 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/25/2014 11:13:38 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/24/2014 11:30 AM Airline & Flight Number : AA 3 Checkpoint/Area of Airport : AA checkpoint to gates 1-47 TSA Employee: (If Known) :
Comment : While receiving a pat down from a female agent, a group of mail agents were standing close by staring at the pat down. When the female screener began patting Down my inner leg and crotch area, one of the male agents lasciviously said, "oh, yeah. That's the spot." I heard him say it loud and clear and looked him right in the eye intently for a long enough while until he realized that I had heard it and that i was very angry. When he realized I had heard him he escaped very quickly.. When the screening was complete I went looking for him and asked the other tsa agents his name and they would not tell me. I think they all knew he said it, that I heard it and was going to report him. It should be easy to figure out who it was because as i went through at 11:30 am I was the last person they let through the lane 2nd from the left before they closed it. He was definitely ethnic, with a baldish head or closely shaved head, dark hair,, brown eyes either Mexican, middle eastern or a mut mix, probably around 30. A bigger guy, he wore a blue coat over his uniform. If you showed me photos of everyone on duty I could pick him out. It was disgusting and he should be handled appropriately...or perhaps IN-appropriately... like I was. A disgusting display of the lowest of low who we have representing the security of our country. It made me sick. Because the screener took so long for the pat down I was then pushing it close to missing my flight otherwise I would have gone directly to the tsa managers office but there was no time. I do expect a return phone call from someone at TSA and I would like to see photos of the agents to show exactly who it was so he can be reprimanded and or fired. Someone like this should not be allowed to work for out country.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

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

1/26/2014 11:17:15 AM

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

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

Which U.S. airport were you traveling through?

Hi There –

I'd like to complain about the TSA and every aspect of your organization. Recently we took a trip to Disneyworld and had to endure the misfortune of an angry government agent glaring at us in Salt Lake City as we made our way through your long, slow and inefficient line as though we're the criminals. Let me think about the last time I created a terroristic event on an airplane……let's see…..how about never! It was such a joke to see my 9 year old son go through an extra screening because he was "randomly" selected. What a joke!!

On our return flight through Orlando, my family went through the metal detector while I was selected to go through the body scanner (obviously based on the TSA agents judgment and discrimination). I had my belt on, (because in Salt Lake it was okay for me to have my belt on – but not in Orlando – how about some consistency TSA, is that too much to ask for?). After standing in the body scanner with my hands in the air as though I was under arrest – in an undignified manner – I failed the body scanner test because of my belt. The agent held my belt in an aggressive manner and folded it in half as to simulate an intent to "whip" me with my own belt. Then, without warning, your TSA agent aggressively patted me down very near to my groin area. This created much discomfort and made me feel like such a criminal in my own country.

1/27/2014 8:15:34 AM

The TSA is a joke! You treat Americans like criminals while letting the Muslim Brotherhood go through the VIP line. http://www.infowars.com/dhs-gave-muslim-brotherhood-vip-treatment-no-tsa-pat-downs/

What a joke!! There have been multiple failures of the TSA including a federal agent with a fake bomb passing through your screening, and over 25,000 airport breaches. You treat 9 year olds and regular Americans like criminals while letting the real threats go unnoticed. I feel LESS safe and MORE inconvenienced than ever before. You all should be ashamed!! I despise your organization and what George W. Bush and Barack Obama have done to this country. It's like living with the Stazi and the Gestapo in a police state.

Sincerely, and disgruntled,

(b)(6)

E: HYPERLINK(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 1/26/2014 10:12:29 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 01/24/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have really appreciated the new precheck line at the Albuquerque airport. I have used it many times and I signed up my wife for Global Entry so that she can use it also.

On Friday afternoon we went to the airport and found the precheck lane closed. This made for a very frustrating trip because it was very slow (only one lane was open) and we object to the new scanners and so were, once again, back to getting a pat
1/27/2014 8:15:55 AM down in order to get through security, even though we would have qualified for expedited screening if that lane had been open.

First, I think that closing the precheck lane at 3pm every day is terrible and will greatly reduce the value of that option for me.

Secondly, since I am precheck and it is on my boarding pass and shows up in the scanner, I don't see why you can't have a hybrid type of screening available if the precheck line is not. I realize that it would not be practical to x-ray the bags differently, but it seems like you would actually benefit from the reduced workload of letting me go through the metal detector with my shoes on, etc. instead of forcing me to go through the scanner or endure a pat down.
Would you like a response? : True
Passenger's Name(b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address:
Zipcode: 97229

1/27/2014 2:25:10 PM

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

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

Which U.S. airport were you traveling through?
Miami International Airport
Caller has a complaint. Caller was going to Washington DC on January 17. Caller had jeans which had rhinestones and she went through the AIT. However, she still had to get a patdown in her hair. Caller said there were no other women patted down in the head area. Caller wanted to know if it was the policy to patdown black womens hair. Caller did not know why she received a patdown in her head area, when others did not. Caller did not know the purpose of the machine, if she still had to get a patdown. Caller said it must have been the jeans that did it, if there was an alarm. Caller did not understand why other were not patted down on her head. Caller felt discriminated against because it was done to the black women and not white women. Caller wanted to know why others were not having a patdown on her head and it only happens to black women. Caller spoke with friends and viewed blogs that only black women have their hair search, as if there was a bomb in her hair.

Advised Caller:

1/27/2014 3:47:17 PM

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. TSOs are required to clear those alarms if any are detected. If you feel like you were discriminated against or in anyway singled out due to your race, I will send you information to your email so you may file an official complaint in writing.

Disability Description: The caller is diabetic and has an insulin pump. Additionally, she carries insulin in a small cooler, and indicated that the insulin pump cannot be screened by a WTMD or AIT.

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occured at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

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

1/27/2014 3:48:37 PM

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

The patdown should be conducted by a TSO of the same gender.
The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

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

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

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

Be filed within 180 days of the alleged act of discrimination;
2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times, and came up positive for test, which required me for a secoundary screening. After I told him I watched him pick up dirty objects before he patted me down. I am formally filling for sexual harassment and assault. The man grabbed my penis roughly and was not necessary for whole thing was done wrong. I was verbally talked down to as well.

My original readdress #: (b)(6)

I filled formal complaint immediately after and was never contacted. My next step is going to be legal. It is unconstitutional in what had taken place, and my rights have been violated.

2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times. I am formally filling for sexual harassment and assault.

Name of the passenger(s) (b)(6)

1/27/2014 4:10:24 PM

- Specific name of the airport where the incident occurred - IAD washington dulles
- Date and time of incident - 3 Jan 2014 around 1900 hrs.
- Airline - Lufthansa airline flight 8784 (United, operated by Lufthansa)
- Gate Number - B48
- Contact numbe(b)(6) I am oversaes and email is best POC. Please email with number and I will call back

The supervisor was: STSO(b)(6) and TSO(b)(6)

I would also like to request to know what database no fly list I am on, for I served in armed services, and at times have been in some special data base. I am tired of going to the airport and being assaulted, and harrassed. They are not following procedure and giving me false test on pretences that I tested positive. If this is not resolved, I am going to seek the appropriate steps necessary, using my formal chain of command and contacting my state representatives and news outlets, as well as legal.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/27/2014 10:24:18 PM Airport : MCO - Orlando International Date/Time of Travel : 01/27/2014 3:00 PM Airline & Flight Number : SWA 50 Checkpoint/Area of Airport : Gate 129 (facing the two entry points, the one on the right) TSA Employee: (If Known) : &quo(b)(6) quot; Or something like that? Started with &quo(b)(6) quot; for sure.
Comment : I'm not one to file too many complaints, and I've never had an issue with TSA agents. But I've never had an agent do as rough a pat down as this individual &quo(b)(6) quot; (I can't recall the exact spelling, he was an older man, name started with(b)(6)

1/28/2014 8:21:38 AM

I'm a 38 yr old fit guy, so I had no problem with most of the pat down, though he definitely used some force. But the first thing he did was slam his hand on my head to apparently check for anything hidden in my hair - and why it required a whack, I do not know, but my head is still throbbing a bit. His entire pat down was like this, and I've done a lot of pat downs (I always opt out), but this was really extreme.

All I ask of you is to find who he is and recommend he is a bit gentler with folks, even with guys that look like they can take a little beating, he can't go around whacking people on the head (p.s. my hair is thinning so it's pretty obvious to see there's nothing hidden in it).
Would you like a response? : False
Passenger's Name(b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller has been happy with Precheck with United for a long time. He is flying today but it does not show his Precheck status. He wants to know if this is normal. He booked the same way.
He is flying today from SFO on United which is his usual route.

1/28/2014 12:15:39 PM

He said the worst patdown was in Finland and the Middle East. As much as he hates to have to go through security he said keep up the good work.

I told him that he may call United and verify that he is still opted in since the invitation is sent by the airline to opt in for Precheck. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA's secure Flight System. You must be using the airline you opted in with from an airport that participates with that airline. Also make sure that all your identifying information is correct and up to date. For example: name, gender, birthdate.

TSA Precheck does not guarantee an individual expedited screening. TSA will always incorporate random selection to keep terrorists from learning how the system works.
Caller asked to speak with a supervisor after collecting her name and number.

Escalation Notes(b)(6)

1/28/2014 12:29:47 PM

The caller flew from MDW to TLH on Delta flight 2030 on 1-24-2014. She was in the airport between 4:30 and 5:30 am. She states that she was detained for over 30 minutes at the screening checkpoint to gate A7. She had a knee brace on and she informed the TSO at the checkpoint that she had it on and asked if she should take it off. The agent said no and sent her through the scanner. Her personal items passed screening with no problem but there was an alarm on her. She was told to step aside so she could get a patdown and a ETD. The TSO s couldnt clear her so the patted her down a second time. She asked again if she could remove the brace and again was told no with the same results. There were two TSO s together now and they started snickering and looking at her. The passenger told the agents that she didnt appreciate what they were doing and that they are being unprofessional. She was told that she would have to have a patdown in a private screening area. She asked them for a third time if she should remove her knee brace and again was told no. She then asked to speak with their supervisor. It took supervisor(b)(6) en minutes to get there and after some discussion she was told to remove the brace. She was cleared after that. Her complaint was on the two original screening agents who she stated where unprofessional and rude. She had no problem with the supervisor.

I told the caller I regretted that she had that experience and that I would forward this to the CSM for review.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism Customer Service Current Date Time : 1 28 2014 4:16:57 PM Airport : SFO - San Francisco International Date Time of Travel : 01 14 2014 Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :
Comment : I have an insulin pump and have been instructed by my doctor that it can t go through the imaging machine. As I always do when I fly, I notified the nearest TSA agent that I needed a pat-down. The TSA agent told me my insulin pump was not an insulin pump or a pacemaker, so I didn t need a pat down. When I insisted my insulin pump was, indeed, an insulin pump, the TSA agent said quot;it s your choice quot; in an annoyed tone and motioned for me to stand by the X-ray machine.

1/28/2014 6:10:42 PM After standing for a very long time, much longer than I ve ever waited for a pat-down, I realized the TSA agent had never requested a pat-down for me. When I told another nearby agent I was waiting for a pat-down, I was processed within a few minutes. I almost missed my flight due to the long delay.

The first TSA agent I spoke to abused his authority and put me at medical risk. Other TSA agents observed this and did nothing.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

To Whom It May Concern;

This is the first time in my 20+ years of flying that I've felt that a TSA employee has incorrectly pat me down. Kudos to you all for the great 20 years of doing your job very well and I appreciate what you all do for our safety and security. Yet today was simply a TSA agent being too broad in his pat down of me.

I went through the backscatter scanner and it revealed a smallish yellow square (3"x3") at the right front of my body at my waist line. A female TSA agent had me turn and look at the screen and then a male TSA agent asked "Are you wearing a belt?" To which I responded a"No", and I lifted my dress shirt to show him. He asked me to put my shirt back down which was not tucked into my pants and I had a white undershirt underneath. He then proceeded to press at this location his palm and index fingers, and he worked from the right side of my body at my belt line to the left side of the front of my body.

1/29/2014 9:39:49 AM But then he moved his hand down a few inches and did the same thing moving from the left side to the right...at which time his hand pressed and touched my genitals. There was no need for this and he took to many liberties and increased the search area too much in my perspective.

I did not see the gentleman's name, but he was about 6' 3", Caucasian, slender to average build, 200 lbs, 50 years in age with graying hair.

Not sure what you all will do with this, but if I do not share, you cannot improve your employees performance. Yet, I would appreciate a response to my concern.

Many thanks,

(b)(6)

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THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 1/29/2014 9:52:23 AM

1/29/2014 10:14:26 AM
Name: (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):AirTran Flight 131, gate 101 in Orlando Florida, boarding agent named"Pete" on Jan. 25, 2014 approximately 7pm.
Comments:I was delayed from boarding airplane by TSA due to a failure in communication between agents. The TSA pulled me aside for extra security ("pat down") and forgot to enter in computer that I passed and forgot to stamp my boarding pass as such. The gate agent (b)(6) (unknown badge #) in Orlando refused to let us board. He treated us rudely and we had to insist that he call his supervisor to correct the matter. This happened on AirTran flight 131 at gate 101 on Jan. 25, 2014 approximately 7 pm.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/29/2014 9:30:33 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 01/29/2014 6:45 AM Airline & Flight Number : AA1476 Checkpoint/Area of Airport : Line on far left (only one open at the time) TSA Employee: (If Known) :

1/29/2014 10:15:07 AM

Comment : I stood in a screening line for 40 minutes when there were only about 15 travelers ahead of me. As a result, I missed my flight. There were about 4 or 5 agents processing travelers (ID check, metal detector, conveyor operator, pat down / bag check person). There were about the same number of additional agents sitting around doing nothing. The screening line stopped multiple times, and at one point the conveyor operator stated the line was slow because travelers ahead had liquids/gels. We all had to wait for those other travelers to be cleared, which caused unreasonable delay (I wasn't the only one to miss a flight). I wish the agents sitting around would have helped process those travelers so the rest of us could have proceeded through screening; the agents sitting around could have gathered the travelers who required additional screening in another area to allow the rest of us to proceed through screening. That delay and resultant missed flight cost me $569, and put my job at risk.
Would you like a response? : True
Passenger's Name :(b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller asked who to speak with in regard to a rude TSO. She has a pacemaker and health issues. She has had cancer and a lot of chemo and radiation, therefore she requests a patdown. She was traveling with her four children. She indicated that she waited in line with her children as she normally does. She indicated that when she was fourth in line to be screened, she moved to the side and then the front of the line and advised the male TSO (b)(6) of the pacemaker and requested a female patdown. The caller indicated that this is what she normally does so that a female TSO is available once it is her turn to be screened and has never encountered issues. The TSO advised that she get back in line and that she was not permitted to cut line.

She indicated that she was concerned that if she got back in line, she would have been separated from her children. She indicated that her children proceeded through the screening while she had to wait for a female TSO to conduct a patdown. She stated that she and her party found the TSO to be obnoxious and nasty. The TSO had an attitude with all of the passengers in line. She stated that the TSO was on a power trip. The caller indicated that the TSO walked down the aisle between the two lines yelling out that passengers should stay in a single line and should move against the wall so that workers can get through. The caller indicated that his tone was nasty and that he was not nice about this at all.

1/29/2014 11:43:11 AM

This occurred on 1 26 at SJU. She was traveling with American Airlines flight 94 departing at 10:50am to JFK. They were at the checkpoint between 8:30am and 9am. She was at the checkpoint around the corner and down the hall from a food court.

The caller indicated that her American Airlines flight was canceled and she departed with Jetblue later in the afternoon.

Advised:
TSO are trained to treat passengers with dignity, respect, and courtesy and I apologized that this was not her experience. I advised that I had documented all of the information that she has provided and would refer this information to the CSM at this airport to make them aware. The CSM would have the means to look into and address the issue.

She recently had a flight from JFK to New Orleans and she left an article in the bin at the checkpoint. Her bags were flagged due to a tube of medication that was over 3.4oz. SHe didn t see where the officer took the bag and when she got on the plane she realized that some clothes and umbrella were left in the bin. She checked when she got back to JFK and they said they didn't have it however now she is calling to see if it has been found since then.

Response:
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.

1/29/2014 4:26:07 PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

You can contact the lost and found at JFK at 718-917-3999

Disability Description: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken.

1/29/2014 5:49:10 PM

Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA... When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn t able to stand with her legs far enough part, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn t happen again in the future.

Hello,
I am a global entry card holder and on the global entry site it states that I m also cleared for TSA pre check and the agent that approved my Global Entry confirmed this too, I am at the LAS airport in the Southwest Terminal at 4:20pm on Jan 29, 2014 and a TSA agent who claimed to be a superviser, named (b)(black man about 40 or so, on the thinner side, not skinny, about 5 9 , was so very rude to me, he told me I didn t know what Global Entry was and mocked me while I was explaining it to the actual supervisor on the floor. The female supervisor was helpful and explained that pre check is new to the LAS airport, not only did I have to go through pat down again, I was harrased by (b)(and he was smiling at me when I had to go through the regular line. I will file a written complain on this too. I have used my GE card in NY, DC, New Orleans and KY and have not had any problems but but these agents at LAS were rude and would not let me through the pre check line.

A few months ago prior to me getting Global Entry, I was at LAS Southwest Terminal and a TSA agent was very rude to me, it seems these people think they are like armed guards and can man handle American Citizens, they forget the our tax dollars pay their incomes. I m very disjointed in this gestapo approach by the TSA especially when I had my Global Entry card which proves I am a citizen and have undergone a thorough back ground check, it s ridiculous!

1/29/2014 8:05:40 PM

XO,
(b)(6)

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 1/29/2014 8:58:05 PM Airport : BNA - Nashville International Date/Time of Travel : 01/29/2014 3:15 PM Airline & Flight Number : Delta 893 Checkpoint/Area of Airport : screening TSA Employee: (If Known) : Office (b)(6) Comment : I am 8 months pregnant and was going through the screening and opted to have a pat down since I was pregnant and did not want to go through the scanner. The agent was very pushy and was rude. She ask me which ones were my bags and i pointed to i bag and three trays, she ask me again which were mine and I told her again, she then proceded to grab the tray of the belt and hit my stomach with the tray hard and continued to walk away with it and snagged my sweater and then pulled me along with the tray still attached to my sweater. She then took me to the area to be patted down, at no time did she ask if I was ok or anything. I worl for the airlines at LAX and have never been treated like that going through screening. I then reported it to the surpervisor there but felt I was getting no where with it. The fact that I was * months pregnant you think the agent would have been a little more compasionate but that did not matter to her. I thought since she hit my stomache hard with the tray then snagged my swaeater and continued to pull the tray that she would have said I am so sorry are you Ok, but nothing at all. I found her actions to be very unprofessional and extremely rude. She does this to a pregnant person I can just imagine how she treats others people that are going through screening there. It seems like she was upset cause she had to pat me down cause I was pregnant and did not want to go through normal screening.

1/29/2014 10:02:37 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

	The caller traveled on 1 29 from PHL to LAX with US Airways flight 717 departing from C29 at 5:59pm . She was at the checkpoint between 3:30pm-3:45pm. She indicated that she was traveling with her 100 year old mother who has Alzheimer s and is in a wheelchair. She advised a male TSO (African American, short hair, pleasant) that she had a laptop in her carry on and the TSO acknowledged this and advised that she place her carry on bag with the laptop on the conveyor belt. The same TSO approached her as she was assisting her mother during a patdown and advised that he had to screen the carry on bag a second time. The caller indicated that her laptop (Sony, white silver, the surface is scaly, not flat) is missing from her carry on. She realized this on the plane. She contacted US Airways baggage to determine if it had been turned in, but it has not been.
1/30/2014 11:31:22 AM	I advised that I would refer the information to the CSM at PHL to make them aware. They would have the means to look into this. Items found at the checkpoint are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found at (PHL). The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. Philadelphia International Airport 610-521-7206 http: www.tsa.gov traveler-information airport-lost-found-contacts#13
	Caller said she is calling from Toronto, Canada and she and her partner are Nexus card holders and they travel to Palm Beach sometimes and they are not getting the precheck option at Palm Beach Airport. She said the TSA agent at the checkpoint told her to go online and register her Nexus card with TSA and she does not know how to do that. She said she travels on Air Canada and TSA told her Palm Beach Airport does not accept Nexus. She said she goes through a travel agent to book the flights and these flights are already booked.
	Response: TSA is committed to expanding TSA Precheck 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 Precheck and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov .
1/30/2014 4:55:48 PM	Canadian citizens interested in participating in TSA Precheck 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 PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner. If TSA determines a passenger is eligible for expedited screening through TSA Precheck, information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Precheck lane for expedited screening. Expedited screening for TSA Precheck passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a paldown inspection, to resolve an alarm. Passengers who make their flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz), or an employer's travel-booking system are strongly encouraged to contact a representative there to ensure that their Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of their airline reservation. I advised her for Global Entry, NEXUS, and SENTRI if you have questions or concerns regarding a CBP Trusted Traveler membership, including your eligibility we suggest that you contact CBP at 1-866-530-4172.
	Caller went through random selection for PreCheck. He said he has a prosthetic artificial joint. He asked if PreCheck would benefit him if he enrolled. He said sometimes he still has to take off his shoes. He asked if he would go through and not be able to take off his shoes. He said it always causes an alarm.
1/30/2014 7:08:29 PM	RESPONSE: Some benefits of PreCheck would be that he 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. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre\u2713™ may also be processed through expedited screening. ALSO: Having PreCheck will not exclude you from screening. If your prosthetic joint causes an alarm then he may still receive a Patdown. Every alarm must be cleared. ALSO: PreCheck is a random process due to security reasons.

Caller is traveling with frozen breast milk and stated she is getting treated different every time she flies. Caller states that she informs the TSO before screening begins that she wants the milk to be hand screened instead of going through the X-Ray machine. She stated that generally she has no problem they take the milk back to screen it she goes through the the screening process and then they give her the cooler of milk back and she goes on. However the last time from LAX, she flew she went through the PreCheck line and the TSO s at the checkpoint had no clue what to do to hand screen the breast milk. She stated that they took it out of the cooler and passed it around trying to figure out what to do with it. Caller stated that they then called their supervisor over and he stated that the policy states that if she requests a hand inspection on the breast milk that would require her to have a patdown. She stated that the supervisor was (b)(6) He was very courteous and professional; however he acted like he knew the policy and procedures and she has never had to undergo a patdown because she wanted a hand screening for her milk. Caller was wanting to know what the policy and procedures were for transporting the breast milk. She stated that she has 6 more flights from LAX and does not want to have this problem every time. Caller stated that she had no problem at all when she went through the regular screening line last week and she received the best service she has ever gotten going through the other line last week. Caller stated this incident made her feel hulmilated and upset because they were passing her breast milk around and everyone was staring at her. Caller stated that she is a DOD employee and flies a lot and has never had this issue. Caller wanted to know what she needs to do if this happens again when she flies tomorrow. Caller wanted to know if she can request to go through the traditional screening if she is pulled for precheck.

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. Some element of uncertainty and randomness in security operations is necessary.
Advised caller that she can go through the regular screening line if she would like even if she is selected for precheck

1/30/2014 8:17:34 PM

Advised caller the only information as far as screening and traveling with breast milk is this:
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.
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: www.tsa.gov traveler-information traveling-children.
Call dropped and I had to call her back twice
Advised caller that she can request a PSS or a Supervisor regarding concerns about the screening process. Advised caller I am sending this to the CSM Karen Hennington and she can try to contact her tomorrow before she flies if she wants to she

1/31/2014 8:17:42 AM

Feedback Type : Security Issue
Categories : Pat-down; Miscellaneous/Other Current Date/Time : 1/31/2014 6:57:49 AM Airport : EWR - Newark International Date/Time of Travel : 01/31/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : So we, a party of 6, are going thru security and our lead person gets swabbed for explosives. She tests positive and gets pulled to the side. That's all good and well however no one else in our party got cHecked. We told them we are together. Once a positive hit acures is it not prudent to check everyone in the traveling party? And if you guys want are doing it just for show, to justify the 12 people checking one person, do it quicker.
Basically, ether do your job right and use common sense or dont waste our taxpayer money and most importantly our time!!!
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

1/31/2014 8:17:50 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/31/2014 12:14:27 AM Airport : MCO - Orlando International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : Delta 990 Checkpoint/Area of Airport : terminal B TSA Employee: (If Known) : supervisor (b)(6) badge numbe (b)(6) Comment : The extensive TSA check made me miss my flight. I refused to go through the scanner, and was maliciously and deliberately punished for it. The officer who patted me down did not change his gloves in front of me. After the pat down, he proceeded to test the gloves, and some chemical - I was not told what - was detected. Additionally, apparently the same chemical was detected on the ONLY piece of my electronic devices which that officer touched inside the bin. No other test detected anything, probably because (b)(6) the supervisor (badge number (b)( ), used clean gloves that he put on right in front of me. Nevertheless, several intrusive pat downs and chemical tests took a lot of time making me late for my flight. Who is going to pay for this? Who is going to pay for my hotel room since I couldn't get another flight till the next day?
I had never believed statements that TSA specifically targets travellers who refuse to go through the scanners, but there is no doubt in my mind that such malicious and outrageous targeting took place in my case. I do want to believe that this is not a deliberate policy, but the incident did change my attitude towards the TSA and not for the better.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated he flew from Chicago Midway to Newark and he was told he had to take his CPAP machine had to be taken apart and then he was told he didnt have to take his CPAP machine. Caller stated he flew from Newark NJ to Chicago Midway airport and he was told he had to go through many different screening technology and then he had to have a patdown and the caller wants to know what is going and he was giving a orange card stating he didnt have to remove his shoes then he was asked to remove the shoes and the caller wants to know if the screening was random.

1/31/2014 9:58:21 AM

Advised caller the additional screening can be random. Advised caller for more information about the screening policies at the airport, advised caller to call 866-289-9673 press option 5 and put in EWR and he will be given the number for the CSM.

Caller has an insulin pump and continuous glucose monitor. She wants to know specifically if the AIT used by TSA has more than 5 gauss of magnetic energy. Told caller the energy the system projects is thousands of times less than a cell phone transmission. I told her I did not know specifically how many gauss it projects. She said someone at TSA should know the answer to this and she wants to know. I told her I would escalate this to the appropriate office for a response. She asked how she would find out. I told her if someone needs to get in touch with her, they will do so via email. Caller is adamant about finding out this information. She wants someone to get back in touch with her with this information.

Caller also wants to file a complaint regarding an experience she had at SFO. When she flew from SFO, caller claims a female TSO burned her with a filter paper used to do a ETD swab on her. The TSO had used it on a previous passenger and did not renew it. The paper had been put in the machine and had been heated up that is why she was burned. Caller s fiance spoke with a supervisor at that time and that person gave him a comment card to file a complaint. I asked her if she got the name of the TSO. She said she did not. I asked if she could describe the TSO. Caller said the TSO was a female. I told her I would send this to the CSM for review.

1/31/2014 12:16:40 PM

Caller also complained that she gets separated from her property during patdowns. She has insisted that a TSO watch her items. I told her she could ask for a private screening where she could take her property in with her and not be separated. She asked how long a private screening will take. I told her I do not know. It varies at the different airports based on how busy they are, etc.She wanted to know how long she should plan and what happens if she is doing a private screening and she misses her flight. I told her it was the same as when she is getting a regular screening and she misses her flight. She asked how long she should allow. I told her we recommend 2 hours. She asked if that includes private screenings. I told her that is for all screening. It is a suggestion. She asked again how long she should allow because she knows that a regular patdown takes about 10-15 minutes. She asked if the private screening is longer. I told her I do not know. It is the same as guessing how long it will take to get through traffic. It varies.

Airport: SFO
Airline: SW
Flight Number: 2305
Date and Time: January 18 at 12:35pm (she went through the screening at approximately 11:07am)
Location: Terminal 1

Caller escalated to a supervisor.

Escalation Notes: (b)(6

The caller flew from CLE to LAX to Maui on Jan 29 2014. She flew on United flight UA1542 departing around 8:41am. The caller is in her late 80 s and has parkinson disease, and a pacemaker. She went through the checkpoint between 7:00 and 7:30 and since she has a pacemaker, she received a patdown. The skycap placed her black carryon bag on the belt for screening. Her bag had a red and green ribbon tied around the handle. The bag was screened by a male TSO that the caller described as a senior citizen. She had forgotten that she had put steak knives in her bag. The male TSO called over another TSO to his station. Another female agent other than the one that gave her the patdown took her and the sky cap to an office. The female TSO asked her for her name, address and phone number. A TSO brought her stuff to her and she boarded her flight and went home. She doesnt remember anything about the TSO that brought her items to her. When she inspected her bag she discovered that she is missing a pancake turner, heart medications, check for $125.00, W2 forms, $120.00 dollars worth of forever stamps and a pound of diabetic sugar.

1/31/2014 2:42:44 PM

The caller is very upset and kept saying over and over how could he steal from me. I told the caller that we regret what has happened and that we would forward this to the CSM at CLE to review the screening that was done. I sent claim forms by mail; the caller doesnt have email. She provided me her cell phone number. I also provided the lost and found number to CLE to see if her missing items are there.

Cleveland
Cleveland Hopkins International Airport
216-201-2565 (TSA)

The caller requested information regarding opting out of the AIT machine.

Advised Caller:

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin.

1/31/2014 9:37:50 PM

All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process.

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

1/31/2014 10:24:31 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/31/2014 9:53:25 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 01/31/2014 6:55 PM Airline & Flight Number : Southwest 3927 Checkpoint/Area of Airport : opt-out pat down just past security, non-private area TSA Employee: (If Known) : female, blonde, 40 to 60 years old, last name possibly starts with W Comment : I chose to opt-out from the body scanner as I have over 20 times previously flying. I have never felt violated from a pat down until today. The officer used excessive force when checking my groin area. I am fine with the hands checking between my legs until meeting resistance. I am not ok with the force used. I have never had another female officer cup the front of my groin or pat it down with that much force. It has been 50 minutes since my pat down and my pubic bone is still sore. The officer excessive force. In addition before the pat down began she asked if I had any sensitive areas. I told her I had a surgery on my right foot and ankle. I asked she please not squeeze it but a light pat or touch was fine. The officer then asked if my surgery was recent enough that I had visible scars. I offered to take off my sock so she could see my foot but she declined. It baffles me to think that TSA is medically qualified to determine that an individual could only have pain if there is a visible scar. At the end of the pat down I was unnecessarily scolded for shifting my weight to my left leg. I told the officer I did tell you I had surgery, I am unable to keep weight on my right leg for an extended period of time so I always shift weight to my left leg. The officer then stated that's how bad guys try to trick her and sneak things in by shifting weight. I don't understand what she thought I was hiding when my pant leg was pulled up to my knee and inspected and my previous offer to remove my sock. I believe this officer needs to be talked to about the excessive force she uses in pat downs. It is unacceptable the way this pat down was conducted. As stated before, I have had numerous pat downs before. This is the first and hopefully the last where I feel violated after.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/1/2014 9:40:55 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/31/2014 10:57:37 PM Airport : EWR - Newark International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : AS 5 Checkpoint/Area of Airport : Entry to boarding area TSA Employee: (If Known) : (b)(6)
Comment : The attitude and demeanor of the employees at the airport in Newark is consistently among the worst of any airport I travel through.
To be subjected to a "pat down" that would qualify as a crime under any other public circumstances in lieu of being subjected to a scanning device where the long term health impacts are unknown, and not being given the option of using the tried, true and proven metal detector (unless I subject myself to an 85$ fee) needs to change.
To be treated like, and handled like a criminal while trying to partake of a service that I and my company are paying for is demeaning, and, I believe, unconstitutional.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller states that she went through the AIT when she traveled yesterday. She states that she had no issues in Anchorage, but when returning from Fairbanks the AIT there highlighted a yellow triangle over her private area. Caller says that she had no metal or other material anywhere near that area but was wearing tight black leggings that were all cotton and was told that folds in clothing could have caused the alarm but does not believe that her clothing was loose enough at any point near there to have such folds. She also says that she was wearing an underwire bra that the AIT did not show as a problem. Caller says that she understands that the alarm resulted in a patdown and a hand swab, but is concerned that the AIT there may need adjustment.

Advised caller:
AIT gives TSA a way to detect a wide variety of threats.

2/1/2014 11:30:23 AM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:
Flight Path: (Anchorage AK to) Fairbanks AK to Anchorage AK
Flight date time: 1 31 (9:30 am and) 6:05 pm
Flight #: (does not have)
Airline: Alaska airlines
Airport: Fairbanks AK
Gate Terminal: (does not have)
Email:(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP:(b)(6)
Date Time: 2/1/2014 11:09:28 AM

2/1/2014 1:27:45 PM
Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines flight and the complaint is against Denver Airport Flight # UA1458
Comments:I need help filing a complaint against TSA and Denver Airport. I am a Wounded Warrior 100% SC and i was padded down inappropriately and screamed at and treated like garbage instead of treated with respect after showing my Military ID and proof i am disabled due to military injuries. My wife was pregnant at the time and she also got treated unfairly and i feel this is being swept under the rug and I will not allow it
The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occured, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

Advised Caller:

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

2/1/2014 2:32:33 PM TSA also selects passengers and their property at random for enhanced security screening.

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(6) Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn t have the TSO arrested for touching his private area. He was then taken to a private screening room and they preformed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don t know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn t get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

2/1/2014 2:41:35 PM

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful.TSA regrets if this was not your experience. I will foward you complain to the CSM at the airport so she is aware of the incident. I can not call or email you to let you know that the proper steps involving this incident are taken once I send it to the CSM I will not know what happens with it. I can put a note that would would like and email or call from the CSM however I can not guarantee that they will do so.

Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01 31 2014 08:30 pm
Contact information
Email (b)(6) Phone (b)(6)

This message is regarding offensive and inappropriate treatment at Gate 31 at DFW on February 2, 2014.

I was wearing a sweater and pants without pockets.
I placed all items on the belt.
I entered the security screen with my arms raised.
I was told to wait. A man in front of me swabbed my hands. A woman behind me said, "I need to pat your hair. The security screen indicated something around your buttocks. I need to pat your buttocks with the back of my hand. Do you want to go to a private room?"

My purse and other items are on the belt. I decline the private screen. She proceeds to run her hand across my buttocks.
I am told to stand to the side and wait for the results.
I am then released.

This is OFFENSIVE and INAPPROPRIATE treatment.

2/2/2014 3:06:33 PM

Every time I travel my hair is mussed.
I have spoken with other women who wear Afros and every one of them has had their hair patted down.

This is racial profiling at its best. Do you pat down and molest all travelers who wear Afros or braids, or is it just African American women?

TSA needs to change this proceeds or include an acknowledgement on the website indicating that Black women with Afros or braided hair will be stopped at security and their hair will be patted down.

This is a violation of my rights as a human being. To be patted down as if I am a criminal. I feel violated and mistreated by TSA, AGAIN.

I will continue to contact TSA until I receive a response and/or this policy is changed to respect human and civil rights and deliver a modicum of decency to ALL travelers.

Regards,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/2/2014 2:05:38 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : After Customs--transfer security checkpoint TSA Employee: (If Known) :
Comment : I have type 1 diabetes and I am not able to go through the full body scanner due to using an insulin pump. I have done extensive research on it and also contacted my pump company. I choose to not to through the body scanner because it could have harmful effects on my pump and if that happens, it can be harmful to me. I have been told on several occasions (ONLY AT HOUSTON) that I could go through the full body scanner and not the metal detector, which is incredibly inaccurate. When I try to explain to them that it is incorrect and I have asked my pump company on several occasions about this, I am always met with rudeness and annoyance. I have no problems with the pat-down and am always courteous and kind to all TSA employees. My pump manufacture has said that because it can ruin my insulin pump, I should NEVER go through a full body scanner. Likewise, if I disconnect my pump, it CANNOT go through the x-ray machine. Furthermore, on the one time that I did go through the full body scanner, I had to submit to the pat-down because it is evident that I have an insulin pump in my waistband and that sets off concern by the TSA agents (which is reasonable). I have no problem with the pat-down but every time I
2/2/2014 go through the Houston airport, I end up with tears because the TSA agents make me feel as if I cannot advocate for my disability even when I am friendly, kind, and non-confrontational. I have always gotten an off-hand comment about the research
3:07:03 that they have heard regarding insulin pumps and how I am incorrect. I hope that this can change. I don't ever mean to tell people how to do their job, however, I shouldn't have to go through security checkpoints with a potential anxiety attack because I
PM have to defend my right to ask for a pat-down in order to make sure I can safely use my insulin pump on vacation.

I have never experienced this at any other airport except for Houston. I hope that TSA can acknowledge that this isn't the way to treat someone when they are simply advocating for their health condition and not trying to skirt security measures.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/2/2014 12:05:11 PM Airport : LGA - LaGuardia Date/Time of Travel : 02/02/2014 11:00 AM Airline & Flight Number : USAirways 1843 Checkpoint/Area of Airport : Term c TSA Employee: (If Known) :
Comment : This is a general comment for TSA precheck at all airports. I have a pacemaker and TSA precheck but almost never can stay in the lane for precheck because can't go through metal detector- only other scanner which is usually not at the
2/2/2014 precheck lane- and they never offer pat down as an alternative to switching lanes.
3:07:17 TSA employees at this location spending time talking personal issues- not working- just an FYI aside.
PM Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said that she has lupus and another condition that requires her to use a ultrasound nebulizer. The nebulizer uses distilled water and a cup with medication in it. She had a letter from her Dr on a previous flight and she said that the TSO would not look at the letter. The TSO insisted on testing the medication. She said they did not put the cap back on tightly and the medication and the distilled water spilled. She said that the TSO grabbed the liquid from her. She stated that she was not supposed to touch it, however, she did. She said that her nebulizer can not be tipped over. She stated that her medication cost $15,000.00 every month. She wanted to know if TSA puts something in it when it is tested. She stated that she can not have that happen and it has to stay in pure form. She said that she will need help in getting her items into the airport. She wanted to know if the person who brings her to the airport can park and assist her. She asked if she should call security about the parking issue. She will also be bringing a cpap. She said that she does not understand why she would get a patdown because of the nebulizer. She stated that patting her down will not tell the TSO what is in the nebulizer. She stated that she would like to make a complaint about her previous experience, however, she has all the information in a folder. She wanted to know if she can call back later and make the complaint. She asked for the airport code for Minneapolis-St. Paul International Airport.

I gave the following information. Bottled liquids scanner (BLS) screening systems are screening technologies that differentiate liquid explosives from common, benign liquids to detect potential liquid or gel threats which may be contained in a passenger s property. TSA utilizes this technology at checkpoints across the country, where it is used primarily to screen medically necessary liquids in quantities larger than three ounces. Generally, BLS technology does not require Transportation Security Officers to open the liquid container.

2/3/2014 9:09:18 AM

Next generation BLS systems use light waves to screen sealed containers for explosive liquids and have the ability to detect a wider range of explosive materials. TSA recently deployed 500 next generation BLS units to airports nationwide. In addition, TSA is currently testing new liquid screening systems with enhanced detection capabilities using light waves to screen sealed containers for explosive liquids.

Nebulizers are allowed through TSA security checkpoints once they have been screened. A Nebulizer will be screened by x-ray, and passengers are required to remove their Nebulizer from its carrying case; facemasks and tubing may remain in the case. A passenger may provide a clear plastic bag in which to place the Nebulizer during x-ray screening; however, a Transportation Security Officer (TSO) may need to remove it from the bag to test it for traces of explosives.

Passenger should inform a TSO of the Nebulizer and any special requirements before the screening process begins. If you are bringing liquids associated with your nebulizer, please know that TSA limits the amount of liquids, gels, or aerosols that passengers can bring through a security screening checkpoint. The 3-1-1 rule states that all liquids, gels, and aerosols must be in 3.4 ounce (100ml) or less (by volume) containers; the containers should be in a 1 quart-sized, clear, plastic, zip top bag; and 1 bag per passenger can be placed in a screening bin. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened.

Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other liquids and gels.

The limit of one carry-on and one personal item (purse briefcase or computer case) does not apply to medical supplies, equipment, mobility aids, and or assistive devices carried by and or used by a person with a disability. However, passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a TSO if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology

Disability Description: Callers wife is 67 years old, she has had Polo and she wears a leg brace. His wife was humiliated in Dallas last Saturday. He said the TSA agents were laughing when they left. He tried to make a complaint. He wants to know what services are avaible to help his wife where she would not have to disrobe and get a patdown.
He ask about a card or ID. He said his wife had PreCheck on her boarding pass but this did not help her.
He said they had traveled out of Fort Worth.

He had the supervisors name, (b)(6) (b)(6) he has called and left messages but no one has called them back. He has the other two names of the agents involved but will put them in his report.

He says he was in the Navy, his brother works for Homeland Security. He will be talking to his congressman.

He wanted to know what clothes his wife should wear for future screening.

He says this discrimanation for passengers with disabilities.

Response Details: I explained to the caller if there was an alarm during screening they will have to clear the alarm with a patdown.
2/3/2014 11:14:01 AM
The patdown can be of the area that caused the alarm or it can be a full body patdown. I could not tell him how the patdown would go, it depended on what caused the alarm or alarms.
I could not tell him what type of clothing his wife should wear for screening. His wife should wear what was most comfortable for her.
In addition to the patdown, TSA may use technology to test for traces of explosive material.
I was sorry this happened to them. I told him I was sorry the officers were laughing at his wife.
I explained to him the can call us when they were going to travel and let us make arrangements for his wife. It lets the officers know she would be coming through and would have the leg brace on for screening.
I explained to him PreCheck was an expedited screening and if there was an alarm during screening a passenger can still have a patdown to clear any alarm.

To make a formal complaint he should put it it in writing and he can either email it or mail it in.
TSA-CRL@tsa.dhs.gov
or vis postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

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

Email sent:
The caller indicated that she was at IAD on Wednesday (1 29). She was at the checkpoint at about 4pm and left at 4:20pm. She went into a private room for a private screening (patdown) and her carry on baggage was physically inspected. The supervisor TSO took her name and flight information. She indicated that a Palm Pilot is missing from her carry on baggage. She asked how to get it back.

The Supervisor was female, tall, African American, and polite but firm. She indicated that the supervisor conducted the private patdown and was supervising the female TSO (Caucasian, short, petite, short hair, brownish gray, heavy set, polite) that was physically inspecting her baggage.

The caller indicated that she was not approached in regard to an item that was not permitted. She indicated that all of the contents of her bag were laid out on the table in disarray during the physical inspection of her bag. Afterward, she did not see the Pilot in the area where the carry on bag was physically inspected. The caller indicated that the screening was suspicious as the additional screening came about in regard to an alarm of the ETD. She expressed concern that the item was stolen. She was traveling on United flight 419 departing at 5:21pm to MCO from a D gate. She asked how she should proceed and if she would have to visit the TSA Lost and Found. She asked if she should wait to file the claim until the CSM contacts her.

2/3/2014 11:28:34 AM
I first advised that items found at the checkpoint are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found at (IAD). I indicated that the item may have mistakenly not been returned to the bag.
Washington Dulles International Airport
703-662-2234
http: www.tsa.gov traveler-information airport-lost-found-contacts#43

In regard to her concern that the item was stolen, I will refer the information to the CSM at IAD to make them aware. They would have the means to look into and address the situation. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. She has two years form the incident date to file a claim. She can submit the claim if she learns that the Lost and Found doesn t have the item, or she can wait until she hears something from the CSM.

The Lost and Found will be able to tell her whether they have or do not have the item. She would not have to visit the TSA Lost and Found.

I advised that I would include an indication that she would like to be contacted. We cannot guarantee what action the CSM will take

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/3/2014 11:58:44 AM Airport : FAI - Fairbanks International Date/Time of Travel : 01/25/2014 1:00 AM Airline & Flight Number : Alaska Airlines Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2/3/2014 2:17:50 PM

Comment : TSA staff was informed that I'd like to opt out of the body scanner, and responded by asking me to step aside and wait for an assist. When informed that an assist was needed, one older TSA woman sneered and said "Fuck em, he wants to opt out he can wait." The pat down was excessive and lasted approximately 10 minutes as the agents went through every piece of paper and receipt in my wallet, twice, supposedly to punish me for opting out of the body scanning device. Having traveled through many airports and experienced opt out procedures across America, I can say that Fairbanks TSA agents were both unprofessional and rude. They can do 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 wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

2/3/2014 8:11:29 PM

He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/4/2014 12:51:16 AM Airport : LAS - McCarran International Date/Time of Travel : 02/02/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2/4/2014 8:39:58 AM

Comment : Many people are being randomly selected to go through PreCk without any knowledge of what to do or how to proceed. It created more than a 15 minute delay with an elderly couple who had large bottles of liquids in many bags among other things. He went through the detector screen 5 times and still they needed to call for a pat down. The people who have paid for and been screened for Pre Ck are being taken advantage of and it has encumbered what was created to ease screening for those of us who travel frequently.
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 GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, You are forcing me to go through a machine that will tell you I have a metal implant. The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, You have to be patted down. You have to take off your shoes and your belt.

While doing the patdown, the TSO told the caller what he was doing. The caller said, Fine! The TSO yelled, Supervisor! STSO (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

2/4/2014 9:18:05 AM

Caller stated, I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude.

Airport: STL
Airline: SW
February 3 between 1 and 2:00pm
Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Pre\u2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents.
On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.
He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.
States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn t hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:

2/4/2014 9:56:21 AM

DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

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

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

NOTICE:

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Roma
Zipcode: 00100

2/4/2014 10:26:11 AM

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

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

Which U.S. airport were you traveling through?

I have an implanted pacemaker defibrillator. While in theory the scanner should not interfere with its operation, my cardiologist has urged me to request a pat down and not take any risk.

I have flown many times since the device was installed a few years ago. This most recent trip, from which my wife and I are returning today (FLL - EWR), involved no fewer than 5 TSA checks (including those relating to boarding a cruise ship). Except for the check today there has never been a problem - my request for a pat down was honored politely and without argument.

Today, at Ft. Lauderdale FL (Jet Blue) I requested a pat down from each TSA person I encountered as I moved through the system, explaining that I had an implanted pacemaker defibrillator and I showed proper documentation for this. Except for the initial. Intake agent, who was professionally polite, each agent I encountered repeatedly argued with me telling me I could use the whole body scanner. The interchange with each agent finally ended when I had today to each agent that I insist on executing my right for a pat down.

2/4/2014 10:26:13 AM

At he final step (next to the scanner machine, the agent had me waiting for over 10 minutes and every two or three minutes would try to convince me to use the scanner. Finally, I once again firmly reminded her of my right to a pat down and insisted on speaking with a supervisor. I then was finally given the pat down and shared my experience with a supervisor, who encouraged me to submit this complaint.

The process today conveyed the clear message that, while I was entitled to a pat down, I was not going to get it. This is not acceptable procedure.

Sent from my iPad

(b)(6)

Disability Description: Caller has a service animal.

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

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

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are $250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSMs at MDW and Kansas City for their review.

2/4/2014 12:42:31 PM

Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:
In Kansas City:
When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don t get to stay with your stuff. While she was getting screened, in front of everyone, a mail TSO yelled Who s bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn t have happened.

Airport Kansas City
Airline: Southwest
Flight Number: 227
Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

Caller is now in Australia, and will travel to America. He flew from Kauai (LIH) to SAN. He had an uncomfortable experience. He is claustrophobic and usually opts out of the AIT. He went through Kauai, opted out of the AIT, and he was told to wait for a screener for the pat-down. She was a little rude. Finally, a male screener came over, and he was asked if he wanted a private room. He was patted-down, but caller thinks that there are a group of people who are punishing passengers for opting out. His laptop was mysteriously misplaced, but he was called back to get it. He was told that his checked baggage was being screened and he was asked to open the bag. He has MS and has medical gear with him. He was afraid that they would lose his luggage on purpose. He advised the police and media and he will go to the internet if he does not get satisfaction. He doesn t want it to happen to anyone else. He has the proof, dates, etc. It is only a certain rogue group. At no point was he rude or impolite. He felt he was being punished for not going through the AIT. His laptop mysteriously disappears. Then he had two burly screeners board the plane and ask him to come open his checked bag. He has vital medical supplies that can be lost. He knew that they would lose his bags on purpose. Caller felt uncomfortable about that for five hours. He wants it to stop at Kauai airport. He doesn t want it to happen to anyone else. He wants these people sacked. That is his only goal. It happens nowhere else.

Has this occurred previously at Kauai?

It was leaving there.

Has it occurred previously?

2/4/2014 3:12:50 PM

No, it occurred just once.

I advised caller that TSA typically doesn t lose luggage. It is handed over to the airline once it is screened.

Caller wants someone to go through there to prove his point.

Does caller think that they discriminated against him because he is disabled?

No, they can t tell. He was walking. As soon as he declared that he wanted the pat-down, everyone _went into their rolls_. There was a male at the checkpoint. Caller advised that everyone appeared to be involved in the issue. He allowed his locks to be cut-off and refused to accompany the agents so that they could inspect his bag without cutting off his locks.

If he wants to provide his flight information, I will send that and his comments to the CSM for appropriate action.

Caller provided: Jan. 14th, Alaska 850, from Lihue, to SAN, at 1155 am. He thinks the screening occurred a couple of hours before, possibly 0900 to 1200 hrs. The screening checkpoint is pretty small. Caller advised that he thinks that the screeners at that airport have taken it upon themselves to punish passengers. He didn t feel confident that his luggage would make it on to the plane. The other harassment he can live with. He was pleasant the whole time, and he thinks that that just made it worse. If you send someone undercover, they should experience the same. He is certain that it is happening over and over. He hopes that we will investigate. He thinks that the agents won t respond if you just talk to them. He thinks that someone should be sent in undercover. The male screener was aggressive, and caller felt that the he was being punished.

Hello,
I am a frequent traveller and pride myself on doing all I can to expedite my transit time through TSA Security. I am a "Pre Check" traveller and love it. On Sunday I flew from LAX to Medford, Oregon with no remarkable circumstances. When I came back through today, I was sent for a secondary screening due to an aerosol medicine.

At the checkpoint just beyond the xray machine I was asked if I wanted to keep the medicine. I stated that I needed it. I was told in order to keep it, I would have to be subject to a "pat-down" screening. Being disabled and for the last bunch of years only having hand searches, the pat-down screening is not unusual for me. However, what ensued was the most invasive procedure to date.

The agent explained what he was going to do. He stated "since you are pre-check I will only go up to your thighs not until I meet resistance". He then went on to aggressively handle me and my genitals. I didn't mind what he was doing as much as I am unclear why the undue delay and process and I want to be clear for the future.

2/4/2014 4:15:19 PM

If I would have said -- "sure, through my medicine away" I would have purportedly passed with no further scrutiny. However because I affirmed that I needed my medicine, I was subject to the search, was not permitted to wear my prescription glasses and so I could not see my belongings clearly and almost my entire belongings were unpacked, on display and checked for some type of residue. Yet, the agent never looked at the bottom of my feet (like has been done in all other hand searches) and never gave me a sufficient explanation for the scrutiny.

I would like clarity. I don't mind being subject to precautionary security screening. I decided not to ask for this agent's supervisor because I needed to travel and did not want to create hostility that would delay me further.

Please tell me why the agent states the aerosol medicine needed to be under 4 oz., but your website says 3.6 oz. but this wasn't a toiletry but rather medicine.

Thank you for keeping travel safe, for keeping us safe and for looking into this and giving me some clarity.

Best,(b)(6)

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

2/4/2014 4:16:30 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? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Austin-Bergstrom International Airport

2/4/2014 8:26:33 PM

Caller: Caller states that when he went through screening and they made him take his shoes off and when he went through the scanner triggered an alarm with something in his back pocket and an emblem on his hat. Then he was instructed to go through a pat down and caller states he requested a woman and was informed that it would have to be a man and he informed the officer that he was not going to let a man touch him. Caller requested a supervisor and the supervisor was more of a jerk than the first officer was and informed the caller he had two choices either be screened by a man or take his belongings and leave. Caller states that this is just too far and is insane. Caller states that now it is too late for him to rent a car or anything now because of the amount of time he was in screening. States he did not receive this treatment when he left Virginia and did not deserve it on this flight.

Response: Informed caller that it is standard procedure to have a patdown if an alarm or anomalie is triggered during screening and it must be conducted by someone of the same gender and it is prohibited to go through the metal detector more than once and unfortunately there is nothing I can really do to assist him in this situation.

Caller said this time last year at this time he flew via AUS and he filed a complaint based on how he was treated during a patdown. He wrote a letter to the Civil Liberties Ombuds Engagement, Daniel McCann. The letter told him everything was conducted in compliance with standard security operating procedures. He was out of the country for a while and he spoke with the Mgr. in AUS.
US DHS, HQ, East Tower, 601 S. 12 twelfth st.,
He wants to follow up with Mr. McCann.
How can he get FOIA records?

Response:
Advised caller information will be provided to the appropriate office for review.
No contact information for Mr. McCann.
Provided to caller:
FOIA (Freedom Information Act) 571-227-2300 Allows records in the possession of agencies and departments

2/5/2014 10:32:53 AM Freedom of Information Act (FOIA) and Privacy Act (PA) requests can be made by e-mail to FOIA.TSA@dhs.gov or by facsimile at (571) 227-1406. Requests may also be submitted by postal mail. If mailing a request, please prominently mark "FOIA Request" on an envelope.
FOIA PA requests must:
• Contain the requestor's name, address, telephone number, and, if applicable, an e-mail address.
• Specify whether the request is a FOIA or Privacy Act request.
• Explain in detail the information about the records being sought.
• Specify the preferred format the requested information should be provided; if in a format other than paper.
• State the requestor's willingness to pay fees and the amount to be paid as advance authorization to process.

The FOIA PA office will send an acknowledgement letter within 4-5 business days that the request is received. This letter will contain a TSA tracking number for use when contacting our office.

For questions or further information regarding FOIA PA or the request process, please contact the FOIA Headquarters Office at (866) 364-2872.

In addition, our Web site, www.tsa.gov, contains information on how to follow up on a FOIA request.
Disability Description: Caller stated she has diabetes and wears an insulin pump.

Information Request: Caller stated she had a patdown because she didnt want to have her pump go through the screening technology. Caller stated the patdown was disguisting and she feels a man gave her the patdown because she didnt know if the screener was a male or female even though the screener advised caller she was a female.

Caller wanted to know the screening process of wearing an insulin pump through the checkpoint.

Response Details: Advised caller the following information:

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.

2/5/2014 10:52:51 AM The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
A passenger may ask for a chair if he or she needs to sit down.
The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Advised caller if she has questions or concerns she can ask for a PSS at the security checkpoint.

Offered to send the information via email address and the caller accepted the information.

Advised caller every passenger going through the checkpoint has to be screened even if the passenger has a disability or medical condition.

2/5/2014 11:59:54 AM	Caller said that he read the former TSOs confession to the media on CNN this morning and was calling because he is very upset and disturbed about the information released about the AIT scanners projecting images that are viewed by TSA agents in the remote location. He said that his primary complaint is that TSA has not followed up with the public or even attempted to deny the allegations in the article. He wanted to know what has TSA done about this privacy invasion issue and what are his options at the checkpoint to avoid going through these machines, claiming that he always has AIT screening when he travels. He also wanted someone to email or contact him regarding what TSAs response to the article is and what current information is available to the public. Apologized to caller regarding the article and explained that we at the TCC do not have the information from the article, but only a general idea of the contents. Explained that many of the TSA procedures and policies referenced in this article are no longer in place or are characterized inaccurately. TSA has installed Automated Target Recognition software on every Advanced Imaging Technology (AIT) unit in use, eliminating the analyzed images referenced in the article, and elaborated that anomalies are generated on a generic outline of a person on the screen affixed to the machine. All travelers selected for AIT screening have the right to opt-out regardless of the reason for additional screening including a complete patdown instead; there should be signage advising of this at the checkpoint. Advised that due to the lack of information about the article, we would forward his complaint to the appropriate office for review to see if any additional information is available.
2/5/2014 6:09:20 PM	To - Whom It May Concern. From (b)(6) Over the years myself and my luggage have been subjected to continuous inspection and searches by your personnel. I have also been subjected to arrogance and my baggage and contents have been subjected to damage on some trips. My luggage is inspected 100% of the time and at times I am subjected to in-depth searches because I am honest and I am obviously on a list of some kind -this goes well beyond any "random search" - I am an engineer and I was a mathematical statistics expert years ago so I know what random means. I am being treated like a criminal but I am only an old fart who is trying to enjoy his remaining years so I don't need the continuing hassle. I do not get treated like this in other countries so I would like to know why I receive this treatment in the U.S. Today I try and avoid travelling through U.S. airports unless the extra cost is significant or the travel schedule is a problem. This does not help the U.S. economy. When I have luggage handles taken apart and left in my luggage less a screw; when I have a luggage seam cut for it's entire length; when I have a container of dish soap opened and the cap not replaced properly resulting in a mess, when I have boxes or bags of pancake mix, baking soda, baking powder, microballoons (used for fiberglas), cinnamon etc. pierced for a sample and no tape is put over the hole resulting in an unbelievable mess, I find it unacceptable. I always identify the contents which you are entitled to sample but for gods sake seal up your damage. I only take these items as I can't find suitable items in many parts of south America. I normally carry money with me as my trips are usually for a few months and I don't want the hassle or costs of ATM's and in some cases exchange. I never carry funds that exceed what is allowed and it is normally much less than what I am allowed to have. However, when asked if I am carrying money I say yes and I am immediately whisked off to an office where I have to undo my pants and take off my money belt so they can look at my money. Obviously you are hoping you can seize it to profit from it but it is a waste of your time and mine as you will never have the opportunity to seize my money. I have never had anything to do with drugs in any way so you will never find those items unless someone has planted them. I do not have a lot of money but I have enough to enjoy life if I am careful with it. I always have a pat down as I have a pacemaker and I had cancer radiation treatments which subjected me to the maximum radiation I am allowed to have. I cannot have another X-ray, MRI etc. yet in one instance one of your agents refused to give a pat down and would not listen to me. I had to go into your radiation booth or miss my plane - this is unacceptable and it is the only time it has ever happened to me. From now on you will be hearing about every problem I have - I may only be a Canadian but I feel I deserve some respect and service considering I have to pay $50.00 every time I go through the U.S. I am somewhat fed up. Certainly there have been many respectful, efficient agents but you have too many who are arrogant and seem to get carried away with their authority. Feedback Type : Security Issue Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) : Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector????? I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head an walk away.
2/5/2014 10:05:24 PM	There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have seen lots of drugs and weapons placed in body cavities. Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner. This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent! Would you like a response? : True Passenger's Name (b)(6) Phone Number : Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller had traveled from Philadelphia to Houston. She has a medical condition. She says she always travel with a doctors note and never has to remove her shoes. This last flight she had to remove her shoes. She told the officer she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it.
She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6)
She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water.
She says they swab her shoes when she traveled before and allowed her to leave them on.
She says she has traveled about 40 times.
She is a formal airline employee.
She is pre screened, she did not get it this time.
She travels with her companion that works with United.
She travels stand by and may not be able to give a 72 hour notice before a flight.

Response Details: I was sorry this happened to her.

2/6/2014 12:52:12 PM

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector.
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.
TSA-CRL@tsa.dhs.gov
or vis postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598

We dont require documentation, we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

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: 2/6/2014 1:58:39 PM

2/6/2014 2:14:58 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 IS FULL OF RAPISTS, PERVERTS, THIEVES, DRUG DEALERS. YOUR AGENCY HAS DONE NOTHING TO PROTECT AMERICA. ALL YOU DO IS PROTECT THE "MUSLIM BROTHERHOOD." ON 12/26/13, A FEMALE PERVERT RAPED/GROPED (b)(6) FOR NO GOOD REASON. UNFORTUNATELY, THE PERVERT WAS NEVER PUNISHED. INTRUSIVE MEASURES ARE USED ONLY ON AMERICAN CITIZENS. ILLEGALS AND MUSLIM TERRORISTS ARE GIVEN CIVIL RIGHTS. HOMELAND SECURITY SHOULD BE ABOLISHED! HEIL HITLER COMRADES!
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: 2/6/2014 12:10:33 PM

2/6/2014 2:15:53 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):My wife and 13 year old daughter attempted to fly from Sac to Dallas this morning.
Comments:My daughter forgot to remove her cell phone from her pocket and was descended upon by about 15 TSA goons. She was crying and my wife was breaking down and pleading with the goons to hurry as they would miss their flight. They did miss the flight. I have had my own issues with the TSA, who tends to hire folks who's last job was asking "would you like cheese on that?" Too much power in folks with too little brains. Please know that I not only avoid flying anymore, but I will likely live many more years, and hope to vote against anything or anyone who supports the TSA. This is not questionable. If I could, I'd vote to have them all arrested for violations of the constitution and sentenced to hard labor. Horrible agency!

2/6/2014 6:16:28 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine.
I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster.
Would you like a response? : True
Passenger's Nam(b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/6/2014 8:01:28 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/6/2014 7:35:00 PM
Airport : LAX - Los Angeles International Date/Time of Travel : 02/06/2014 3:30 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Unknown - American Airline Precheck TSA Employee: (If Known) :
Comment : There are serious issues I feel when someone as insignificant as me who was selected as a prescreen was pegged as having potential explosives and of course, my low risk yielded nothing as it should have. I fly all the time and rarely set off machines. If three tiny screws show up vs all the metal I had in my ears and on my fingers then there might be a problem with the system. I should set off red flags from much larger pieces of metal medical devices implanted in my body. I am not complaining about pat down just that that which was a problem was smallest of item on and in me.

Then I was positive for substance that did not exist and false positive was created. It would be nice to know what I could have done different to not endure that again. I have never touched a gun or any content known to be explosive to my knowledge.

Lastly, I had canned food that was confiscated. Instead of using technical terms I had to literally pull info out of this person to understand what she was conveying. She could have just said I can escort you back out of airport for you to recheck at the ticket counter. I am reasonably educated and more laymen terms could have been used.

I am not complaining that the major inconvenience occurred to me. I am actually more worried that if someone as innocent as me with nothing to hide and being checked as thoroughly as I supposedly was. Time was not well spent on my pat down and false positive for explosives. The fact that I had proof of medical devices in the form of a card from company with serial numbers & pertinent info and X-ray of pins in feet I was still subjected to all this and I deserved better as I was preselected for TSA prechk for a reason and that being I was not a threat. As far as the positive testing I had nothing and tested positive anyway. That tells me it is a failed system. And if u tell a customer you need to do a more firm pat down then be sure you produce a better pat down bc the 2nd one was no different than the first and had I concealed something I wonder if it would have been missed. Nonetheless as I sat there I saw problem after problem with folks and this special precheck and wondered if it was effective at all. I feel if preselected and having proof you would set off an alarm should have been considered more. I even told agent I had a medical device and she should have offered me to go through scanner as it was I felt I had to follow procedure and continue through detector. I did not know I had a choice. Most all agents I have spoke with know ppl with devices get concerned with metal detectors and prefer scanners. Is there a reason no scanner are on prechk side? Had my medical been considered I would have perhaps gotten to skip the whole false positive. Personally I feel it all could have been even more thorough.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2/7/2014 9:12:30 AM

The caller at first asked to speak with someone who has authority and who can make a phone call.
I advised that there isn t anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn t want to go through the WTMD. He indicated that his difficult for him to take off his shoes.
He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication. he should advised TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.

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

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Remote Client IP: (b)(6)
Date Time: 2/7/2014 8:46:05 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Consistently Selected for Secondary Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

2/7/2014 10:12:20 AM

Comments:I have been repeatedly selected for pat downs and additional types of screening every time I fly. Today I went through the virtual strip search with an image of my irradiated body sent to a stranger, a metal detector, a check for explosives which came back positive even though I've never touched explosives in my life, was patted down in front of people and then taken to a private room for more intense pat downs, had every item I was carrying tested and then told I shouldn't be upset about it! Nothing was found!

This happens to me repeatedly even though I am the complete opposite in background and identity from those who would want harm to come to our American population.

I want to know why it appears I am being targeted everything time I go through security. It appears to be a case of reverse discrimination to me...perhaps just to cover TSAs backside so they don't get accused of profiling. Or perhaps it's just a power play given the instruments used do not accurately detect things but can be used as an excuse to harass travelers at the whims of TSA employees. I also want to know why the explosives checking machine does not accurately detect explosives. I touch my dog, my coffee and my shower amenities before going to the airport!

I won't fly again because the concrete halls of our airports on US soil do not adhere to the constitution I was raised to believe protected me and because I am consistently harassed. My money saved. Airline's money lost. I can drive anywhere I need to go and it's frankly easier than the harassment I go through every time I fly which was frequently.

Finally I understand our 4th amendment right has been revoked. Is our 1st amendment right also revoked?!?

I guess the terrorists have won at least in part!
To whom it may concern,

I have been traveling for over two years on average 3-5 trips per month.
As I travel so often I do opt out and elect to have a pat down. I know the process and procedure very well. It has never been an issue until today.

2/7/2014 2:02:05 PM

About 30 minutes ago, February 7th, 2014 at approximately 12:10, a Tsa employee named (b)(6) conducted a pat down so uncomfortable I am actually lodging a complaint the first time in my life. He was a bit too thorough with my groin area and repeated the pat down in the same area multiple times. If you watch the video, I actually jumped and said he has gone too far and that he was acting inappropriately. He said I could speak to his supervisor but was so infuriated I said no.

I don't know if this employee is new or not but he was way out of bounds.

Thank you.

(b)(6)

Sent from my iPhone

2/7/2014 2:02:45 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 2/7/2014 1:45:50 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/05/2014 5:00 AM Airline & Flight Number : united express 5625 Checkpoint/Area of Airport : near the small plane terminal TSA Employee: (If Known) : black women with african type hair piece Comment : My mother and I were traveling together. She is 97 years old. She was being assisted by a wheel chair attendent. I have been in many airports and never been treated so rudely. There are 3 complaints that we have. After I went through the contraption where you hold your hands out, the above mentioned person ordered me to turn around. She didn't tell me why. I felt like I was in prison. I started to, then turned back and said why and what will you do? She said, "I said, Do it, now" I said I want a supervisor please. She then said I want to pat down your lower legs. I complied. I believe she skipped the step of letting people know what was required.
The other issue concerned my mother being left alone with alot of people milling around her for at least 5 minutes. I had no idea where they had taken her. The same lady showed up with my Mom. She did not let my mother know what was required and treated her roughly. This was very scary to my Mom and she has been though alot of these searches and has always been treated with dignity.
I would like to see a new training period for this person. If you can't pinpoint who it is, then all the female persons who working that station at that time should be required to take an extensive retraining class complete with an Instructor. Then they should be monitored to see if they are treating people with dignity and respect.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Never has my wife been subjected to such and intrusive pat down that quite apparently the agent gained enjoyment from her actions. Four times the agent performed a breast pat down when a simple look at the scar area on the hip would have sufficed. The incident took place at Washington Reagan, terminal at approximately 10:05 AM. My wife has a hip implant hence the metal detector goes off and she explained before entering the screen device. We travel into many countries and without a doubt the US screening system is the only one that went out of its way to humiliate.

The art of leadership is the key to world excellence"

(b)(6)

2/8/2014 11:09:35 AM

(b)(6)

Mississauga, Ontario

L5N 4R6 Canada

(b)(6)

HYPERLINK (b)(6)

Skype-bobontheroad

Today, 02/08/2014 while clearing TSA at Chicago-Ohare at 0630 (between the Delta and Canadian check in counters) my 14 year old Type 1 diabetic daughter and I were not treated appropriately regarding her Insulin Pump.

(b)(6) the male TSA agent was very condescending and began scolding my daughter as well as me after we exited the body scanner. He said we could not request special treatment and her pump was supposed to remain on her. I had informed the female TSA agent prior to the body scanner that my daughter would remove her pump and we were requesting a hand screening of the pump. She did not hesitate with our request. My daughter was willing to disconnect her pump and walk thru either the metal detector or the scanner or if TSA preferred she was willing to have an entire pat down. Our only requirement was that her insulin pump ($11,000 value and her only means of life enabling insulin) be hand screened and not go thru an X-ray, metal detector or body scanner, as expressly prohibited by the pump manufacturer. It has the possibility of no longer working properly after being exposed to those machines and could give a lethal dose of insulin or just stop working. Any attempt to put this pump thru one of the X-ray, metal detector or body scanners wil VOID the warranty as well.

We travel frequently and I've been a flight attendant for 26 years. Clearing security is not anything new for us. We have never been treated with disrespect or had any issues while clearing TSA in the last 9 years with the insulin pump until today.

2/8/2014 1:13:33 PM

I respectfully request you provide accurate training regarding Type 1 diabetic's needs while traveling and re-train Jesse on politeness, respect and treating those with medical disabilities with respect.

(b)(6)

Anchorage, AK 99516

Sent (b)(6) iPhone

NOTICE:

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

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

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

2/8/2014 1:13:49 PM

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

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

Which U.S. airport were you traveling through?

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/8/2014 7:04:23 PM Airport : RSW - Southwest Florida International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I travel frequently through the Southwest Florida International Airport (RSW) as I work in Washington D.C. and have a home in Naples, Florida. Almost without fail, on my return trip to Washington D.C. through National Airport (DCA), I am stopped after going through the X-ray machine and touched, often without any explanation as to why. I have asked what has set off the inquiry and am met with a response that is less than polite or helpful. I have tried to understand what is causing the problem and have adjusted what I wear purposely so that I do not have to go through the process of being patted down and asked to remove articles that seemingly do not cause issues with other travelers, such as plastic hair clips. I have taken to wearing exactly the same clothes both travelling to Florida and back to Washington D.C. in order to determine if this experience is singular to RSW and it does appear that such is the case.

The most recent example occurred on Friday, February 7, 2014, when I was wearing a knit skirt with a plastic zipper, a knit sweater top, tights, simple underwear and a plastic clip in my hair. The female TSA agent was polite, which as noted above is not often the case at this airport in my experience, and said that she needed to check the front side of the skirt and across the back of the skirt. I asked what caused the need for this and she had no explanation but was nice about it. She also asked to see my hair clip, which as stated above, was just a simple plastic clip.

2/9/2014 9:23:35 AM

I wore the identical clothes and clip down to Florida going through DCA and had absolutely no problems and no pat down was conducted.

I do not understand what is causing the differences between DCA and RSW. Further, it is disconcerting to be under scrutiny wearing clothing that seemingly should not cause problems when others are wearing jeans with pockets and metal zippers and other items of clothing that are not preventing them from proceeding to their gate without being stopped.

Additionally, along with being stopped and patted down, I am, without fail, asked to have my hands tested. I have often been a bit hesitant to initially move immediately as I look to be certain that my belongings are okay and still waiting for me. This momentary hesitation allows the person conducting the test to basically scold me for not proceeding immediately to them for the testing and, when I get to them and turn slightly to ensure that my belongings are still okay, I again receive a verbal statement from the tester about paying attention to them and that I need to not be distracted. I find this highly ironic as the frequent reminders about items being left unattended are constantly being played. Also, I have, on occasion, been waiting the "seconds" that it takes to conduct this hand test, for which I have never been informed as to what is being used or the purpose for the test (I do know but not because of any helpful information ever provided by an employee at the airport), and watched as TSA agents have pushed my belongings to the side and/or loudly made inquiries as to who owns the items that have left on the belt.

Finally, the most offensive interaction that I have had to endure at RSW occurred on Tuesday, May 14, 2013. It has taken me this long to write about it as it has taken me this long to be able to not be so angry that I could not be reasonable while writing about the experience.

I arrived at the airport an hour ahead of my flight and checked in without a problem, as no one was in line. However, when I approached the line for security, it became apparent that I was not going to get through the line in a timely fashion. I tried to speak to someone about what to do and was told that I would need to see if others would let me go in front of them. Just as an aside, at other airports, I have often been witness to long security lines and, when it became obvious that people may be in line and unable to make their flights, they were pulled from the line and pulled to either the front of the line or another station was opened for them. In this instance, no such option was being offered and so I proceeded to ask if it was possible to get

Feedback Type : Complaint
Categories : Other
Current Date/Time : 2/9/2014 11:45:35 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/06/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I think it's completely irrational that about half the people are routed through the backscatter machines and half through the normal metal detectors, but if you ask to not go through the backscatter machine you are subjected to a full-body pat-down. Obviously if this were such a matter of national security, no one would be asked to go through the metal detectors. In the end, this simply punishes people who don't want to go through the backscatter machines and without any kind of apparent goal towards better security (since half the people don't have to go through them anyway).

2/9/2014 1:05:08 PM

I will always request to avoid the backscatter machines, for a number of reasons, and I think that it would simply make more sense on everyone's part if you just gave up the farce that this is for better security and save us all some time by allowing me, and others who choose not to go through those machines, to simply go through the metal detectors - like you allow half the passengers (or all, if the backscatter isn't working) anyway!
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller received a patdown at the checkpoint at FLL while she remained in her scooter. She thinks that the agent removed the battery and a flashlight from the scooter for additional screening, and forgot to replace the battery after the screening.

Flight Information:

Date and Time of Flight: February 8, 2014; 5:00 PM
Departure Airport: FLL
Airline: American Airlines
Flight Number: 2286
Terminal and Gate Number: Not Provided.
Description of TSO: An African American female with red curly hair.
Time of Incident: Around 3:00 or 3:15 PM.

2/9/2014 1:44:39 PM

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. 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.

To Whom It Concerns:

When I went through the screener at Delta 5 priority check-in at LAX at 10:00 AM on February 3rd , I set off the alarm as usual. I set off the alarm since I have had both knees surgically replaced. The person at the screener would not take my word that I had knee replacements. He then had another person go through my carry-on bag even though it had gone through the scanner. He also had this person go completely through my billfold taking out all credit cards, money, etc. During the time the person was going through my materials, the person at the screener called me a terrorist type person three times as he gave me a complete pat-down. He commented "we have to be on the offensive for potential terrorist type people such as you. I DO NOT BELIEVE I AM A TERROIST SINCE I AM A US CITZEN 77 YEARS OLD AND WAS TRAVELING ON VACATION.

2/9/2014 3:07:39 PM

This screener person, the person going through my billfold and a person over them were all very rude, arrogant and demanding. The screener was a 40-50 year old man wearing glass, the woman going through my billfold was late 30's early 40's and looked some oriental and the person above them was a big man probably 50's or so and very gruff. When I got my carry-on bag and billfold returned, I found that I was missing one credit card and over $100.00 in cash. I immediately canceled the credit card before I boarded the Delta flight for SLC and on to CVG.

I am certain that you do not care about this situation and the actions of your people. If I do not hear anything from anyone, I will be sending a copy of this e-mail to my congress person and news outlets. People need to know what the TSA people think of US citizens in general.

(b)(6)

February 9, 2014
Dear TSA Official,
I am writing in reference to my daughter (b)(6) who was on a US Airways flight #2062 this morning. She was leaving CLT en route to NYC. She was the victim of some very questionable screening techniques used by two female inspectors at the checkpoint.
As she was going through the checkpoint she was stopped by a female inspector who questioned her about some lotion that she had used on her hands earlier that morning. According to my daughter the inspector ran a white strip over her hands to check for "drugs". The inspector took my daughter's bags and other belongings from the x-ray area and moved them to another table where they again checked her bags/belongings by opening the bag and going through her belongings. What followed is what I am questioning as unethical, inappropriate and unprofessional.
After checking her bags, the inspector summoned another female inspector and took my daughter in a room where they did a pat down which was very questionable. According to my daughter they touched her under her breasts, under her buttocks, legs, and entire body to include her genital area. One of the inspectors told her that the "regular" search would simply be like a massage. At one point they had her sit down while one of them searched her. They also searched her while she was standing. When is a "regular" search supposed to be like a massage?
My question is what probable cause did they have to search her? There was nothing on her hands or in her belongings to warrant such a search. Furthermore, why did they take her in an isolated room to do a "regular" search? In addition, my daughter said that a female passenger behind her was also summoned to another room for a "search". I find this practice to be repulsive and totally uncalled for. This is an abuse of power to subject young ladies to such searches.
The two female inspectors looked like they were of Hispanic descent. They also made reference to the Pandora bracelet that my daughter was wearing. When my daughter informed them that she was going to be late for her flight, they simply gave her directions to get to her gate. This just substantiates that there was no legitimate reason for this search. These inspectors were just taking this opportunity to be inappropriate with female passengers. I find their search techniques and communication with passengers to be unethical, inappropriate and unprofessional.

2/10/2014 8:23:49 AM

I would like to resolve this issue at the lowest level. However, I believe it may be best to speak with someone at your headquarters as I plan to seek legal assistance to deal with this matter.
(b)(6)

From (b)(6)
Sent: Sunday, February 09, 2014 8:33 PM
To: TSA-ContactCenter@dhs.gov; cltcoordinationcenter@dhs.gov
Subject: Inappropriate Search at CLT

Hello Sir/Ma'am,

Attached is my letter describing an inappropriate search that my daughter was subjected to this morning at CLT security checkpoint as she was on her way to take flight (US Airways 2062) to NYC.
I would like the contact number/person at your headquarters so that I can address this issue.

Thank you for your assistance.
To Whom It May Concern:
My name is (b)(6) and I just went through the LAX screening process. As I was entering the stand up walk through machine I was pushed back because it was stated that it was "calibrating" and I was to go through the regular metal detector. I instructed the Officer that I had metal in my back and leg and that I would prefer a pat down and she stated "it's ok just come please through". Of course I set the metal detector off and she told me to step aside. I did as I was told and as soon as I arrived in the screening area I was instructed to take my sweatshirt off. Because I have a bad back it took me a while to take it off and I was instructed to "please hurry we are very busy". Once I was able to take it off I instructed her that my back is very sensitive and for her to please be careful. She almost immediately pressed on my back and I pulled away because she hurt me. She stated "are you hiding anything" and I quickly reminded her that my back was bothering me and that is why I pulled away. She completed the pat down and I asked if I could go, she then stated that she needed to test my hands. She completed that and then rudely stated "you can go".

2/10/2014 12:11:47 PM

This is not the first time that I have been treated rudely at LAX, however this time was the worst. I now have to travel the next 11 hours in tremendous pain because of the horrendous pat down this LAX Officer completed on me. Unfortunately I did not get the name of this Officer at the time of the screening. However, I do not believe I should have been accused of "hiding something" and treated so rudely.
Respectfully,
(b)(6)

Hi.

The first and second automated responses I have received did not satisfy my query.

Received 2/9/14
"We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures."

Received 2/10/14
"Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown."

Please read closely the following concern and help to identify what I am exactly supposed to say or do in order to communicate efficiently that I do not wish to use the AIT and wish for an alternative screening process by a FEMALE only (I am female).

Please also address my concerns about personal recourse as expounded upon below.

2/10/2014 12:12:14 PM Please read the message below closely.

I do not wish to receive another automated response.
Thank you for your time,

(b)(6)

Hi my name is (b)(6) and I plan on traveling in March but I have some very specific concerns/questions that I couldn't find answers to on your website (tsa.gov "Traveler Information").

I've traveled only once before since the naked body scanners were implemented (I flew to Florida for my honeymoon in July 2012) and when I requested a female agent I was ignored and two men viewed me as I went through. I felt utterly violated.
Caller saw on the news where a TSA screener singled out a cancer patient who had an incontinence problem and made an issue over him wearing an adult diaper through the security screening.
Caller said the TSO made fun of the passenger and laughed out loud which made the passenger more subconscious of his situation. States he was telling other TSOs and they were making fun of the passenger. States he doesn t remember the airport and he wasn t a witness to the incident, just saw on the news. States the incident was on the news today and someone should be suspended because of the incident.
Caller didn t know if the passenger was offered a private screening location.

2/10/2014 1:44:17 PM Response:
Advised caller no information regarding the incident and it would be investigated if his information is accurate.
Explained Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly.
Advised caller TSOs are trained to be respectful of passengers and treat everyone with dignity and respect during the screening process.

Caller flew from Garden City Kansas Airport on January 27 and her luggage was inspected and her luggage was in disarray and the her underwear was handled and there was a notice of inspection card inside her luggage and there wasnt anything written on the card. Caller stated nothing was put back like she had them. Caller stated just wants to make her complaint. Caller stated the screeners doesnt change their gloves.

Advised caller the following information:

2/10/2014 2:03:51 PM

Apologized to caller for the way her luggage was screened. Advised caller TSA monitor concerns and complaints to track trends on areas that may require special attention.

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.

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

The caller stated that her mother has metal knee replacements and that she has a doctor s note but everytime her mother shows this card to the TSO they ignore it, no matter what airport she flies out of (PHX, SLC, Montana). She stated that they always pull her aside and screen her with a patdown after she alarms. She wanted to know if this was normal for them not to listen.

2/10/2014 2:44:21 PM

The caller then stated that her mother just told her that she was not making the TSO s aware of her implants prior to screening but rather later in the process and that she felt it may be her mother s fault. She stated that she did not feel that her mother was discriminated against for anything and that she would make sure that her mother shows the card and makes the officer s aware at the start of the checkpoint.

Advised caller: I advised the caller that she would need to make the TSO s aware at the start of the checkpoint. Advised that all passengers must be screened regardless of their medical conditions. I apologized for any mistreatment that may have occured. I asked the caller if she felt that her mother was discriminated against but she said no once she realized the mistake was on her mother s behalf. I Advised the caller about TSA cares and advised that if her mother needs any assistance or accomodation, to call at least 72 hours ahead of the flight to arrange assistance. Advised to call 1-855-787-2227.

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 2/10/2014 2:56:15 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/05/2014 Airline & Flight Number : DL0107 Checkpoint/Area of Airport : custom/connecting flights TSA Employee: (If Known) :
Comment : Dear TSA,
before I am going to address an issue we experienced, I want to let you know that I really appreciate the work you do to keep flights safe. Unfortunately we had a bad experience with one of our checked luggage, and it was not the first time.
The luggage that was opened and inspected by TSA came back with all clothes and items in a total mess, as if everything had been taken out and just thrown back in there again. We had bought some souvenirs from overseas, and several items are missing. Also, a suit is ruined by a broken chocolate package and needs cleaning. I wanted to address this, because we had damaged items in the past, each time a suitcase is inspected. I really would appreciate a better handling of my property.
Please let me know how we can get a refund for the missing items and the cleaners.
2/10/2014 4:18:50 PM
Another issue occurred when I had a pat down at security. The agent took the bins with my personal items, but dropped several valuables without recognizing it. If I had not walked behind her, I would not have seen that she lost my valet and medication.
Maybe you can add this to your training, and agents are aware of how to handle people's property.
Best Regards,
(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

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
2/10/2014 4:18:59 PM
City:
Ashburn
State:
VA
Zip:
20148
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
Yes
If so please provide the third party s name and contact information:
(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Stone Mountain, Ga 30083
Zipcode:

2/10/2014 6:02:36 PM

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

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

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport
The caller requested Wounded Warrior assistance for a flight and when she went through the screening she stated it was as if the TSO didn t know all her problems. She received a patdown, which was painful. She can t go through the AIT. She wouldn t let her go through the medical detector. She stated TSA puts passengers through extra pain and she was in tears. She wore all lose clothes and she has to because she is in pain all the time. They provided a wheelchair for her on her last flight, but not this one. She flew yesterday from Pensacola.

2/10/2014 10:42:13 PM

Advised:

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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

TSA does not provide wheelchair assistance. That is done by the airline.

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: 2/10/2014 11:47:13 PM

2/11/2014 8:24:38 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United 1165 from IAD to SAN; Gate C17; Departed IAD at 2:20PM
Comments:I entered the security checkpoint at 12:40pm and departed at 1:10pm due to poorly trained employee. I opted out of the scanning machine. As a result, I had to wait for the screener or male assist. Before my screener approached me, I noticed that he was already wearing the blue latex gloves and touching multiple items. In addition, he was touching himself and eventually opened the gate where I bypassed the machine. Again, while wearing the gloves he is touching the gate, his clothing, other equipment, and eventually the containers with my luggage. I ask him to change his gloves. He said the gloves were new and refused. He proceeded, and I received the standard pat down with the same gloves. After he was done, he went to the machine and pushed several buttons and then took the gloves off for the detection of foreign matter. Needless to say, the machine detected something and an alarm went off causing me to experience enhanced screening in a private room. The incompetent employee's name is (b)(6) spoke to (b)(6) about it. At any rate, the screening was conducted again with new gloves by (b)(6) and I didn't have any problems. Note, I kept telling the employee that he was touching everything and he completely discounted my words. I spent 30 unnecessary minutes getting screened due to a poorly trained, incompetent employee.

NOTICE:

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 93662

2/11/2014 8:24:58 AM

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

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

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

2/11/2014 8:28:00 AM	Disability Description: The caller indicated that she had requested assistance via the Wounded Warrior program. Response Details: I advised that I would refer information to her on how to submit a formal written complain in writing. TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can go ahead an send the instructions on how to do so. I advised that we would refer the information to the CSM at PHX. Incident Details: The caller would like to file a formal complaint against three TSA employees at PHX. She traveled from there today. Caller had requested assistance through Wounded Warrior previous to today s flight and was met by a TSO (b)(6). She had advised them of her medical condition prior to screening. This person advised that she had to receive a patdown. The caller checked her baggage with the airline and obtained a wheelchair from them. She was not allowed to go through the WTMD. She had to receive a patdown. She advised that she doesn t feel comfortable being touched as she was in a lot of pain. A TSO advised that there was an ETD alarm and that another patdown would be required. This patdown included a patdown of her private area. She asked for a supervisor (LTSO (b)(6)) who advised that she had to complete the screening process regardless of whether she wanted to fly as she was in a secure area of the airport. She advised that a patdown had to be conducted of her private area. Caller asked for the supervisors boss. Supervisor (b)(6) advised that the caller had to go through the process. She explained to him that she was traumatized and that the assistance she had requested did not help and had become traumatic. This supervisor also advised that she could not leave the secured area without being screened, even if she decided that she wasn t going to fly. She then asked for (b)(6) supervisor and was advised that the individual was in a meeting. She requested a business card, that she did not get, however (b)(6) provided a sticky note with the name of (b)(6) She indicated that she was wearing a brace and the brace was not swabbed, however her other articles and belongings were swabbed. Caller feels that she was discriminated based on her disability. The caller indicated that there was a hidden motive behind the patdown screening. She indicated that there was a false negative that resulted in the patdown. Caller feels the additional screening was based on her race as well. She was at the checkpoint between 5:55am-6am Southwest flight 802 departing at 8:50am from C4.

Good morning,

My apologies for the lengthy message, I ask you read the entire message.

On Feb 7th I flew into DTW from Seoul, South Korea. Flight DL158. Arriving in the airport I made my way through security and baggage claim and prepared to catch my connecting flight. This required me to pass through a TSA security checkpoint.

Some background; I have been through several international airports, Munich, Zurich, Seoul. In each of those airports I have noted that staff don't always speak English. Consistently though, each of those airports has had the security staff members assisting customers through the security screening. They help customers load scanning bins, they calmly and assertively explain scanning rules and procedures. In some cases they perform a manual patdown and they do it in a professional and calm demeanor. Again language can be a barrier.

2/11/2014 10:27:38 AM

When I arrived at DTW Red 5, I was greeted with yelling and a lack of explanation. "ONE BAG PER BIN!" "PUT YOUR LAPTOP IN A SEPARATE BIN" As I moved through the scanner, there was no acknowledgement, no "sir please step forward". As I went through the scanner there were a few highlighted areas. The officer did not say "Sir, I need to check your pockets" or "Sir, do you have anything in your pockets?" Instead it was "TURN AROUND!". I was also flagged for a chemical hand check. And here is where the experience changed.

(b)(6) was the officer performing the chemical checks. As I approached, "Good morning sir, I would like to swab your hands to check for chemicals." Finally, someone told me what was going on. He was professional, courteous and focused on his job (airline security). As I watched him check other customers, he treated them like people. He did not make customers feel like they were interrupting his day. His colleagues could stand to learn something. Officer (b)(6) is the type of TSA staffer that should be shown to all domestic and international travelers.

Thank you for your time and attention. Again I apologize for the length of this message. If you would like to discuss this further I would be happy to share more details. Have a great day.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 2/11/2014 9:26:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 02/09/2014 10:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : North Terminal TSA Employee: (If Known) :
Comment : I traveled this past Sunday morning through DTW. I am a female with long hair and had my hair up in a bun. Imagine my surprise when I was told I would need a pat down and hand swab because my hair was up! Seriously?! That's taking things a bit to far. While annoyed I didn't have much choice in the matter so I complied. Following my pat down I had to stand and wait to have my hands swabbed while two TSA employees loudly argued about one of the employees' attitudes. Aside from being terribly unprofessional it was directly impacting travelers who were required to wait for this argument to carry out. Unacceptable.
2/11/2014 10:28:23 AM
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that he flew from Port Columbus to Chicago O Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn t. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus
Airline United
Flight numbers 245
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand
NOI with Writing
Terminal or Gate Terminal B
Contact information (b)(6) work phone in chicago (b)(6) office n Ohio (b)(6)

2/11/2014 1:25:42 PM

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

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

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

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

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.
To whom it may concern:

On Sunday, February 2nd, I was on my way home from Orlando and had a humiliating experience with one of your TSA Agents. Her shield number: (b)(6)

My family and I were on the "handicapped" line. I use a walker, my son, who is visually handicapped uses a cane for visually impaired. We were directed to this line by one of the Agents.

Ahead of us on this line, was a family traveling with two strollers. NO ONE in their party was mentally or physically disabled. They simply had too many toddlers to handle. They simply got on this line, apparently feeling that too many children was a handicap. Their children were adorable and the TSA Agents on duty apparently thought so too, because no one asked to look at the children's backpacks which were under their strollers.

2/11/2014 2:32:07 PM

I, on the other hand, was pulled off the line to be "pat down" because my walker set off something. I had already gone through the screening myself with no problem. I asked the agent, why I had to be pat down, why not check the walker. Her reply, which was difficult to understand b/c of a thick accent was just step over here. When I got upset, she pointed me to a room where another agent was waiting. I was MORE than pat down. This Agent (b)(6) pulled up my breasts and felt under them, she put her hand below the waist in places that should NOT be touched by a stranger. I was HUMILIATED. At NO TIME did anyone communicate to me what the problem with my walker was. I have traveled with that walker on other flights in other cities with no problems at all. That aside, I was treated in a degrading and humiliating way. When she took the walker away and to another place to check it, no one offered to help me to walk to where she wanted to take me to feel me up. When my husband tried to help me, he was told to step back. PEOPLE USE A WALKER FOR A REASON.

At the close of my experience, I noticed two men in suits, who seemed to be taking notes. I asked if they were part of the management team there. "Why yes, yes we are" they replied. They could see how upset I was and took down my name and my contact information and told me to expect a phone call within the next day or two. That they would review "footage". That was on February 2nd. Today, is the 11th, no one has contacted me. I believe that one of the men's name was (b)(6) or (b)(..I cannot recall.

I think that something should be done with the Agent (b)(6). I understand that there are very sick people in this world who do terrible things. I do not happen to be one of them and I resent the treatment I received from this one particular agent. No explanation, nothing.

(b)(6)

Name: (b)(6)

Date: February 10, 2014

Flight # 610

Location:

TSA-Southwest Gate

Our party arrived at about 7:30 am for a return flight from Las Vegas to Sacramento. As we approached the gate to the TSA screening, we informed a TSA agent that the wheel chair bound person(Susie Orr) in our party had a rare nerve disease in her leg which was extremely painful to the touch. The agent told us to inform the agents at the screening area.

2/11/2014 2:32:25 PM

As instructed, we informed the agent at the screening area of Susie's condition. The agent informed us it did not matter she had to be patted down if she could not walk through the screening machine. I asked to speak to her supervisor, who echoed the agents response that she had to be patted down. The agent assured us they would be as gentle as possible during the pat down. We informed the agent and her floor supervisor that touching her leg was the equivalent to pressing needles in her leg and may cause her to go into seizure and create an unnecessary medical emergency.

The floor supervisor went and got her supervisor (floor manager). This manager said there was no exception that if we wanted to fly out of Vegas that (b)(6) must submit herself to this painful pat-down. I explained to the manager that a couple of years ago we flew out of Sacramento and the TSA they performed a similar pat-down on her leg. (b)(6) went into severe tremors and almost falling out of her wheel chair and nearly went into a seizure. At that point, the TSA supervisor told us in the future to advise the screener of her medical situation and they would perform alternative screening procedures.

We informed him that we notified TSA units in Lax, Sacramento and Baltimore of her medical condition before screening and that each one used an alternative screening to the pat-down of her leg. The floor manager (African American cited to help with identification) callously told us " we are not the other airline and I do not care what they did. " He also said that pursuant to Federal regulations there was no way for us to leave Las Vegas on an airplane without submittal of a physical pat-down (b)(6) leg even though it would be extremely painful. He also said that unless we did it right away we would miss our flight (8:15). At that point, we agreed to the pat-down. Even the gentle pat-down was very painful and caused Susie to cry. Twenty

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: 2/11/2014 5:23:18 PM

2/11/2014 6:12:03 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):641 Alaska Airlines
Comments:A physical violation that has left me sick, outraged, humiliated and shaking all done in front of an additional female agent and two males, one a TSA agent, the other in shirt and tie, civilian. The first agent patting me down because my bracelets could not be removed said she was unhappy with my underwear over my bottom (at the point my bottom reached my vaginal area)and asked what I had in there. When I said nothing, she looked at me With dis belief and patted me again with a firmer touch. At this point, I said I was getting angry so another female agent stepped in, ignoring the area the original agent had found so disturbing . The two males witnessed this. I believe I was treated rudely, aggressively, disrespectfully and feel discriminated against because I am a plus size woman. I wear full cut undies with a seam line. Never, ever in all my years of flying have I been so humiliated and angered. I filed a complaint at the Tucson airport but I have the distinct feeling this complaint will fall on deaf ears. By the way, I was originally selected for no further (?) screening. I am sick, sick, sick.

This is a complaint about an experience with the TSA at Los Angeles International Airport.

Name: (b)(6)
Address: (b)(6) Valencia, CA 91355
Date: Thursday, January 20, 2014
Details:

At approximately 9:30 PM to 10:00 PM I was guided through priority boarding with United Airlines. Flight UA 660 from LAX -ORD, Gate 74. Board time: 10.52 PM. Departure time: 11.27 PM. Ticket Confirmation (b)(6)

I have a defibrillator and am under strict instructions from my Doctors NOT to pass through any form of metal detection device due to possible damage and or impairment to proper functioning of my defibrillator. My heart condition is life threatening and I have had two cardiac deaths and on several other occasions the proper functioning of my device has saved my life. I informed the male TSA agent that checked my ticket and Drivers License that I would need a female assist. He advised that I should tell the agents as I approached the security checkpoint. I told two male
TSA agents that I would need a female assist and one was called for and I was told to stand at a certain spot to await the assist. After a fews minutes a female TSA agent from another area and said quite loudly, where is the trouble maker . When she became aware of who I was she said more than once something to the effect of come through here and aggressively waived me towards her. After I walked through I expected to receive the pat down that I am quite accustomed to as I have had my device since 1997 and travel extensively. Then she just indicated that I was done and should move on. It then became apparent to me that she had made me walk through the metal detection device. When I questioned why she ignored my request and made me at serious potential risk to my health walk through the metal detector she was rude and defensive and said I should have told her why. Unfortunately at this point I was so scared and upset that I neglected to get her name. I assume that by correlating the gate flight information with the TSA security tapes and female staff working that area that you will be able to determine who she was.

2/11/2014 6:13:25 PM

It is critical that this woman understand that her actions could have resulted in my death. My traveling companion was witness to these events.

I look forward to your response to this complaint and advice that you have received this email.

On Friday January 31, 2014 I gave preliminary information to (b)(6) of the TSA, employee # (b)(6)

I understand that my signature is not required on this document as it is being submitted via email. If that is not correct please advise and I will submit it by mail.

I can be reached by phone at (b)(6)

Thank you in advance for your investigation into this matter.

(b)(6)

Caller stated he wants to complain about injury to his testicles during a patdown by a TSO, (b)(6) at the San Antonio Airport, He stated (b)(6) put his hand under both of his testicles and jammed upward causing a great deal of pain. Caller said (b)(6) was the supervisor and he denied he even touched passengers in that area. Caller complained to (b)(6) that the patdown was causing him pain and (b)(6) said he wasn t even touching him there. Caller states it is extremely painful and (b)(6) shouldn t be allowed to pat anyone down ever again. He stated a bad screening experience was okay but a harmful bodily one isn t and wants someone to know and something should be done about (b)(6)

Flight # 3297, Gate # A5, flight departing at 11:20 CST, via SW.

2/12/2014 11:08:58 AM

Response:
Apologized to caller for his screening experience.
Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller s ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:
We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

2/12/2014 12:00:39 PM

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.
For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.
If you have complaints about a particular screening incident at an airport, please inform of us of the details and we can forward it to the CSM to look into the issue.

My daughter is a member of the DHS Trusted Traveler program and carries her Global Entry card whenever she travels. According to the information on your website, she should be eligible to go through the Pre-Check lanes at any airport, where they are available. She is also a type 1 diabetic and has to wear an insulin pump. She is unable to remove the pump when going through security checks at airports. She is also unable to go through x-ray screening because it would damage her insulin pump. These pumps are extremely expensive to replace.

Today she had to travel from Dallas Love Field airport to San Antonio, and was denied the opportunity to go through the Pre-Check lane at the airport. Since she could not go through the x-ray scanner, she was told she would have to have an extensive pat down. There was only one woman working and she was scanning all the items that were being passed through the x-ray machine. My daughter had to wait quite a while before the woman was able to do the pat down.

The agents were rather rude with her by asking her if she was going to opt out of the x-ray screening, and not listening to her trying to explain that because of her insulin pump she could not go through the x-ray screener. She was not given the opportunity to go through the Pre-Check line and had to remove her shoes, take out her liquids, her PC etc. I realize that they can be randomly excluded from the Pre-Check line, but in her case, it became far worse for her than the average traveler.

2/12/2014 8:05:17 PM

One other thing that I have noticed when travelling by air, is that so many of the TSA workers seem to not be aware of situations such as my daughter's, or don't seem to care, and are not even up to date on the latest changes in the TSA. Many of them become somewhat abrasive in their interaction with the public, especially in regard to the special circumstances of people such as in my daughters case. My wife always has to have a pat down because of a knee replacement. You would think that a letter of explanation by a person's doctor would be enough to satisfy TSA, or would a letter from a doctor explaining the need for a medical device, require it to be verified by a court of law?

I would appreciate an answer to the problems that I have explained in this email. Hopefully there can be some resolutions to certain situations such as I have explained as well as other situations other people have experienced.

(b)(6)

Mesquite, TX 75149

I will be forwarding a copy of this letter to my U.S. Representative Jeb Hensarling, as well as Senator John Cornyn

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(b)(6)

HYPERLINK(b)(6)

To whom it may concern:

I have recently undergone a total knee arthroplasty (knee replacement) and discovered that I now set-off the metal-detector at Terminal 1 of FLL. Unfortunately, Terminal 1 at FLL does not have ANY backscatter X-ray machines installed, and as such, I (and anyone with a medical condition that involved the replacement of a joint with a metal implant such as for a knee, hip or shoulder) am invasively patted down each and every time by TSA security.

These invasive pat-downs are not only humiliating (regardless of whether done in public or private), but also adds at least 15 min to the security process, which is significant for frequent business travelers such as myself…especially considering that I have TSA Pre-Check on 3 airlines!

2/13/2014 8:19:08 AM

The reason provided by the local TSA supervisor for the lack of backscatter X-ray machines in Terminal 1 of FLL is that there is insufficient room to install backscatter X-ray machines without re-locating support columns. Although that may be true with regard to replacing all the metal detectors in that area, it is highly unlikely that sufficient room cannot be made to install at least one backscatter X-ray machine.

Cost should not be a consideration when it comes to discriminatory practices that require passengers with joint replacements to be singled out for invasive pat-downs each and every time. Other passengers might be occasionally and randomly selected for pat-downs, or may be carrying materials in their pockets that trigger the need for a pat-down, but passengers with joint replacements are in the unique position of always being singled out.

I urge you to rectify this issue by insisting upon the installation of at least one backscatter X-ray machine in Terminal 1, FLL.

In the interim, I urge you to institute a policy of allowing passengers with joint replacements (which can be demonstrated with official cards from their physicians) to undergo "wanding" and specific-site pat down (e.g., shoulder or knee) to demonstrate that there is no concurrent presence of external metal-containing objects. Your metal detectors are sophisticated enough to indicate if the source of the metal is low, medium or high. Surely THAT information along with wanding and specific-site pat down would be sufficient to avert the need for TSA personnel having to pat-down the genitals of joint-replacement patients!

The caller received a voicemail from someone from TSA with regards from two incidents that occurred from two recent trips. The caller stated one was from SFO to Seattle then to Oakland. The caller stated she sent in an e-mail about getting checked and treated like a criminal. Both times she was stopped and she does not understand why it is happening. The caller stated is is causing her emotional distress and she does not want to fly anymore. The caller said she was sent an e-mail stating they would try to locate her on both videos. The caller stated she received an e-mail stating they could not locate her.

2/13/2014 11:41:13 AM I checked our database and I found no record that she had called. The caller stated he e-mail was from the CSM at Seattle and it stated she could call her number or the TCC. The caller stated the number she has is (b)(6). The caller wanted to know if she needs to call all three airports. I told the caller to contact the airports the incidents occurred at. I asked the caller if she called the TCC and she stated she had not but she had sent in an e-mail. The caller stated she was in Seattle and her friends went through the checkpoint but she was stopped and patted down three times. The caller stated she watched 10 or 15 people go through the checkpoint and they were not stopped. The caller said when she went through SFO her baggage was inspected and se received a pat-down. The caller provided me her e-mail address. The caller stated the e-mail is from (b)(6). The caller stated she was flying out on the 7th and she received TSA Pre-Check. I gave the caller the phone number for (b)(6) at Seattle. I told the caller we send the information to the airport.
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: 2/13/2014 1:00:21 PM

2/13/2014 2:40:03 PM Nam(b)(6)
Emai(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:NOT SURPRISED THAT THE BRUTAL TSA IS THE ENEMY OF THE AMERICAN PEOPLE! TSA GOONS ARE TREATING CANCER PATIENTS LIKE CRAP. A CANCER PATIENT WEARING A DIAPER WAS STRIPPED SEARCHED/ LAUGHED AT BY NAZIS GOONS! HE WAS EMBARRASSED BY A LAUGHING "FEMALE GOON WHO THINKS IT'S FUNNY WHEN AN ADULT HAS TO WEAR AN ADULT DIAPER." TAKING TOY GUNS AWAY IS REALLY STUPID. DHS HAS ALLOWED TERRORISTS TO GO THROUGH "SECURITY" WITHOUT BEING SEARCHED/QUESTIONED! SOME SECURITY MEASURES!!! AMERICA IS SCREWED WHEN TERRORISTS ARE FAVORED OVER CITIZENS. NEW IMAGING MACHINES WILL ONLY KILL MORE AMERICANS THROUGH "RADIATION POISONING!" GREAT JOB JOB TEAM SEXUAL ASSAULT!

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/13/2014 12:27:26 PM Airport : ORF - Norfolk International Date/Time of Travel : 02/12/2014 12:00 PM Airline & Flight Number : U S Airways #2693 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I am TSA Pre and had an orange sticker applied to my boarding pass. The sticker is "Homeland Security cleared" sticker. The agent prior to the body screening told me to keep all items in my pockets and to keep my shoes on. I did this and then had to undergo a pat down and rescreening of the contents of my pockets. What is the sense of being TSA Pre and being told to keep items in my pockets when time is wasted performing a second screening. Get your act together and communicate so that you are on the same page. This is the second airport that this has happened to me.
2/13/2014 2:40:51 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

Good afternoon.

The email below from (b)(6) is being forwarded to TCC-Referrals for appropriate handling.

Rob Neumer

Program Analyst

Civil Rights Division, TSA-6

2/13/2014 6:26:31 PM

From (b)(6)
Sent: Wednesday, February 12, 2014 2:48 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: 2/12/2014 2:47:35 PM

Name:
Caller went through security this morning flying from MIA to St. Thomas and had tools he purchased in a carryon bag, impact wrench, and he was told he could check his bag or discard the item but it wasn't allowed through the checkpoint.
Caller states he missed his flight because he had to go back and check his bag and had to pay for another flight later today.
He had to have a patdown and the TSO asked why he was looking at him, staring at him and caller said he told the TSO " he had eyes he could look". Caller said there is a problem because the TSO didn t know what he had gone through this morning.
The TSO was suspicious of him and caller said he didn t know what the TSOs problem was, caller stated he was sort of in a trance because of his issue with the prohibited item and missed his flight and had to go through security again.
Disconnected call at 8:26 because of ringing noise.

2/14/2014 8:13:15 AM

Response:
Advised caller tools longer than 7 inches are prohibited in carry-on bags. However, these items may be transported in checked baggage.
Option to check the bag will be provided rather than abandoning at the checkpoint.
2 hrs. is recommended prior to flight for a domestic flight.
Information regarding items allowed through the checkpoint is on the website and passengers can always contact the TCC for information.
Advised caller our TSO are trained to treat passengers with dignity and respect through the checkpoint, apologized he felt that wasn't his experience.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/13/2014 10:18:17 PM Airport : LIH - Lihue Date/Time of Travel : 01/15/2014 11:55 Airline & Flight Number : 850 Checkpoint/Area of Airport : Lihue departures TSA Employee: (If Known) :
Comment : Hi my name is (b)(6) and I am a 45 year old gulf war veteran American/Australian Citizen who would like to make an official complaint against Alaskan Airlines abusive actions against their passengers.

While I was traveling from Lihue kuai airport to san diego on 15 Jan 2014 boarding 11:15 AM I chose not to go through the body scanner due to my claustrophobia, in the past have traveled through many airports and this has never been a problem, I usually just get a quick pat down.

However on this particular occasion I experienced blatant abuse and harassment which felt like a scripted routine that these particular TSA workers use for all their customers refusing to go through their body scanners.

First when I said I prefer not to go through the scanner the lady said ok fine then just stand over there and wait for a security guard, I had to wait for a security guard for some time, the security guard that came was both aggressive in his body search and attitude.

2/14/2014 8:25:08 AM

He asked me if I would like to go in a closed room and I said no here would be just fine, he walked away and came back a number of times as if delaying my boarding time, for example looking for a drug test.

Also they held my carry on laptop back from the rest of my carry on luggage as if by accident, later calling for me to pick it up over the loud speaker.

Then as I was boarding the plain they called my name over the loud speaker and two large aggressive security guards were waiting to take me back to the beginning of the checkin counter to search my large stow away luggage, I refused to go back and be delayed boarding the flight and told them to cut my locks which they did.

They searched through my luggage and left a note, which I was happy with as I suspected they might try to intentionally lose my main luggage and was worried for the whole five hour flight as I have Medical condition and had much need medical gear in my luggage that was imperative to the rest of my travels.

At no time during this exercise was I ever rude or impolite, this seemed to actually work against me.

I know if you send someone through you can easily replicate my experience as I believe this is their made up protocal, I don't believe it is TSA protocal, as I have boarded other flights without issue, just this particular group of TSA individuals at Lihue airpor Kuai, It felt as if everyone went into their roles of bullying and intimidation for those refusing to go through their body scanner.

Again I would like to stress at no time was I ever rude or aggressive back, I was nothing but polite and respectful.

(b)(6)
Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn t have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old?
She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown.
2/14/2014 1:28:31 PM
Our officers may ask her to remove her shoes for additional screening to clear an alarm.
The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening.
The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disabiltiy specialist at HQ so she will have assistance during the screening process and her screening will go smoother.
She did not want to file a complaint about her previous screening experiences.
She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.
Email not sent.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/14/2014 12:46:04 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/01/2014 8:30 PM Airline & Flight Number : American Airlines 2395
Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

2/14/2014 2:25:20 PM

Comment : When I printed out my airline ticket, I realized that my ticket had been booked under my maiden name. I called the airline to see if they would change it for me, and they told me that they could not but that it wouldn't be a problem, all I needed to do was bring my marriage license. I was able to fly from Corpus Christi to Dallas with out a problem, I just showed them my marriage license and drivers license. When I went to fly out of Dallas to return home though, I was treated horribly. When I showed them my marriage license and drivers license I was told that this was not acceptable. They called the supervisor over who was the most arrogant and rude person that I have ever encountered. He asked if i had any other ID with my maiden name, I then showed him credit cards and old ID cards that had my maiden name. He then allowed me to go through security. I had other people that were watching this encounter and they remarked to me how unprofessional this was and how I needed to issue a complaint. I was traveling with a 10 month old baby and was hassled and not given any help. After going through security I was not allowed to touch my baby seat or any of my baby things. They then proceeded to wipe down my baby seat and stroller before they would allow me to put my baby back in them. I was then told that I needed to put my baby in her seat so they could pat me down. So as my baby screamed in her seat, they gave me a thorough pat down. After this they then proceeded to search my diaper bag, wiping down all of my baby's toys and pulling out all of her things. After all this I was then told that I should have just had the airline at the airport change the name on my ticket and I wouldn't have had to have done any of this. So if this was the case why didn't they tell me that before they put me through any of that. I was appalled by how I was treated. I was frustrated that I had called before flying and told that all I needed was a marriage license, was able to fly with just my marriage license with no problem out of Corpus Christi, but then was hassled in the Dallas airport. Later, as I was walking by the security station, I over heard the supervisor laughing to someone about a lady with a baby who had tried to fly with her marriage license. It is instances such as this that make me hesitant to fly with children again. Thank you for your time and I would appreciate if this issue was addressed.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller said he was traveling out of Pittsburgh Airport and carries aromatherapy oils and is in the health care field and he said they practically stripsearched him and he said they opened up his suitcase because he would not let them xray his oils and he said the shampoo bottle leaked all over his check bag. He said he does not have a criminal record and he was with family when they did this and he said he wanted to carry on the oils. He said he got a noi inside his check bag and he said he had to get items drycleaned. He requested that we email the claim form. He said he understands that they have a job to do. He said he is flying Tues. out of LAX and he said he does not want his oils to be xrayed. He said they used a wand on both him and the oils and they told him they picked up some type of strange chemical off the oils. He said our country does not understand about aromatherapy and he said he had to have his suit drycleaned. He said he did tell the officer before the screening started Ithat he did not want the oils xrayed.

2/14/2014 2:58:53 PM

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

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

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

I advised him to advise the officer before the screening starts that he does not want the oils xrayed. I advised him he may be screened by the wand, ait, wtmd or a patdown.

In response to the threat to aviation posed by liquid explosives, Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule.)

2/14/2014 9:13:37 PM

Hello,
Last Wednesday February 12, my husband and I were flying home from a vacation to Ireland. We flew home to Spokane WA from NYC through LaGuardia. I have a artificial hip (left side). Sometimes the alarm will go off and other times (especially if I tell the TSA agents, they will just wave me through.) This time it went off even after telling the agents about my hip. I had to wait a long time before there was a female agent to do a search. I feel this young agent went way over the top in her searching procedure. I almost felt like she was doing a strip search on me. I am a 67 year old woman, wife, mom and grandma and didn't appreciate the way she was groping my body. In my opinion there was no reason for her to put her hand down my bra or so close to my crotch. I can guarentee I don't have anything to hide.
I know that TSA needs to be vigilant about terrorists getting through, but after all you already know that planes can be blown up. TSA needs to change their tactics very soon, and treat people with dignity. Surely you can look at a particular person and determine if they have a suspicious nature about them or not. I do not appreciate being lumped into a terrorist category. I fly quite often and this time was very embarrassing . I do hope that you will look into screening and change the way you do things.
GO COUGS, GO SEAHAWKS

(b)(6)

Colbert, WA 99005
(b)(6)

2/15/2014 9:39:43 AM	Feedback Type : Complaint Categories : Professionalism/Customer Service Current Date/Time : 2/15/2014 5:41:34 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/15/2014 5:05 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : terminal 2 TSA Employee: (If Known) (b)(Comment : TSA agent Hall performed a very unprofessional pat-down. After inaudibly saying something, I indicated that I would like for him to repeat what he said. His response was: "open your ears". He continued the pat-down with an unacceptable tone of voice. This sort of behavior is not what the TSA needs to improve it's reputation. 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 wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?
	Advised:
2/15/2014 11:49:52 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 that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.
	I don t know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review. The caller is TSA prechecked and is also military and wounded military. He had TSA precheck on the ticket and he was told to get out of the line and get into the regular one. They wouldn t give him an explanation why and he asked to speak with a supervisor and one of the officers, a(b)(6) would let him speak with a supervisor. He has a group of elderly gentlemen he is traveling with and he wants to make sure this doesn t happen to them. The airlines were telling him it was weird. It is not good PR to kick back certain types of people. He is a Medal of Honor recipient and they should have had a TSA line open for him. He is not so concerned about himself but the elderly group he is traveling with.
	Advised:
2/15/2014 4:25:00 PM	TSA precheck is not 100 percent guaranteed. TSA will always incorporate random screenings throughout the airport. No one gets precheck 100 percent of the time. It is a security feature built into the program. The presence of the TSA precheck symbol on the boarding pass does not guarantee expedited screening. That is something the airlines put on the boarding pass. Eligibility is determined when they scan the bar code on your boarding pass. passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process. TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.
	If you want to provide me with some information I can send your complaint to the CSM at Newark Airport so they can be aware of what happened and they will have your contact information if they need to get in touch with you.
	Airport where the incident occurred: Newark Airport Airline: Alaska Flight numbers: 5 Date and time of incident: February 15, 2014, 400 pm Individual s contact information email (b)(6)

Good afternoon.

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb.1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

2/15/2014 6:09:26 PM

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on the other side grew long, and people were grumbling. There was no explanation as to the delay. Eventually a gentleman came to replace her. I was instructed to point out my belongings and not to reach for anything. I pointed out my carry-on and asked her to please pick up my sweater, as it was loose on the rollers and I didn't want it to get caught. She picked up my carry-on but not my sweater. She asked if that was all - I pointed out my purse, again asked her to collect my sweater. She had my purse and carry-on and then asked me if there was anything else. I pointed out my sweater and she asked about my shoes. I pointed out my shoes. Again, she asked me if I had anything else. At that point she picked up my sweater, and gave me a little sneer. We walked to the "feet" mat for the pat down. I placed my ticket on the table near where I was standing and she informed me I could not put my ticket there. So I slipped it in my back pocket. As she started, for an unknown reason, I asked for my first ever private screening. I have had replacement knees for some time, and have had more pat downs than I can remember. This was the first time I have asked for a private screening.

[redacted] (the screener) was clearly unhappy with my request. She gathered up my items and marched me down the walkway telling me keep walking. We stopped outside an office, where she asked another lady if she would come in. There was a third woman working at a desk inside the room, but she didn't look up when we entered. I placed my feet on the mat, and she very slowly went through the entire procedure - what she would do with her hands. I nodded the entire time she was speaking, as this is not a new procedure to me. She had me stand with my back to the second woman. I realized I had a cough drop in my trouser pocket and placed it on the table. Her attitude continued to spiral down as she did the exam. When she was using the back of her hand to go under my breasts, she checked that area three (3) times, each time forcibly lifting my breasts higher each time. It was most uncomfortable. By the third time she did this, I spoke up, informing her in all of the times I have had this done, I have never had anyone do like that during the exam. Her eyes narrowed, and she told me she was just making sure she examined that area thoroughly. When she did the same area for the FOURTH time, she quickly turned her hand around and pinched my left breast.

Then she moved to the legs from the front. She squeezed and pulled so hard that she had my trousers about four inches from my waist. She then pushed her hand up into the crotch area further than I have ever experienced. Clearly, at least to me, she had a serious attitude problem. She instructed me to turn around and asked me what I had in my pocket. Well, that would be the ticket I wasn't allowed to place on the table. Didn't I know better than to keep something in my pocket? She finished the exam, as rough as she started.

In response to your response – highlighted in red...Phoenix is Sky Harbor.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

2/15/2014 7:02:32 PM

From: (b)(6)
Sent: Saturday, February 15, 2014 3:57 PM
To: 'tsa-contactcenter@dhs.gov'
Subject: attitude

Good afternoon,

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb.1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and

2/17/2014 9:21:42 AM

Hello,

I am writing in regards to my treatment at the Spokane Airport on my way home to Seattle Yesterday afternoon.

I arrived to the security check point around 3pm. On my departure from Seatac, I was never asked to give the boarding pass to the guy who was doing the pat downs. However, in Spokane, apparently you have to do that. There was NO sign posted, nor did the guy checking the boarding passes let me know to show it to them.

When I got up to the pat down, the guy asked for my boarding pass and I apologized and said I didn't know he also needed to see it and that it was in my carry on purse being run through the scanner. The man was SO rude. Even after apologizing, he made a big scene, and really embarrassed me. Especially my first time traveling alone. After this happened, he said in a very very rude tone "well, now you have to take off your shoes because of that".

I understand there are policies. But you can't expect people to know what they are supposed to be doing if there is no direction. I'm not a psychic. This was embarrassing to me, and I did not appreciate being made to look like an idiot to the people behind me. I'm really hoping this isn't acceptable for the TSA, because it is CERTAINLY NOT acceptable to me

Thanks,

(b)(6)

Sent from my iPad

To Whom It May Concern,

I'm writing to you because of the unprofessional treatment received at Lihue Airport, Kauai, HI. Your agent displayed a lack of professionalism and compassion and I am left feeling humiliated and very upset.

I am recovering from breast cancer and am going through reconstruction. I presented a medical card showing the type of expander being used, and offered a doctor's note, but the agent REFUSED to accept the note. Instead, she proceeded to INSIST that I have a pat-down, and instead of trying to be compassionate as the agents on Oahu were, she humiliated me in front of other passengers by loudly saying that she needed a patdown, so I requested a supervisor. She proceeded to argue that I could not get my footwear (which was cleared) and refused to let me proceed past the area she was in, and I felt very threatened. She proceeded to loudly tell me that she has ovarian cancer and was extremely unprofessional, rude, and completely lacking in understanding and compassion. I have never received such poor treatment and customer service in my life.

The supervisor tried to explain that they took me to a 'private' area, and that he understood my frustration, however, that does NOT make up for the treatment received. The agent's name was (b)(6)

2/17/2014 9:21:54 AM

No one has any right to treat passengers this way. It is unprofessional, utterly lacking of compassion, and I am left feeling frustrated, humiliated, and would like a formal apology and detailed explanation of what the procedures are for patients going through medical treatment with doctor's notes/clearances, and would appreciate it if your agents go through training on how to properly handle/address people who have circumstances similar to mine. I did receive a patdown, and again, am feeling very humiliated because of the treatment received. Once I receive a written response, I will be following up to insure that other passengers flying from Kauai are treated with due respect and compassion. Your agents on Oahu were compassionate and understanding and to receive the treatment I did on Kauai was completely unacceptable. I'm all for safety, but there is a point in which, common-sense, reason, and compassion should prevail.

Please, do not allow your agents to treat others this way. I will be waiting for a formal written response.

Sincerely,
(b)(6)

I would like to file a formal complaint against a supervisor at Kennedy Airport, terminal 5, Jet Blue Airlines.

The agent in question was Supervisor (b)(6) The flight was on Feb. 7 at 7:56 AM, flight #653, going to West Palm Beach International Airport.

I asked to opt out of the x ray exam due to medical reasons based on the advice of my doctor. I have opted out at airports all over the country but

have never experienced the rudeness and unprofessional behavior that was displayed by this officer. After I asked to opt out, I waited at the

gate for over 10 minutes and observed that no one was being called to get me for the pat down. I also saw a number of passengers who were sent

through the metal detector instead of the x ray. When I asked if I could do that instead, I was angrily told "No. You already asked to opt out" This made no sense and seemed

very arbitrary. Finally, after several more minutes fearing I might miss my flight, I asked for a supervisor. Immediately, (b)(6) who was nearby, walked up to me

and unceremoniously ushered me abruptly through the gate. I mentioned that my personal items were left unchecked and she completely ignored me and directed me to a location on the side

2/17/2014 6:45:26 PM

where I couldn't see my things, which included a personal computer, my wallet, credit cards, etc.

After she did the pat down, she apparently had a problem with the machine that checked her gloves because she kept putting a paper in it

and it didn't seem to work. She asked another agent because it was clear that there something wrong with the machine. She also proceeded to ask another agent to check my

bags again, although they had already gone through the x ray. I said to him as she walked away, "she's harassing me" and he nodded his head in agreement, obviously understanding

this additional search of bags was unnecessary.

(b)(6) apparently wasn't finished. She informed me that I had to have another pat down and refused to do it outside as per my request,

she insisted that I go into a private room with her and another agent and she proceeded to pat me down again. She went out and then finally came back and said I passed (which was the case after the first pat down), but she said I had to wait for my

	I am writing about a concern that has grown in me regarding the screening process at airports with the xray screening technology. Specifically, my concerns have grown because of the procedure at Bush Intercontinental in Houston, Texas. I regularly fly a regional United flight from Houston to Colorado Springs and back, starting at IAH Terminal B. Since my surgery in July 2013, and because of a continuing health concern which can aggravated by radiation, I ask to bypass the xray. Each time I do so, I have volunteered to pass through the metal detector, but not once have I been taken through (I am speaking only of IAH, as COS has no xray and automatically runs you thru the metal detector). This last week, I again asked to bypass the xray, and again I was taken thru a gate entry and given the pat-down. So were two gentlemen ahead of me. This is when my concern level got higher than it had been already. While a TSA agent does a very thorough topical pat-down, I personally feel that, without the benefit of a metal detector walk-thru, there is no way of guaranteeing the passenger is not hiding, withIN their person, anything that would breach the safety of the other passengers in the national airport system. And I know that, if this would cross my mind, it has definitely crossed the minds of those who would want to make sure no extra precautions are ever taken.
2/18/2014 8:39:45 AM	I hope that TSA will take a look at the security gate procedure, and make it standard that, those refusing the xray machine should pass thru the metal detector, as well as submit to the pat-down. Since I wait to be taken back right next to the metal detector anyway, I do not believe it would take any extra time to have me walk thru that, rather than walk thru the open gate that is offered me. Please consider this additional bit of security, for the safety of all of us who fly.
	The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.
2/18/2014 2:49:47 PM	Pass ID: (b)(6) Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Pre\u2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that If a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions.

Hello.

I just wanted to share my recent experience with screeners on a trip I took this past weekend (Feb 15-17). The experiences were polar opposite even though I had made the same request at both locations. One was fantastic, the other left me feeling angry and frustrated.

I live in Phoenix and am currently 29 weeks pregnant. I saw my OB the previous day and was once again reminded I needed to decline going through the scanner and instead request a pat down when traveling (I've traveled earlier in my pregnancy as well and she made the same recommendation then). Phoenix is my home airport and when I alerted the male employee working at the scanning line that I would need to request a pat down instead he began interrogating me as to why I needed one. He said you know it's not an X-Ray machine, right? It's perfectly safe, you know that, right? You are aware of what a pat down consists of, right? I politely answered all of his questions, even though I felt I didn't need to justify myself to this individual before informing him I have had several pat downs by TSA officials and my OB, the DR treating me for pregnancy told me not to utilize the scanner and this was the reason I was requesting the pat down instead. He rolled his eyes at me and asked me to stand to the side while he called a female employee over to perform the pat-down and she was nice, but honestly I was pissed after being treated so rudely by the previous employee.

2/18/2014 4:17:45 PM

However, my experience coming back through San Fransisco yesterday was the polar opposite. I informed an older Asian gentleman (didn't get his name) that I needed to request a pat down and he very politely pointed me to a chair and said it would just be a moment while he called a female employee over to assist me. It was maybe a two minute wait which I was surprised about considering they were quite busy and it was a holiday weekend (b)(6) was the employee who performed my pat down and she was very kind, informing me of what she was doing every step of the way (which I know they are supposed to do), but she kept it very conversational, even asking me about my day. When I told her about my experience in Phoenix she mentioned that I should just do whatever I am more comfortable with and that it's not at all uncommon for them to perform pat-downs on pregnant women frequently throughout the day. She was so kind I walked over to the supervisor's desk and told him of my experience pointing out the two employees that had assisted me while also informing him I would be communicating online as well. I've previously worked in customer service for many years and wanted to take this moment to recognize (b)(6) as being an all-star and to thank her again for being so kind during our interactions yesterday.

Something else that has been inconsistent is the scanners request to see/wipe down my bags as well. All other pat downs I have had (including previous Phoenix pat-downs) no other screener has requested I not touch my bags or have my husband collect them for me. All very politely asked if I needed assistance grabbing them or if was traveling with someone who could collect them for me, until the visit leaving Phoenix Saturday morning where the female employee insisted I not touch my bags that she needed to swab them as well. I didn't really care, but whatever the policy is, it should be consistently followed. I've traveled through Phoenix, Cleveland, San Fransisco, Kauai and Charlotte without having my bags swabbed as well.

Previous to this last Phoenix experience at Terminal four (and I'll provide more detail if you would like to track down this exact employee) I've been treated cordially by both male and female employees at the airports I've visited while pregnant and requesting the pat down. His attitude and rudeness truly surprised me and started off my otherwise great trip on a sour note. He definitely needs more training on how to more cordially engage with passengers.

Please feel free to contact me if you have any additional questions regarding this experience.

Thank you,

Ladies and gentlemen – I recently had occasion to go through the Phoenix airport while traveling on Southwest Airlines. Everything went very well, with one exception: Although I am TSA Pre-checked, because I have two implanted joints, I set off the metal detector and required a pat-down. It would help expedite the process if a scanner was available for pre-check travelers.

Thanks for the opportunity to provide feedback.

(b)(6)

Oceanside, CA 92054

Office (toll-free) (b)(6)

Fax: (866) 308-7230

Direct line/Cell: (b)(6)

Caller wants to know if she gets a KTN if she has to go through the AIT or WTMD. She states she doesn t want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the $85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2/18/2014 4:43:32 PM Advised caller:
Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look

The caller is flying tomorrow with his family. He is a Global Entry member but the Precheck indication is not on his boarding pass. This is the first time that this has occurred. The Precheck indication is on his children s boarding pass. They are 5 and 7. He asked if he and his wife can go through expedited screening with his children as he heard that this could be done.

He asked if he take both children with him through expedited screening when he receives it.

I advised that as this is the first time that this has occurred, it doesn t mean that anything is wrong. It is very likely random selection. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

2/19/2014 8:43:21 AM He cannot accompany his children through expedited screening, although he would never be asked to do anything that would separate him from him children. They an proceed through the standard screening with him. The screening for children 12 and under is similar to expedited screening as they don t have to remove their shoes. They are permitted additional passes through AIT to clear an anomaly rather than going into a patdown.

I advised that he can take both children through expedited screening. Children 12 and under can escort a parent or guardian through the expedited screening.

If he continues to have difficulty, he can call within 72 hours prior to travel or within 72 hours of not receiving expedited screening with his itinerary information and airline confirmation number. In most cases, we can escalate for troubleshooting.

	The caller hasn t flown in four years. The ticket agent asked for her gender when she made her reservation over the phone and the caller would like to know why she is asked for her gender as she found it offensive. She asked if she was asked this to determine if she was transgender. She asked when The Secure Flight Program came into effect as she was not asked for this information the last time that she made reservations. Her friend advised that she is not asked for such information when she makes a reservation and the caller mentioned that the airline had her frequent flyer number on file.
	The caller indicated that she has two knee replacements and doesn t appreciate receiving patdown as she is an older person. She asked if the AIT would show the implants.
2/19/2014 9:10:35 AM	I explained that the airline is require to collect a passenger s Secure Flight data which is the passenger s full name, date of birth and gender. TSA doesn't stipulate how the airline collects this information. If the information is saved within a a passenger's profile they not be asked for it each time they make a reservation or the airline may ask to verify the information. Secure Flight information is used for name comparison and watch list comparison against various Watch, No Fly, and Selectee List to ensure that someone who may want to do us harm is not permitted to fly or is screened additionally. TSA s goal is to ensure the safety of the traveling public.
	She should advise TSOs of the knee replacements before screening begins. Many passengers with metal implants prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. She can request AIT if available and if she meets the guidelines. AIT screening may reduce the need for a patdown, however alarms and anomalies are required to be cleared by TSO via additional screening which may include a patdown. Advising of the knee replacements prior will allow the TSO to be aware of them if there is an anomaly, however I cannot guarantee that a patdown screening will not be required. AIT is designed to detect both metallic and non metallic threats that may be concealed on a passenger s body.
	As of November 2010, Secure Flight conducts uniform prescreening of passenger information against federal government watch lists for all covered U.S. and foreign flights into, out of, and within the United States http: www.tsa.gov stakeholders secure-flight-program Caller stated she applied for precheck and she was under the impression she wasnt suppose to go through machines. Caller stated she wished that we would have put the screening process in the precheck information. Caller stated she opted in through the online application. Caller wants to know if she has to go through the precheck line.
	Advised caller the following information:
2/19/2014 10:17:46 AM	Advised caller because she opted in for precheck she will have to go through the screening technologies, either go through the AIT machine or have a patdown done. Advised caller the precheck program let passengers leave their shoes on, lighter outerwear and their 3-1-1 bag doesnt have to be removed from the passengers carryon luggage.
	Advised caller if she wants to make a comment about the precheck program she can go to our website at www.tsa.gov and go to the blog and make a comment.
	Advised caller because she opted in for precheck passengers will still be screened.
	Advised caller if she doesnt want to go through the precheck line she can go through the regular line. Disability Description: Rheumatoid arthritis
	Information Request: What to expect at the checkpoint.
	Response Details: Travelers should notify the Transportation Security Officer (TSO) at the checkpoint if they are carrying this type of medication and supplies. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process.
	TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply.
	Arrive to the checkpoint at least 2 hours in advance of flight time.
2/19/2014 12:10:22 PM	Incident Details: Caller stated that on 01.06.2014 she felt as though she was discriminated against at the BOS checkpoint due to her disability.
	She let the TSOs know that her medication could not be x-rayed and needed to be inspected visually. Then the officers told her it was procedure to have a pat down. Her other items were also gone through and patted down as well.
	Since she felt as though this was discriminatory I told her the complaint had to be done in writing and I would send her that information via email.
	She did want the information sent via email.
	Did not have flight itinerary, and though the incident occurred around noon.

Caller has been flying frequently between Atlantic City and Myrtle Beach for many years. He had an upsetting incident at security the other night. The AIT detected something in his pant area and he received a patdown, which is something that has happened in the past, so he said it was not a big deal. However, this particular time the officer actually went down into his pants. He states that it was much farther down than just the waistband. He says that he felt molested. He says that the officer swabbed his hands at this point. He asked the officer why he was swabbing his hands and the officer said he didn t know that it was just something he had to do. The caller was concerned with this response. He believed that the officer should have been able to tell him why he was swabbing his hands. The passenger wanted clarification on this. He doesn t remember if the other times the machine has detected something that wasn t there was at Myrtle Beach. He says that the entire airport was redone approximately 6 to 8 months ago. He says that he asked a lady at the checkpoint about the machines and she told him they were tested monthly.

Airport: Myrtle Beach
Airline: Spirit
2/19/2014 2:50:51 PM
Flight Number: 350
Checkpoint: Only one, but this occurred at the machine closest to the left wall when you are looking at the checkpoint from check in.
Date and Time: 02 17 14 9:15 p.m.
Time Through Security: 7:30 and 8:00 p.m.

Advised caller:
I explained to the caller that the swabbing of the hands is actually ETD. This is done periodically when there are alarms as an alternate screening method. This is just protocol to do this additional method from time to time. Advised caller that I know the officers will put their finger in the edge of the waist band and go around. I don t know exactly what the patdown protocol calls for because I don t give these, but I will forward to the CSM, so that they may provide additional information regarding the procedure he underwent. I explained that they may also be able to provide some additional information or training to their staff, so that when they are asked a question like he asked they can answer. Also, I will note the particular machine that detected the anomaly, which wasn t actually there, so that they may check this machine.

Disability Description: The caller has an internal implant.

Information Request: The caller has an medical implant. The caller states that she was told by an officer that we have a program that would allow her to submit her medical information and pay an $85 dollar fee, and we would send her a card that could be scanned that would automatically send her to a patdown procedure so she would not have to keep telling the officers at the checkpoints about her disability and broadcasting her business to everyone at the airport. The caller states that the officer was TSA officer badge numbe(b)(6) name(b)(6) The caller is angry that she is referred here and she believes the officer that told her we have this program is correct.

2/19/2014 5:27:58 PM
Response Details: I advised the caller that we have no such program. I advised the caller that all she has to do is inform the TSO that she has an internal implant and ask for a patdown procedure. I advised the caller that we do have notification cards, and helped her navigate the website to find them. I told the caller that the officer may have been talking about precheck but precheck benefits do not work like she is describing. I offered to send the caller an email with the link directly to the notification cards.

The caller is very angry and does not want to believe that we have no program that does this.

The caller disconnected the call before I could offer a PSS or supervisor option.

I have a metal knee and when I travel through an airport without a scanner I must undergo a pat down search. I have two questions:

2/19/2014 6:08:18 PM
1) Why isn't the TSA using wand scanners anymore as they can quickly find the metal that I have in my knee?

2) You pat me down, but find no metal yet you let me pass? This makes no sense to me. I have never had anyone look at the soles of my feet or "other areas" where I could be hiding something metallic. If you pat me down and find nothing metallic, you really have just wasted all of our time. I mean not to criticize, but I just set off the metal detector. Comments?

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/19/2014 6:08:41 PM Airport : PHL - Philadelphia International Date/Time of Travel : 02/14/2014 1:15 PM Airline & Flight Number : Jet Blue Flt B6 260 Checkpoint/Area of Airport : Terminal E4 TSA Employee: (If Known) (b)(6) (black w/full beard Comment : I have a pacemaker/defbulater and I requested a pat down. The TSA employee, (b)(6) in front of everyone began by putting his hands on my legs and started to pull down my pants. He didn't warn me to hold my pants up an d continued to do so after I complained to him. His behavior was horrible. I asked for a supervisor. The person who came over to assist me told me they did not have any complaint forms and would not identify (b)(6) by giving me his name or his ID number. She was very abrupt and nasty. She was a large black woman. When I went to the front desk to complain, the gentleman there tried to look up the incident on the video, but told me he could not find it. I am 77 years old. I was a 2nd class petty officer and I had many watches doing shore patrol and I know the difference between a pat down and somebody pulling down your pants. It seemed very strange to me when I went to the supervisors, I could not get a name of the person or any satisfaction at all other than someone to tell me to file my complaint on the computer. Suppose I was not computer literate. Philadelphia is a horrible place and some of your employees do not belong in this profession.
2/19/2014 8:11:46 PM
My return flight was from Boston and my experience there was top knotch. I will try to avoid going to Philadelphia. I have always found it to be non-professional.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Wednesday, February 19, 2014 7:26 PM
To: TSAExternalCompliance
Subject: D-RFI

Attached is a Copy of the Complaint form, and a detailed Complaint for (b)(6) The attached documentation refers to an incident at Boston Logan airport that occured on 1 7 14.

Sincerily,

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

2/19/2014 8:11:53 PM

First Attachment:

1. I booked a flight through Cape Air on January 7, 2014. The flight number was 9K1875. The plane was scheduled to depart at 12:00 PM. I arrived at Boston Logan Airport at 10:30 AM
2. I entered a Security Checkpoint in Terminal C fifteen minutes after arriving at the airport.
3. I requested that my medication be hand-checked.
4. I have ankylosing spondylitis and Juvenile Rheumatoid Arthritis, which requires me to take an injectable medicine called Enbrel.
5. Enbrel needs to be stored at 36 F to 46 F, and I keep it in a cooler with icepacks when I travel.
6. Enbrel is a biologic medicine, and can be potentially damaged by going throught he X-ray machine.
7. When I travel, I take the box of medication out of the cooler, and request that is be hand-checked.
8. Based on 4 years of traveling with Enbrel, TSA officers hand-check the medicine, while the rest of my belongings go through the X-ray machine.
9. My belongings have never been searched in addition to my medication upon requesting that my medication be hand-checked prior to January 7, 2014.
10. I have never been subjected to a full-body pat down upon requesting that my medication be hand-checked prior to January 7, 2014.
11. On January 7, 2014 upon requesting that my medication be hand-checked, I was accused of bypassing security.
12. January 7, 2014 upon requesting that my medication be hand-checked, my suitcase and my backpack were hand-checked in addition to my medication.
13. On January 7, 2014 upon requesting that my medication be hand-checked, I was subjected to a public full-body pat down.
14. During the searches, I inquired whether all the searches would happen every time I travel with my medication.

Disability Description: Caller is in a wheelchair from just having surgery on her leg.

Response Details: I apologized to the caller for the incident. I told the caller I would forward the information to the CSM for further review.

Informed caller of the RFI information and explained I would email that to her.

2/20/2014 10:10:39 AM

Incident Details: The caller stated she went through the checkpoint at Ronald Reagan on 2 16 2014 at 1:30pm. The caller stated she believes a TSO at the airport made a huge error. The caller stated she has called the CSM numerous times and left messages. The caller wanted to inform a manager of the incident so they can educate the employee. The caller stated she could have called the police. The caller said she had surgery on her leg in D.C. The caller stated she was at the checkpoint and she was in a wheelchair. The caller stated she could not walk through the AIT. The caller stated her leg was was bandaged from her foot to her thigh. The caller stated she was taken to a one way hallway so the officer could perform a pat-down. The caller stated the officer performed the pat-down and the passenger informed the officer about her leg. The caller stated the officer grabbed her knee and the caller stated she was in such pain that she lost her breath. Caller stated the officer seen that she was in pain and she immediately let go of her leg. The caller stated the officer left and spoke with a supervisor. The supervisor told the officer to do the hand test on her leg. The caller stated the officer s did not know what to do. The caller stated she felt like she was battered. The caller stated she is not upset about the pat-down but she needs the officer needs to be educated so the incident does not happen again. The caller stated she was flying on Delta Airlines out of Gate#123.

Caller said her mother flew from Phoenix to Redmond Oregon. Caller said her mother is 80 years old and she was made to take her shoes off because the TSO told her she tested positive for explosives. Caller said they kept her waiting a long period of time, caller said she almost missed her flight. Caller said her mother got very upset to the point, that now she does not know if she wants to travel. Caller said even a stranger in a wheelchair was upset while watching her mother be screened. Caller said her mother was not treated with respect, caller said she was treated like a criminal.. Caller said her mother told her about the incident, caller is basing her complaint on th information her mother gave her. Caller does not have the flight details.

2/20/2014 10:47:53 AM

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.
I told the caller if an alarm sounds, TSA has to do additional screening to find out what caused the alarm.

I advised the caller that she can call the TSA Cares line and request that someone assist her mother in getting through the security checkpoint.
Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.
The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST.

2/20/2014 12:17:36 PM

I am a tax paying American citizen aged 68.
I have Global Entry statue and travel semi frequently.
I have a prosthetic right hip.
I wear an insulin pump. I do not take this through the body scanning machines.
Why am I subjected to a full body pat down? This is a great inconvenience and hassle to me and a waste if time for female TSA employees. Why am I discriminated against?
(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 2/20/2014 10:15:54 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/18/2014 2:00 PM Airline & Flight Number : Delta Flight# 5272
Checkpoint/Area of Airport : North Terminal TSA Employee: (If Known) :
Comment : On Tuesday, February 18th, I came to Hartsfield to catch a flight to Dallas for business. I came through the TSA security checkpoint in the North terminal. As I approached the farthest checkpoint on the left, I placed my smartphone on the reader to read my boarding pass and handed the female, African American TSA agent my Georgia drivers license. As I was at the checkpoint, an African American male airport employee approached the TSA agent and they began to discuss pooling funds to buy lottery tickets. The agent was clearly distracted and told me to proceed. It was not until I reached my hotel in Dallas that I realized that the agent did not return my driver's license. Had this been a simple mistake due to a high volume of traveler's I might could understand, but I am very displeased that this was caused by her allowing herself to be distracted from her job and chatting with an airport employee. In addition, she clearly should have realized when the next traveler came through that she still had my ID in hand and could have made an effort to return it to me.

2/20/2014 12:18:38 PM

Because of this incident, I was left in Dallas without a drivers license. The following day (2/19 around 4:00PM) as I came to the airport to return home to Atlanta, I approached the TSA checkpoint. Of course, I had no drivers license to present to the agent. I showed the agent my state issued Georgia concealed carry weapons permit, which is a photo ID. In addition, I showed the agent my social security card. Apparently this was not good enough and I was subjected to a full pat down, having my bag searched, and a delay in getting through security. Finally, once reaching Atlanta, I had to spend time going to find my license at the lost and found area of the airport when all I really wanted to do was get in my car and go home.

All of this hassle was because the original agent in Atlanta did not take her job seriously, allowing me to pass through without returning my ID. I am actually none too pleased that I was subjected to additional scrutiny in Dallas given that I had a state issued photo ID and Social Security card, but I would have never been put in that position had I had my license returned in the first place.

I appreciate the job that the TSA does to keep our skies and our country safe. I understand that it is a thankless job. I get that by and large, most TSA employees do an excellent job. That being said, I just could not let this one go. I felt like it is important for you all to know and be able to reiterate with your employees the importance of staying focused on the job and the impact on travelers when they don't.
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

Clicking link you sent resutled in "View static 404 page not found."

Teri Klir

From: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Wednesday, February 19, 2014 8:32 PM
Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

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

2/20/2014 4:09:16 PM

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

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

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

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

Caller s 12 year old son has diabetes. At their departing airport the process went smoothly. Her son had a patdown procedure instead of going through the screening machines because his insulin pump has not been tested with these machines. Coming back from St. Thomas they tried to get her son another patdown. The officers said they couldn t pat him down, so instead they patted down the caller s husband and hand inspected all of their bags doing ETD as needed. Her son was not screened at all. He did not use a machine and did not receive a patdown. During the process his surfboard was damaged as well. There were dings all over the brand new custom board as well as a crack.

Airport: St. Thomas
Airline: American
Flight Number: 936
Gate: 4
Date: 02 18 14
Departure Time: 3:15 p.m.
Time through security: approximately 1:30 p.m.

2/20/2014 4:49:28 PM

Advised caller:
For the surfboard:
I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes 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.

Because her son was not screened, I will transfer to a security specialist. Generally the screening process goes as it did the first time.

I flew today from Honolulu to Los Angeles (eventually to San Diego). I am a frequent flyer for Delta and today's boarding pass had me designated as eligible for TSA Pre-check. I went through the Pre-check line and apparently, I was selected for secondary screening. They ran a cloth across my hands and said it was positive, so I had to do additional screening. They asked if I wanted a private area, I said no because I thought—mistakenly—that this would be similar to previous secondary screenings where they did a straightforward pat down. Not this time, they went inside my waist band, inside my collar, and much detailed, slower pat down of my arms and legs. The person had to refer back to others, several times, for what to do, swipes again of my hand and now shoes, belt. This went on for about 7 minutes. Afterwards, I asked to speak to the supervisor to see if there was a written procedure that was available so that if I had asked to see it when this started, it would have detailed all they were going to do and I probably would have opted to do so in private—it would also have been a useful form for training new personnel. He said they did not have anything like that.

Although the personnel were polite and respectful, my complaint is not with the personnel, but the process. I find it disappointing that there is no written procedure, explanation of what is about to transpire or even pictures detailing what is necessary when this procedure is called for, and also better information on what I can do to prevent false positives—because when I asked, no one could offer anything (I had refueled my rental car? Etc)

2/21/2014 8:21:10 AM I served my country proudly for 32 years reaching the rank of Navy Captain, having two commands and having the government entrust me with thousands of people and billions of dollars in contracts, so it was personally very embarrassing—I am sure a very common reaction from young and old alike--- to stand there arms outstretched for such a long period of time, not knowing what else was going to be done to me, while a poorly defined process was executed. I understand the need for security, but I think there is definite room for improvement with this process, to make it so that it is more transparent to the passengers and probably more efficient. In the Navy, we didn't do many things without a checklist.

(b)(6)

NOTICE:

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

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

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

2/21/2014 2:25:11 PM Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

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

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

What was the date and approximate time of the incident?

Caller returned from Puerto Rico, he had a NOI in his bag. He had TSA locks on his bag and this is the second time this had happened to him. He ask if they liquids in his luggage would that make them to have open the bags? He will be 75 and understood there was a new screening procedure. He has metal in his body, ask about the screening for the ATI.

Told caller
I explained to him there are only 2 brands we have access too, Travel Sentry and Safe Skies. If it was a a brand we dont have access to they will have to cut off the lock to open the bag.

2/21/2014 4:12:37 PM Having liquids in his bag would not be a reason for them to open the bag, they xray all bags and will have to open the bag to clear any alarm and the bags can be randomly selected as well to be opened for screening.

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

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 2/21/2014 3:30:43 PM Airport : BOS - Logan International Date/Time of Travel : 02/21/2014 2:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest terminal - E1a-e gates TSA Employee: (If Known) : ID checker and metal detector guard Comment : Despite having TSA PRE-CHECK featured prominently on my printed boarding pass and despite me pointing this out verbally, the TSA agent checking IDs did not scan my boarding pass and did not stamp the pass with expedited screening. I then was not permitted to go through the metal detector even after I showed the agent standing guard my boarding pass with TSA PRE-CHECK on it.

2/21/2014 4:23:16 PM The agent who provided me with my pat-down was very professional and sympathized with my annoyance. Another agent whom I encountered past the checkpoint went to reprimand the one who was checking IDs and failed to stamp my boarding pass. And a third sympathetic employee recommended I submit an official complaint to TSA. So here you go. I paid $100 for Global Entry mainly to benefit from the expedited screening process, and it is therefore very frustrating when incompetence precludes me from taking advantage of this service.

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

Caller went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn t let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn t cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn t take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: GAH
2/21/2014 4:35:13 PM The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The two pleasant TSO s that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs cant cross the line and was redirected to a different line across the terminal that was next to a resturant called Sam and Harry s. A young african american male TSO guided her to the new checkpoint and apologized to her alot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didnt get a patdown or go through the AIT or metal detector. She felt very humilated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldnt tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM s telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervior or PSS at the check point. I apologized for her experince and told her to call us if she has any further questions.

Caller asked what TSA policy is when a person has PreCheck and the metal detectors go off what is the next step
She stated that she is well endowed and her bra has metal in it so she reached up under her shirt and removed her bra and put it in the bin rather than be felt up.
She kept saying So the only choice was to remove my bra or be felt up . She continued several times to try to get me to restate it as she was.
She that her screening was at Ontario California at 10:30 AM this morning and she is not dropping it and she is going to the LA times.

RESPONSE:

Told her having PreCheck does not make a difference when you set off the metal detectors we must resolve your screening and the next step would be a patdown as well as other screening methods.

2/21/2014 4:50:56 PM

Told her TSA does not ask travelers to remove clothing and I am sorry she felt a need to do so.
I can only say that if you set off the metal detectors we must resolve your screening with a patdown.

Told her that I am not going to state it in a certain way and I have confirmed procedure several times and asked if she has any new questions I can help her with.

Told her I am sorry she was upset but we do have to resolve the screening.

2/21/2014 6:15:31 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/21/2014 5:34:33 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 02/20/2014 1:00 PM Airline & Flight Number : American Airlines 2914 Checkpoint/Area of Airport : Wheelchair/specal needs area near AA counter TSA Employee: (If Known) :
Comment : I am a recently diagnosed breast cancer patient who travels to the Cancer Treatment Center in Zion IL for chemo. This trip I was healed enough from my November mastectomy surgery to be able to be fitted with a breast prosthesis. I did not have room to place it in my check through luggage, as I had to purchase several medications and supplements that took up a lot of luggage space. So I carried the pink box that says American Breast Care on it with the special zip up holder for the gel breast prosthesis inside it, in a sack given to me at the center, along with the box my wig was in and an unopened package of Oreo cookies my husband bought. The TSA screening picked up the gel prosthesis on x-ray, and required further inspection, which I did not have a problem with. However, the woman who examined it not only took it out of its holder and held it where all other passengers could see it, but continued to wipe it with the chemical pad repeatedly as if she might pick up something on it she had missed before, then carried it publically over to one of the male personnel for him to examine. He, thankfully, waved it aside as if he, too, were embarrassed, and she finally put it back in its holder. This all took several minutes. She also kept wiping down the unopened Oreo package as if it were somehow a threat. I was humiliated beyond words. I was not wearing my bra or prosthesis on that day, because I had my central line (port) accessed that morning for blood work to be drawn and in anticipation of chemo, and the bra strap is in the way of the port. I tried to explain to the TSA agent what the prosthesis was (as if it were not obvious), and asked if I were going to have to go through this even if I wore it inside my bra through a typical x-ray screening in the future. Or what is the process when I have my actual breast reconstruction next year? Will the gel breast implants be picked up on x-ray as if they are a threat, and will I be subjected to pat downs every time? I still feel violated and humiliated. If she had only taken time to read on the box what it was, or to read the leaflet inside the packaging, she could have spared us both a lot of time and me a lot of embarrassment. I am also not sure what the chemical was on the pad she kept wiping the prosthesis with, and whether it will have any damaging effects on the prosthesis. I showed her my cards from the Cancer Treatment center that identified me as a cancer patient, but she ignored them. I have had to deal with a lot of emotional and mental stress already in the past four months dealing with a cancer diagnosis, surgery, mastectomy, and chemo, without having to deal with the public humiliation of my breast prosthesis being displayed for all to see. I was so frustrated at that point I was ready to open my blouse and show her my mastectomy site so she could understand what the prosthesis was for. Please educate your agents on tact, and the various kinds of prostheses that people with cancers and disabilities may have to transport with them. I still feel that I could cry at any minute over this.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/21/2014 4:36:56 PM Airport : MIA - Miami International Date/Time of Travel : 02/21/2014 3:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Concourse E TSA Employee: (If Known) :
Comment : I must say I was thoroughly unimpressed with your service today. My fiancé and myself were prepared at our security checkpoint, and were directed to go through the millimeter wave device, which be both refuse to go through until there is clear evidence that they are safe. This, good sir/madam is where our problem starts. We both opted out, and were made to stand barefoot on the cold tile next to the bright red "do not enter" sign, clearly out of place and in a manner that would draw attention to us. After waiting about 15 minutes, I was hand gestured at and told to "go"... I was unsure where to go as I had 2 options near me, a solid fence and the body scanner. After being told "go" and offered no guidance, I eventually discovered a small gate that was opened when I got near it. The gentleman officer then performed a very thorough and professional pat-down. I was cleared, however my fiancé was still on the otherwise of the checkpoint, waiting. 20 minutes later, she was still standing there, cold and barefoot, now with 4 other women waiting to be screened, being told they were "short-staffed", with one female staff member yelling loudly and publicly every few minutes "female opt-outs", while I stood opposite the checkpoint counting 2 women collecting the items bins, one lady doing something with a clipboard, and several men available. If you were short staffed, why were there so many people doing odd/other jobs while tax paying citizens stood on cold tile being publicly embarrassed for opting out? Pat downs take 2 minutes at the most. Needless to say, we spent about 45 minutes standing around your checkpoint, her being embarrassed and I trying to not be agitated by how our time was wasted and your staff treated us with no respect and in a manner that drew attention and embarrassment towards us. I have always tried to give our government employees the benefit of the doubt in most situations, but if this is the SOP for the TSA, then I am truly embarrassed at how you treat the US citizens and our nation's visitors, and hope you can find ways to do better in the future.
2/21/2014 6:15:42 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

Disability Description: The callers daughter has PTSD, limited eye-sight, and is in a wheelchair.

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

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

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

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

2/21/2014 6:44:13 PM
Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.
To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

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

Incident Details: Caller had a really horrible experience. His daughter flew from Midland Texas airport yesterday and she has several disabilities. She is in a scooter, she is very ill, she also suffers from PTSD and she had a very traumatic experience growing up. When they came through they wanted her to get a private screening and they wanted to be near her. As long as she knows her family is near she is fine. He talked to a supervisor and he told her she was going to be fine. He didn t mention that his daughter had disabilities. His wife went through the screening. His wife said that was her daughter and she needed to be near her. The TSO said she was not allowed to touch her or talk to her during the screening process. When his daughter gets upset she cannot make decisions. They asked her if she wanted a private screening but she does not remember. She went through the patdown and every single part of her body was touched. She has limited eyesight. The caller stated they were only 4 feet away but she could not see them. They were told not to talk to her and she was crying and was terrified by the whole thing. This happened at 930 yesterday morning. She is still upset about it. The lady who did the patdown was very compassionate. Afterwards when they were consoling the daughter a TSO stated that when it comes to someone with a disability there should be better procedures in place.

Airport where the incident occurred: Midland Texas
Airline: Southwest
Flight numbers: 25
Date and time of incident: February 20, 2014, 930 am

I am writing to lodge an official complaint against TSA officer (b)(6) and his Supervisor (b)(6) after an incident at Bob Hope Airport that occurred between 6pm and 6:30pm 2/20/2014.

Please check the security camera footage.

My rights were abused and I was deeply humiliated at the orders of officer (b)(6) who was directly retaliating against me for standing up for my rights during what should have been an ordinary Boarding Pass check.

Events were as follows. I am a frequent traveler between OAK and BURBANK on business. I travel about once a month and have done so for the past 1.5 years without incident. My married name is (b)(6) my maiden name is (b)(6) My DMV drivers license has (b)(6) on it. Due to the way my company books travel and the fact the name I go through my employer and on my credit cards is (b)(6) this is the name on my Boarding Pass. When I have been asked about this discrepancy on every other occasion for the last 1.5 years this explanation has been sufficient. On this occasion the TSA agent handed me off to Officer (b)(6) who proceeded to grill and require additional documentation. I was happy to comply and got out my wallet and showed him 3 credit cards which had (b)(6) on them.

2/21/2014 8:12:41 PM

At this point Officer (b)(6) inappropriately took it upon himself, without my consent, or his verbal request, to grab the wallet that was in my hands and grab for additional cards that were in my wallet. My privacy was violated with this totally inappropriate and threatening behavior. I am protected by the HYPERLINK "http://www.nydailynews.com/topics/Fourth+Amendment"Fourth Amendment to the United States Constitution and should be free from unreasonable searches and seizures.

At this point I stood up for my rights and asked him to not please grab for my wallet but that I would pass him what he wanted. And I took my wallet back out of his reach.

As soon as I asserted my rights, and instead of asking for further documentation of which I had plenty in my bag, he required I be sent through "special screening".

This involved pulling me out of the security line, and involving 3 additional TAS officers. I had to wait 15 minutes before being told with absolutely no explanation I would have to go through a full pat down. I still have no idea why. I was shown to the public pat down area and was told that it would involve touching my breasts and buttocks. At this point I objected to this happening in such a public place and requested a private room, and a female non TSA witness. This took another 15 minutes to accomplish.

The "patdown" itself was incredibly humiliating. My breasts, inner thighs and buttocks were groped.,

It was a violation of my "basic rights to privacy and dignity," and involved "offensive touching, gripping and rubbing of sensitive areas of my body."

There was absolutely no security justification for treating me in this way. This was a clearly a punitive, retaliation by this officer who was punishing me for standing up for my rights. I was never at any point told I was security risk. I was never at any

I am contacting you in reference to our experience with our security checks at Dallas Love Field and Midland International.

My daughter has experienced great trauma in her life, and is very uncomfortable with being touched by strangers.

She is wheelchair bound and had to go through a pat down. We do understand that this is what was necessary, however I asked if I could be present and was told "yes but no verbal interaction, and you cannot touch her. "

That statement is our point of contention- actually, please allow me to share her words with you:

I saw my parents watching me getting raped and you just stood there as I was getting raped because you didn't stand up for me as they were touching me all over me. I thought in my head you and mom was going to hold my hand as they were raping me and talking me through it like you always do reminding me that this is for my safety and just talking me through but instead I just kept getting hands touching all over me and no dads voice and no moms voice anywhere and no moms or dads touch anywhere when I was in hell but instead my parents was sitting back watching the whole experience as I was getting raped. I know you are going to tell me honey you were not raped but I am sorry but that is what I felt, every body part was touched and felt and I was violated and my parents watched as it was taking placed. I know in my heart you both didn't want this to happen and it hurt you both but I don't know how to get this trauma out of my heart and to let this pain go.

You see, my daughter has experienced the trauma of having been held captive and raped repeatedly by strangers, male and female. Usually we talk her through these things, but we had to remain on the other side of the barriers and remain silent.

2/21/2014 9:12:13 PM Your agent was in tears as well. She did the best she could.

Her supervisor sought us out and apologized as well.

I am requesting a way for my daughter to travel and not go through this again- we need her to fly as she doesn't have the health for the car ride, but she can't endure this again.

I would like an e-mail of apology to send her and a plan of action for her mental and emotional health when she travels again.

Sincerely,
(b)(6)

Flight #25, Midland to Dallas Love Field

Sent from my Galaxy S®III

From (b)(6)
Sent: Friday, February 21, 2014 9:25 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/21/2014 9:24:31 PM

2/21/2014 10:10:34 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

youve got to be kidding me.

Comments:

I'm really appalled by the treatment we received at Cleveland Airport this morning. My mother and I were screened, they chose her out of a group of people for a private search in a small room for no apparent reason. Nothing in the scanners went off. Caller said he has an artificial hip. He was flying from Arizona. He had the PreCheck boarding pass where you are not supposed to be taking off your shoes. He said his hip set off the alarm. At other airports they just do the wand over his hip and it is ok. This time, he said he found it very offensive to be patted down and be felt up. He said he was mad and upset about that. He said the kid that was doing the screening told him to open his legs wide and keep his legs in the little circles. Caller said he cursed about that. The agent told him to be quite before he gets into more trouble. The agent told him he could take him back and do some more things. He said his checked luggage was also screened. There was a NOI in his bag. He said he thought it was because of what happened and what he said during the patdown. He said he traveled before with his hip and he had no problem. He said old white guys like him are not the ones they are looking after. He said he was going to talk to his Congressman. He said he would talk to a friend who was (b)(He said TSA needs to rethink what they are doing.

2/22/2014 9:56:44 AM

RESPONSE: I will be sending your complaint to the CSM at the airport. I do apologize for your experience. Thank you for calling TSA to make us aware of the incident. TSA does take every complaint seriously. I cannot guarantee you when or if the CSM will contact you back.
Date and Time of the flight: Feb 21, 2014 Departed 9:35 a.m.
Gate or Terminal: Gate A 30
Flight #: 626
Airline: US Airways
Airport: Phoenix Sky Harbor

TSA
Fax HYPERLINK "tel:571-227-1921"571-227-1921
Multicultural Branch Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement Transportation Security
Administration
701 South 12th Street
Arlington, VA HYPERLINK "tel:(b)(6)

2/22/2014 11:10:28 AM

I was leaving from Midland airport going back to Dallas and yes I am in a wheelchair and that is bad enough and yes I have cancer and my legs are very weak but that isn't the worse of it. I suffer from PTSD and I have been raped many times in my life so the pat down was very traumatic for me. I understand that it was policy and you had to make sure that I was safe to fly but just like you have special arrangements for me with my disabilities physically can't you have special arrangements for people emotionally? You see I had my family with me at the time of the pat down but when I am upset I can't think for myself and they were told that they were not allowed to get near me or talk to me while the pat down was taking place. My mom said she thinks the lady might have asked me if I wanted the pat down to be private but again if I am upset or scared I am not about to speak for myself that is part of my PTSD and that is when having my parents close by would have been useful. Also my mom said that even if that lady did ask me she said it so softy that even my parents couldn't have heard them and they were not close enough to tell her that I needed a private pat down so that was the first mistake that was taken place during the pat down. So your employees made me feel like I was getting raped all over again in front of people and in front of my family. It is hard enough feeling like getting raped all over again in front of people but in front of your family how embarrassing was that. I wouldn't even yell for my dad or beg my dad to hold my hand or ask him to remind me that I am safe and to remind me that this is for safety he was so far away from me but they just watched as I was violated once again in my life. They touched every single part of my body as I sat there crying and even that the employee had to stop to get me a tissue in the middle of the pat down. You telling me that the employee couldn't see that I was crying enough to have to have a tissue that she should have taken me somewhere private or allow my family to hold my hand or allow my dad to hold my hand or allow him to get close enough to allow him to talk to me to distract me so that maybe the pat down wouldn't be so bad on me. What is this world coming to it was just your job but it's been 24 hours hours and I am still crying and I haven't eaten or drank since I got home and the memories of me getting rape is all up on the surface now. I understand it's not your fault that I have been raped and hurt but your job and your company could have if you cared enough could have made this pat down go a little easier for me. What could have hurt if my dad could have held one hand while they were patting one side and then he could have held the other and if you were worried that I had a weapon then your employee was right there and would have saw it all and my parents had already went through the security check so all they wanted to do was to help make it easier on their daughter. My dad even told your employee that the pat down was going to be hard on me and my mom told the lady she needed to be with me and was told that she couldn't talk or touch me how cruel was it to sit back and watch your daughter cry and allow their daughter be touched all over and not be allowed to tell their daughter that she was safe and protected. I felt so violated and felt that trauma all over again. I understand you have a job to do and you have to make sure that everyone is safe to travel and I am grateful for that however in life people need to have some exceptions in life and if people would be willing to try to find ways to make a difference in others lives and to try to make life easier for others life might become to live in. YesterdayHYPERLINK "calendar:T2:2/20/2014"2/20/2014 made me feel like my voice was taken away from me again in my life and I am living this bad life again and I coming to see my family again in two weeks and I pray that you see my heart and you are willing to speak up for me so that next time you won't add more trauma for me and that this pat down won't be so bad for me? Can you care about me and my needs and help come up with a better plan for me next time? It has been almost two days and I can still feel those hands touching all over my body and I have taken so many cloths trying to wash my body but I still feel that dirtiness all over me and I can't get that feeling out of my head. Having to lean over, lift my shirt, lift my leg, touch my breast, bend over, every part was touch and felt how embarrassing and degrading that made me feel. I felt like I had no value and no voice. my dad always taught me that my body was mine and I had the right to my own body and no one had the right to touch it without my permission and after yesterday his guidance was wrong because someone took from me again from my body and I didn't have a say in the matter. I took tons of pictures while I was with my family my dad could of held out my phone and showed me my pictures while the pat down was going on to try to distract me so that it wasn't so traumatic for me but once again it wasn't policy but it could have helped me out a lot to get my mind off of the pat down. when someone who has PTSD if you are able to distract them from the traumatic experience which would have been the pat down in my case then the trauma would have been less but I wasn't given a chance to be distracted remember my parents were told no contact and they couldn't touch me while the pat down was going on even after my dad told the person that the pat

My name is (b)(6) I am the father of (b)(6) My address is (b)(6) Van horn, Tx 79855.

Compliant

This is in reference to an incident that occurred on February 20, 2014 at Midland International Airport in Midland, TX.
My daughter (b)(6) flying on southwest airlines flight #25 to Dallas Love Field. My wife and I were her escorts to the plane.
My daughter suffers from a myriad of disabilities. She has cancer, which makes her very weak, so she uses a motorized scooter because of limited mobility. She also is blind in one eye and has very limited vision in the other. My daughter also suffers from Post Traumatic Stress Disorder (Ptsd).
Our experience at the airport was absolutely devastating to my daughter, my wife, and I; and it was destructive to all of the counseling that she has been through to recover from events in her life that lead to the PTSD. On several different occasions my daughter was brutally raped. Her experience at the security check made her relive those horrifying experiences all over again, and this time in front of her parents!
Let me begin by saying that I am thankful for security at our airports. There have been far too many threats to our country to do away with security. THese men and women serve a very important function in our safety. That being said, there needs to be some kind of training for those workers to better accommodate those with disabilities.
When we came to the security check we were hurried in quickly (which there were very few people around). My wife went through the scanner, and my daughter and I were patted down, as I am also in a wheelchair. I went first and told the gentleman that my daughter would have a very difficult time with this, he was very nice but said we will be very careful and she will be fine. When I was done, I said I want to stay here with her, he said you can wait here and moved me to the barrier. My wife went through the scanner and then went to try to be with my daughter and she was told that she could stand close (behind the barrier) but we were not allowed any contact with her whatsoever, and were not even allowed to speak- do not touch her, be too close, or speak. This is the first problem. When there is someone with PTSD, they need ways to divert their attention to help them get through other traumatic events. However, we were not allowed. We could not speak her name and let her know we were right there, we could not hold her hand, we could not even be next to her while she was patted down.

2/22/2014
1:27:21
PM

When the pat down began my daughter began crying. at that moment she began reliving the horrific events of her rapes, and she was unable to have anyone there to help her to realize that she was in the airport, and that it was not happening all over again. every body part of hers was touched- Every part! As she sobbed, the officer was trying to be as compassionate as possible. she offered her a tissue and was visibly shaken by how this affected my daughter.
I don t know how familiar you are with PTSD. SOmeone with PTSD is unable to make decisions in moments of high stress or severe distress. This was one of those times. The officer did ask her if she wanted a private screen, however my daughter does not remember it, was unable to process it, and it was said quiet enough that my wife and I could not hear the question so we were unable to be her voice.
My daughter felt violated and raped all over again, and there was nothing that I could do with out the fear of being arrested. Now she has that going through her mind constantly, only this time she has the thoughts that her parents watched the whole thing and did nothing.
There has got to be a better way. My wife and I had already been through security, what is the harm in allowing us to help her through a traumatic experience? Why were we not at least able to talk to her and explain things to her? Why were we not able to hold her hand as long as we did not get in the way of the officer doing her job? I understand security, but really? Security at the cost of people?
When the officer did the pat down and noticed how traumatic it was, which she did because she offered a tissue, why could she not stop and move to the private pat down, or allow us to come and console her? There must be some solution. The officers need to see that when they come to someone who is that upset, they should reassess the situation. There was no reason for things to escalate to that point. And all I could do was watch, cry, and be broken hearted.
Just FYI, it is hard enough to be in a wheelchair, but then to have to be touched everywhere because of your disability is a shame. It is degrading and devaluing to all those with disabilities. We are making things secure at the cost of people. There is no reason for an officer to have to stick there fingers in my, or my daughters pants. Her boobs, her privates, her backside, nothing was sacred.
We have spent a very long time teaching her that her body is sacred and that NO ONE can touch her without her ok. She has a voice and must use it. We have taught her that we are her protectors and that we would not allow something like that to ever take place again. Now, in one morning in the span of only a few minutes, all of that was shattered. Her voice, and our voice was taken from us. We were not able to speak for her when she was unable to speak. Now we have to start over helping

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Cra 43 B 34 67
Zipcode:

2/22/2014 5:10:19 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? Yes
Gender? No
Disability? No

Which U.S. airport were you traveling through?

Please take the time and read this whole complaint it means a lot to me This is a revised complaint because I added more to my complaint so read this complaint instead of the fax that was faxed on 2 21 2014 thanks

2 22 2014

TSA

Fax 571-227-1921

Multicultural Branch Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement Transportation Security Administration

701 South 12th Street

Arlington, VA 20598-6006

2/23/2014 9:23:25 AM

I would like to start off saying that I understand that you have a very important role because you must keep us safe and that you must have rules and guidelines in order to make sure that every person is safe that decide to fly however in life there are always exceptions and people with disabilities should fall under those exceptions especially when you are able to see physically when a person is struggling like I was and what should come in your mind is how can we make this person be more comfortable while doing our job at the same time. I was leaving from Midland airport going back to Dallas and yes I am in a wheelchair and that is bad enough and yes I have cancer and my legs are very weak but that isn't the worse of it. I suffer from PTSD and I have been raped many times in my life so the pat down was very traumatic for me. I understand that it was policy and you had to make sure that I was safe to fly but just like you have special arrangements for me with my disabilities physically can't you have special arrangements for people emotionally? You see I had my family with me at the time of the pat down but when I am upset I can't think for myself and they were told that they were not allowed to get near me or talk to me while the pat down was taking place. My mom said she thinks the lady might have asked me if I wanted the pat down to be private but again if I am upset or scared I am not able to speak for myself that is part of my PTSD and that is when having my parents close by would have been useful. Also my mom said that even if that lady did ask me she said it so softy that even my parents couldn't have heard her and they were not close enough to tell her that I needed a private pat down so that was the first mistake that was taken place during the pat down. So your employees made me feel like I was getting raped all over again in front of people and in front of my family. It is hard enough feeling like getting raped all over again in front of people but in front of your family how embarrassing was that. I couldn't even yell for my dad or beg my dad to hold my hand or ask him to remind me that I am safe and to remind me that this is for safety he was so far away from me but they just watched as I was violated once again in my life. They touched every single part of my body as I sat there crying and even the employee had to stop to get me a tissue in the middle of the pat down. You telling me that the employee couldn't see that I was crying enough to have to have a tissue that she should have taken me somewhere private or allow my family to hold my hand or allow my dad to hold my hand or allow him to get close enough to allow him to talk to me or distract me so that maybe the pat down wouldn't be so bad on me. What is this world coming to it was just your job but it's been 24 hours and I am still crying and I haven't eaten or drank since I got home and the memories of me getting rape is all up on the surface now. I understand it's not your fault that I have been raped and hurt but your job and your company could have if you cared enough could have made this pat down go a little easier for me. What could have hurt if my dad could have held one hand while they were patting one side and then he could have held the other and if you were worried that I had a weapon then your employee was right there and would have saw it all and my parents had already went through the security check so all they wanted to do was to help make it easier on their daughter. My dad even told your employee that the pat down was going to be hard on me and my mom told the lady she needed to be with me and was told that she couldn't talk or touch me how cruel was it to sit back and watch your daughter cry and allow their daughter be touched all over and not be allowed to tell their daughter that she was safe and protected. I felt so violated and felt that trauma all over again. I understand you have a job to do and you have to make sure that everyone is safe to travel and I am grateful for that however in life people need to have some exceptions in life and if people would be willing to try to find ways to make a difference in others' lives and to try to make life easier for others life might become better to live in. Yesterday 2 20 2014 made me feel like my voice was taken away from me again in my life and I am living this bad life again and I am coming to see my family again in two weeks and I pray that you see my heart and you are willing to speak up for me so that next time you won't add more trauma for me and that this pat down won't be so bad for me? Can you care about me and my needs and help come up with a better plan for me next time? It has been almost two days and I can still feel those hands touching all over my body and I have taken so many cloths trying to wash my body but I still feel that dirtiness all over me and I can't get that feeling out of my head. Having to lean over, lift my shirt, lift my leg, touch my breast, bend over, every part was touch and felt how embarrassing and degrading that made me feel. I felt like I had no value and no voice. my dad always taught me that my body was mine and I had the right to my own body and no one had the right to touch it without my permission and after yesterday his guidance was wrong because someone took from me again from my body and I didn't have a say in the matter. I took tons of pictures while I was with my family my dad could of held out my phone and showed me my pictures while the pat down was going on to try to distract me so that it wasn't so traumatic for me but once again it wasn't policy but it could have helped me out a lot to get my mind off of the pat down. when someone who Caller and wife applied for Precheck. Caller said he does not know how he applied. Caller said he and his wife are frequent flyers. Caller said sometimes they are selected for Precheck and other times are not. Caller said his boarding pass has the Precheck logo and his wifes does not on their trip for tomorrow. Caller said his wife has not received Precheck on 3 trips. Caller said he has a problem with radiation and he does not want to use the AIT. Caller said he and his wife have a flight again tomorrow. Caller said United tells him they cannot confirm his wife is opted in, that it is up to TSA.

2/23/2014 11:51:31 AM

Frequent Flyers

1. Did you receive an invitation from your airline? United
2. Are you traveling on the airline that invited you? Dulles to Seattle and San Diego
3. Are you a U.S. Citizen? Yes
4. Are you traveling from an airport participating in TSA Pre?™? Yes
5. Have you correctly opted-in? Caller said United tells him they cannot tell him.
6. When making a reservation, have you confirmed that your personal information is correct and up to date? No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? directly on Uniteds website
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

We recommend that you review your next reservation to ensure that your identifying information is correct. I told the caller United should be able to see if the box showing opted in is selected.
I told the caller he can call back tomorrow and if his wife is not selected again, we can send this out for research.

I told the caller he can opt out of the AIT but if he does, he would have to have a patdown.

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 2/23/2014 1:20:57 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/22/2014 Airline & Flight Number : Alaska Air, Flight 773 Checkpoint/Area of Airport : Terminal B, heading to Alaska Air gates TSA Employee: (If Known) : unknown, wish I knew!
Comment : First of all, i would like it understood that it is my hope that the take-away from this is that there needs to be some improvements on TSA's behalf to better instruct TSA agents on handling guide dogs.

Before doing this though, I would like it known that I registered with TSA Cares and advised them of my travel plans. I was never met with an agent at DCA. I did meet an agent at the PDX airport. I honestly believe that if TSA Cares had followed through on the DCA side for my Saturday departure, this issue that occurred would have never happened.

2/23/2014 3:10:25 PM

I went through the checkpoint around 3:45 or 3:50 PM, thereabout with a sighted person and my guide dog. Sighted person walked through the checkpoint and cleared. I instructed my guide dog to sit and wait on my command. I walked through and cleared. The TSA agent ordered my sighted friend to go back and remove my guide dog's harness because "it will set off the alarm with all the metal around it!" She went to do that and when I realized what she was doing, I instructed her NOT to remove his harness. The TSA agent then took my guide dog's leash and I instructed him that what he was doing was wrong and breaking the laws. He told me that he had been doing this for seven years and knew what he was doing. I told him that he must have missed the ADA part of his training then.

He then complained to me that it was MY fault that I was holding up the security checkpoint. He then had someone manually pat down my guide dog and that went fine. After arriving at my gate, I thought about it more. I went back and requested a manager/supervisor. A woman appeared and stated that she would look at the video to see what happened and take care of it. Being that she never ask for any of my information, I am not comfortable in knowing whether she followed through or not.

I am filing this to request an update as to whether this was in fact followed up and hopefully, the TSA agent was given additional training regarding service animals.
Would you like a response? : True
Passenger's Name : (b)(6)
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 she was detained at MDW for 45 minutes on February 22nd and thinks TSA kept her laptop and hard drive. She said she compleled her screening process, had to wait for someone to do the patdown, approx. 5 minutes before she boarded via Delta and the laptop and hard drive weren t replaced in her laptop when it was hand searched.

2/24/2014 8:27:57 AM

Apologized to caller for the missing items and provided claim form via emai.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form).
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

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.
Midway International Airport
773-498-1308

2/24/2014 8:37:54 AM

The incident happened at the Phoenix-Sky Harbor International Airport on March 29, 2013 at around 6 pm. I opted for a manual pat-down to avoid going through the full-body scanner.

One of the TSOs showed an unusual interest in me, complimented my clothes (Love this shirt! Where did you get it?), told the agent who was originally going to pat me down, I got this , and proceeded to take me to the pat-down area. His tone and the manner in which he conducted the pat-down struck me as very odd, and I overheard his fellow TSOs commenting that in other places, you have to pay for stuff like that .

When I realized that I was being molested by a homosexual male, I felt extemely embarrassed and humiliated. Due to the emitional distress, I did not get the name of the TSO conducting the pat-down. However, I overheard other agents referring to him as (b)(6)

Since this incident, I have asked the TSO conducting the pat-down, whether they are a homosexual. More often than not, the TSO refuses to provide this information, and the situation gets escalated to the TSM, who likewise refuses to tell me. Therefore, I request that all future pat-downs of my person, be conducted by a TSO of the opposite (female) gender.

(b)(6)

Disability Description: Caller s daughter has Down Syndrome.

Response Details: I assured the caller that I would send this to the CSM. I told her about TSA CARES and told her to call us 72 hours prior to her flight and this would not happen again. She said she would. She does not fly often but has another flight this summer.

I thanked the caller for letting us know what happened and told her to call us again if she has any questions or concerns.

Incident Details: Caller stated that she had tried to get in touch with the CSM at SEA but could not and wanted to file a complaint about an incident that happened yesterday.

Caller was pushing her daughter in a wheelchair. Her daughter has Down Syndrome. Caller pushed the wheelchair to the side and took her daughter out so she can go through the xray.

While the caller was getting ready to go through screening herself, a female TSO came over and took her daughter away from her and around past the screening technology. Caller was trying to watch her property, go through screening and see what was happening with her daughter all at one time. Caller did not know why the TSO was taking her away. The TSO never asked the caller s permission, she just took her daughter. Caller was under the impression that she could stay with her daughter.

2/24/2014 9:15:43 AM Caller picked up her three pieces of luggage and walked toward her daughter. The TSO told her, Come over here. Set them (the luggage) down over there. Can she stand up? Caller thought the TSO was going to give her child a wanding. Instead the TSO told her daughter she was going to do a patdown.

The caller said her daughter did not understand the instructions so she had to show her what to do. Her daughter began to cry when the patdown began. The TSO asked her daughter if she wanted to have the patdown in a private area. The caller said no. She did not want the TSO to take her daughter some where else that the caller could not go to with her.

No one asked the caller if they could do a patdown of her daughter. Caller stated that the incident was so cold and insensitive. She has always told her daughter, Don t let anybody touch you. Caller stated: This was not right. Her daughter is a vulnerable person.

Caller said, Who wants to raise a ruckus at the airport? I did not know what would happen if I said anything. I felt all alone there.

Caller stated that the female TSO who took her daughter away and did the patdown had very short dark hair, probably black. She was not black or white. Caller does not know if the TSO is hispanic or Asian. She is either 5 foot 8 or a couple of inches shorter. She is medium build.

Airport: SEA
Airline: Southwest
Flight number: 730
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/24/2014 11:48:31 AM

Name: (b)(6)
Email: (b)(6)
2/24/2014 12:22:12 PM Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest flight #1543, SNA airport to SJC airport
Comments:The use of Milimeter wave scanners needs to stop. It is a violation of civil rights and does not give us enough additional security to justify their use.

The only other option travelers are given is a pad down search which is still both slower and more invasive than the previous metal detector scanners.

Travelers are also unfairly pressured to give up civil rights and use millimeter wave scanners because they are not given any information on how long a pat down search will take. I did not want to use Millimeter wave scanner but I did not want to miss my flight either. I had 1.5 hours before boarding but had no idea of how long a pat down search could take.

These Millimeter wave scanners are a waste of government funds (our tax dollars) and should be scrapped immediately due to the civil rights violations they perpetuate.

Bring back America, bring back freedom.

Feedback Type : Request for Information
Categories : Other
Current Date/Time : 2/24/2014 11:14:56 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
2/24/2014 12:23:20 PM
TSA Employee: (If Known) :
Comment : I would like to know the exact percentage of TSA employees in screening areas that are female. I require a pat-down and female assist at every airport I fly through and I have never had to wait less than 10 minutes for TSA to wrangle up an available female for a female assist. The most dismal amount of time I have had to wait is 20 minutes (right next to the x-ray machine- mind you). I find that this is due to the distinct lack of women working as TSA agents. Please provide a percentage for me.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 2/24/2014 1:13:38 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/24/2014 11:30 AM Airline & Flight Number : delta Checkpoint/Area of Airport : past delta counter to the right. not precheck.
TSA Employee: (If Known) :
2/24/2014 2:42:45 PM
Comment : Staff was telling people that the body scanner did not use radiation and was rude and disrespectful when I requested to have pat down instead. Spoke to me harshly and rudely. She also didn't call for a female guard to come over for several minutes. My bags were out if my sight for a long time. I was held back behind the scanners until she called. Another female passenger also was treated the same way at that time. The officer who did the pat down was nicer but said that they ate short staffed on female employees. There was no delay in her coming to do the job only in the other officer calling.
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: 2/24/2014 3:32:50 PM

2/24/2014 4:21:36 PM
Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines flight 2312 to Louisville KY
Comments:while traveling with my husband through Houston on 2/12/2014. My husband advised the MALE TSA agent that he had an insulin pump on and it was inserted in his leg. The TSA agent advised my husband to come through the x-ray machine and then proceed to pat him down. When he felt the insulin pump infusion in my husbands leg he grabbed it and pulled it out of his leg. My husband was in terrible pain and could not even stand up for several minutes after the incident. Then he had to go and re-do his insulin pump.

Obviously your employee's are not properly trained on screen of individuals with medical disabilities. I am only thankful that it was my husband this happened to and not my 7 year old nephew who also has an insulin pump.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 2/24/2014 3:28:55 PM Airport : LWS - Lewiston - Nez Perce County Date/Time of Travel : 02/23/2014 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a complaint and a question. Yesterday I was flying alone with my 2-year-old from LWS to SLC (direct flight on an aircraft that has approx. 30 passengers). I am 7 months pregnant and getting through security is a very uncomfortable process having to remove shoes, take stuff out of bags, and try to keep my very active 2-year-old from running away, but I complied with everything and removed my non-metal containing shoes even though they let other passengers in better health keep theirs on (LWS is not a pre-check airport). The only liquids I had with me were 2 unopened, commercially packaged juice boxes (approx. 6 oz each) for my 2-year-old son to prevent his ears from popping on takeoff/landing. I was informed that the ONLY way I could bring these juice boxes was that I would be required to do a full-body pat down (during which time I could not touch my 2-year-old to prevent him from running away or be swiped up by somebody else), and all of my bags would be emptied and the contents searched. Other than a prescription for my hyperemesis gravidarum and ID, the only thing I had in the bags was baby clothes given to me for my unborn child. I complied, but it was a very uncomfortable and stressful experience because of my pregnant condition and not being able to keep my 2-year-old safe. I have previously brought water in a sippy cup and they ran tests on that, but they did not require my body or belongings to be searched. I was the only
2/24/2014 4:22:20 PM passenger on the entire flight required to have a pat down. I have flown out of Lewiston less than 10 times, and I have had a full-body pat down at least 3 times. From my appearance, I am not a threatening person or one likely kill anybody or myself (have a kid, pregnant, natural-born US citizen, etc.)

My question is, what is the official policy regarding bringing juice for children? Is a pat-down really required to bring approved beverages for children? As mentioned before, I have brought water in a sippy cup (approx 8 oz) for my son before and never had to have a pat-down. I do not fly often (about once a year), but every time I hear a different story, especially at LWS (they are WAY WAY WAY more restrictive than any other airport I have been in). If a pat down is required, what am I supposed to do if I make this same trip a year from now with a 10-month-old and a 3-year-old? I can't leave them both unattended while I go through the whole 20 minute process of getting my belongings searched and being patted down, especially if I can't hold my baby. A 3-year-old can listen and obey, but not a baby.

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

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

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security crcl@hq.dhs.gov

-----Original Message-----
From (b)(6)
Sent: Monday, February 10, 2014 4:48 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2/24/2014 4:22:26 PM NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address:(b)(6)
Phone Numbe(b)(6)
Address:(b)(6), Stone Mountain, Ga 30083
Zipcode:

Are you 18 or over? Yes

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:
(b)(6)
PO Box or Street address:
2/24/201 (b)(6)
4:22:46 City:
PM Shelbyville
State:
Kentucky
Zip:
40065
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter:
No
If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?
If yes, please provide your information.
No
Your First Name:

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

Sincerely,

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

CRCL@HQ.DHS.GOV

-----Original Message-----
From: (b)(6)
Sent: Sunday, December 15, 2013 9:53 PM
To: CRCL
2/24/2014 4:22:48 PM
Subject: Fly Rights - New Report from (b)(6)

NOTICE:

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

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CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08844

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date Time : 2 24 2014 4:05:07 PM Airport : RIC - Richmond International Date Time of Travel : 2 10 2014 11:45 AM Airline Flight Number : Delta Checkpoint Area of Airport : TSA screening area TSA Employee: (If Known) : to embarressed to have noticed names.
Comment : Since I have a prosthetic left leg I am often singled out for screening which I think is unfair. However I am used to it and give myself extra time to get through the process. On this particular flight I was singled our for a pat down but it was
2/24/2014 6:41:10 PM very abusive with the one TSA agent squeezing my testicles enough to hurt and certainly enough to humiliate me. They were very disgusting people and I do not think any Americans should ever be subjected to such treatment. I do plan to complain to my congressman, Eric Cantor, about this matter!
Would you like a response? : True
Passenger's Name: (b)(6)
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 : 2/24/2014 11:01:11 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/24/2014 10:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : The last few times we have flown - my husband has to get extra screening- it prints ssss on his boarding pass. We are trying to get that issue fixed thru your redress inquiry program - his name is (b)(6)
Today, the tsa agents decided that our children also needed the extra screening and my 6 year old and 3 year old daughters had to be patted down. My 6 year old could not understand why they had to touch her - how do you explain that? My 3 year
2/25/2014 8:34:11 AM old is special needs and thankfully handled it very well. TSA said I did not have to have the extra screening - just the kids with my husband. All the agents were very nice in handling the situation so my complaint/question is why did the kids need the pat down? Thank you
(b)(6)
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

2 24 2014
TSA
Fax 571-227-1921
Multicultural Branch Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006

2/25/2014 8:34:34 AM

My name is (b)(6) and you might be asking why are you sending me a second request and my response would be is why would your company make me go back into my PTSD mind frame because you didn't care about the needs of your passengers? If you took the time to read my first complaint you will be reminded that I am the passengers that had PTSD that was forced to have a pat down in which my parents told your agent that I was going to have a very hard time with the pat down and was told that I was going to be ok and made my parents both stand at a barrier and didn't have any contact with me either by touch or by sound and I was forced to re lived my trauma of being raped over and over again so now I am sure you remember my first complaint. Well it has been five days now and my mind is still on my trauma thanks to your company and I thought of a couple more issues that I would like to bring to your attention. You claim that you don't discimate correct? Well I tend to disagree because once again then explain to me then why do you not have any scanners for people who are in wheelchairs? I am sure that you don't have many travelers that are in wheelchairs so why don't airports have scanners for people that are in wheelchairs and then you can stop having pat downs all together. Forget that part that I have PTSD just the fast that I have a physical disability why do I have to suffer more just because of my physical disability and then add PTSD with it. Your airport gets several amount of money each year so does all of our airports so why can't you use some of that money and buy a scanner or scanners for people that are in a wheelchair so that we can wheel ourselves up to the scanner and get scanned and then we don't have to be violated and have to go through a pat down? I am willing to take these complaints as far as I have to because you see your company does discrimate toward people that have a disability and you should be ashamed for it. When I went to college I have a learning disability as well and we have laws for those disabilities and yet I still had to complete all of my work but they had exceptions for me for examples I had students that would read my chapters to me, take notes for me, I got to go to a quiet room to take my test and I had unlimited time to take test and I am happy with the guidelines at school I was able to graduate with honors so we have exceptions for learning disabilities at all colleges so why don't we have exceptions at the airports? It has been five days and I was talking to my mom on the phone today and I can't get this experience out of my mind and I kept crying over and over saying what happened to me was out of her and my dad's character and I hate having those kind of memories toward my parents because I treasure my parents and they have always given me safety and protection and they were always hard head when it comes to my needs but this past Thurs. 2 20 2014 they sat back and did nothing the abandonment issue and not feeling protected kills me to have those kind of memories toward my parents and your company provided those memories because they were afraid to touch me or talk to me because your company told them no contact with me during the pat down. The good news is your company has about 10 days to make things right and become my voice and protect me and to try to repair what was taken from me on 2 20 2014 and that was my body and you can require that when I come back in two weeks to come and see my parents when I leave to go back to Dallas that you won't require me to have a pat down. I know that it would take a lot of trust but I promise you that I will not have anything on me that would hurt anyone on my plane. All I want is to get on the plane and go back to Dallas. If you would grant me a no pat down I would promise you that I would bring safety onto the plane trust me. The question is would you care about me to make things right and not make me go through another pat down in two weeks. Do you care to help try to repair what your company caused on 2 20 2014 or are you going to put more trauma on me in two weeks? You say that you are truly sorry for the pain that you have caused me and my family so the question is are you really sorry or is this just an act or you are just afraid of how far I am really going to take this complaint or complaints. If you can't care about me enough then think about this decision if it was your mother or your loved one would you want someone to pay back what they did to them so please give me back what was taken from me. If you research my pat down which was on 2 20 2014 around 9:15 to 9:45am you should find out which employee was involved in my pat down and I have a feeling I left a pretty good impression and they probably won't forget me even if they don't know my name and they can tell you how emotional I was and with that being said that should be enough to not make me go through another pat down so it's up to you on if you are willing to become my voice and say that your company has given me enough trauma that we want to give me grace instead and let me go through without a pat down and if you allow that to happen then I know for sure that my God has intervene because even my relationship with my God has been shaken because I don't know how he could have been so cruel to allow this to happen to me because he is the one that has created me and yet he allowed me to get hurt this way so now even the one relationship that I have lean on for support and strength has been damage because of your company. I pray that whoever is reading this letter is a man or women of faith and you will understand how important God is and how I need to repair my relationship so if you provide grace to me and not make me have a pat down then I will remind myself that God is still real and he hasn't left me just like my parents didn't leave me on 2 20 2014. I was also been taught that sometimes in life what was meant for bad can be turned into good so your company has a chance to give me that kind of experience so are you willing to do this for me and let me not

Caller says they suffered a loss of property at check in. They think the only place it could have happened was through TSA. He has been calling at lost and found and nothing turned up.
This was from wife s purse. This was zipped at all times and in her possession at all times except for when going through TSA. When they arrived in LAX it was all missing.
He got done preparing a theft report for port authority at JFK. There was jewelry missing from the bag. Approximately 70,000 dollars in loss. She was selected to go through a patdown when her purse was opened and he thinks this is when this happened.

Airport: JFK
Airline: Virgin America
Flight: 407

2/25/2014 12:46:40 PM

Date and Time: February 23 at 9:15AM, checked in between 7:45 and 8:15
Baggage #: N A
NOI: N A
Terminal: Gate A2, Terminal 4 possibly
Email (b)(6)

Caller Advised:
I apologized to (b)(6) for the inconvenience and for the lost items. I told him I would do all that was in my control to assist him.
I collected necessary information to forward to the Customer Support Manager for notification and review. Also told him I would be sending him a claim form via email which he should receive within 24 hours. If the Customer Support Manager needs to get a hold of you, normally they will via email. I told him to keep an eye out for that.
The claim collects all necessary information to legally file a claim for an investigation for reimbursement for TSA.

NOTICE:

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

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

2/25/2014 2:21:58 PM

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

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

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

From: (b)(6)
Sent: Tuesday, February 25, 2014 3:21 PM
To: TSA-ContactCenter@dhs.gov
Subject: Contact Us - Transportation Security Administration

I received this document the same day or the day after talking with (b)(6) in Tulsa about a TSO position. The final offer came but it was for a TSO position in TBN and (b)(6) in Springfield, Mo. implied that any future offers would be unlikely if I should choose to reject this one. I actually ended up in Joplin where full time status will never be a possibility. Recently, the STSO in Joplin related to me that the FSD in MCI was reluctant to consider approving a transfer request even after a year was spent in Joplin. I want to know why. I want to know why a bait and switch was used in the first place and why I may be prevented from ever transferring to an airport close to my home and where full time status might eventually be achieved. I need a truthful and honest clarification as I and my family have already made a huge sacrifice financially and in terms of time away from home. To imagine that I can pay a mortgage and support a family working twenty hours a week from now on is laughable.

(b)(6)

2/25/2014 4:17:51 PM http://null/contact-us

Attachment 1

Transportation Security Officer (TSO)
Airport Fact Sheet
TUL
Thank you for your interest in joining the Transportation Security Administration's Tulsa International Airport team. If you are selected as a Transportation Security Officer (TSO), you will play an important role in the overall mission of the Department of Homeland Security (DHS) by contributing to the daily security requirements at Tulsa International Airport.
Given the nature of our mission at TSA, there are some unique expectations of the position for which you have applied. Specifically, you will be responsible for identifying dangerous objects in bags, cargo, and/or passengers, and preventing these objects from being transported onto aircraft. You will be required to perform various tasks such as: hand-wand passengers, pat down searches, lift baggage (weighing up to 70 pounds) and perform screening duties using various electronic equipment. The TSO job is stressful at times and physically demanding. You will need to stand continuously from anywhere between one (1) to four (4) hours without a break, and walk up to two (2) miles during a shift. You will be required to perform the screening

2/25/2014 4:22:24 PM The caller is with NNSA in Washington. His 76 sister-in-law lives in Kalamazoo, Michigan and was patted down at one time and did not like it so she drives every where she travels. The caller wants to know if there is screening, other than being patted down or going through the screening technology, that his sister could go through. The caller wants to know if the precheck would keep his sister from having to be patted down. The caller wants to know if passengers on private planes have to go through screening.

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

I advised the caller that even with precheck passengers still undergo screening.

2/25/2014 8:09:03 PM Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/25/2014 7:59:24 PM Airport : LAS - McCarran International Date/Time of Travel : 02/22/2014 Airline & Flight Number : WN 3157 Checkpoint/Area of Airport : Terminal C checkpoint TSA Employee: (If Known) (b)(6) Comment : Either proper procedure was not followed when I was screened today, or I do not understand why the procedure is what it is. I opted out of millimeter wave scanning and was brought to the spot where I would be patted down. Before they began, they realized there was a partly-filled water bottle in my bag. I asked about 4 possible resolutions: 1) Let me pour out the water in the trash can right next to the pat-down spot. 2) Have the TSA agent pour out the water. 3) Let me drink the water right there. 4) Escort me out of the secure area immediately so I could pour out the water and return to start screening from the beginning. I was told that none of these were possible, and that I could not go back outside until AFTER I received a full pat-down. Then I would have to be screened again when I returned, requiring a SECOND pat-down since I would again opt out. I asked to speak to a supervisor and received the same answer. Please tell me if it is TSA policy that all 4 of the above options are prohibited. If so, please explain why, since I see no security concern with any of them. If not, please train the agent and supervisor in proper procedures. Thank you.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

To whom it may concern,

I am a very frequent traveller with having already flown over ten times this year alone and understand the importance of TSA and the security measures taken. I am also a recent member of PreCheck and applaud this new service.

I also have Type 1 Diabetes and travel with a can of Mott's Apple juice to treat my low blood sugar as well as a note from my doctor indicating the medical need.

I realize that the can is 5.5oz, which is over the 3.4oz limit and cannot be resealed as a bottle can (which I do not use because I need the juice to fit in my purse and the plastic bottles are double the size of cans and the glass bottles, while smaller, can potentially break), so I understand the need to "screen" it.

2/26/2014 8:41:51 AM However, my issue is that the screening process is different not only at different airports (with the same machines) but different even at the same terminal at the same airport on different days. Sometimes, the TSA officer uses the Explosive Trace Detection, while other times I've been told that this machine does not test it properly and therefore I need to have a full pat-down and have my entire bag searched, which can sometimes take upwards of fifteen minutes if a manager needs to be called over.

As a frequent traveller, I would like some clarity on the formal process so that I can plan my time accordingly as when to arrive at the airport and so that I can also have a much more enjoyable experience with TSA.

Please let me know within ten days of what I can expect at all airports so that I can plan my next trips accordingly. I can be reached at (b)(6)

Thank you for your help. It is greatly appreciated.

Best,
(b)(6)
Delta.

I got an email asking about my flight experience. So, this is what happened.

The TSA messing with us while running late due to unexpected extreme long line at check in didnt help, especially with a 6yo, 4yo, and 7month baby. My wife was carrying my baby in a pack so TSA decided to give her the full screen with us only having 30 minutes until takeoff. They alleged she tested positive for explosives, while holding the baby. So they had to unpack all our carry-ons and search them - thoroughly. Then they had us wait while someone had to come from another building to give my wife a patdown. Why couldnt one of the agents there do it? Why did they make her go into a back room for the patdown? My kids were in shock and petrified-and still are. They dont want to fly tomorrow.

My wife was repeatedly threatened with arrest, but she only begged they hurry because we were getting close to missing our flight. We never caused a scene or yelled- TSA agents were causing the scene and being extremely provoking. She says the patdown was excessive.

We begged them to hurry- they didnt.

By the time we were allowed to go we only had moments until the plane left, so we had to run with bags still open and my small children in shock. It was my 4yo first flight since she was a baby.

2/26/2014 8:41:56 AM Delta flight attendents didnt help us get seats together and had my 6 yo and 4 yo were seperate from us and each other. When my 4yo was in tears, i went to help her because nobody else was- not even stewardesses. Then a stewardess saw me standing in the isle trying to comfort my 4 yo, but instead if offering assistance she treatened me with calling police to arrest me. I was stunned.

I'm not happy.

I was on the way to my father's funeral.

I'm probably going to cancell my Delta skymiles AMEX, and never do business with Delta. The TSA experience was terrible, but the Delta employees made it way worse with lack of care.

I could have been asked to take a seat nicely, and a stewardess could have helped my sobbing 4 yo girl. Instead, i was treated like a criminal. I've never been treated so poor.

I'm an attorney and looking into my options against the TSA and Delta.

Thank you for the terrible experience in my travels to my father's funeral.

(b)(6)

I went through the TSA screening at the San Diego Airport terminal 2 about 9:30 am on February 26, 2014. The security agent patted one pants pocket then had me lift my arms and patted me in the armpit. With a double bending of two fingers he proceeded to tickle me. He then commented that I was ticklish when I recoiled back. This was not just me being ticklish to a pat down but a deliberate maneuver on his part to tickle me. Although many would consider this funny, including the agent who laughed about it to another agent, it was an inappropriate action that angered me. I had to hold back my first reaction knowing that any response on my part would most likely make me miss my flight.

It is bad enough that I have to forgo my Fourth Amendment rights in order to fly, but even more demeaning when TSA agents are allowed to treat the passengers as their personal play things. I will not sit idly by and let this pass. This and other types of abuse must stop.

2/26/2014 10:02:54 AM

(b)(6)

Florence, OR 97439

Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening.
She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

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

2/26/2014 11:05:49 AM

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

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/26/2014 12:05:18 PM Airport : TUL - Tulsa International Date/Time of Travel : 11/15/2013 3:30 PM Airline & Flight Number : AA 2287 Checkpoint/Area of Airport : The only checkpoint TSA Employee: (If Known) (b)(6) and others unknown Comment : On Friday, November 15, 2013, I was scheduled to fly on American Airlines flight number 2287 to Dallas leaving Tulsa at 3:35 p.m. From there, I was flying on to New York City for an exciting weekend meeting some old attorney friends that were gathering from across the nation.

I arrived at the security checkpoint in Tulsa probably sometime between 2:10 and 2:30 p.m. I went through the radiation scanner and upon exiting, I was told by a TSA employee that he was then going to sexually molest (he used the euphemism "pat down") me because the apparently defective machine "alarmed" on my back. There was absolutely nothing on my back other than the t-shirt I was wearing.

I informed this young man that I was refusing to be sexually molested. From somewhere came a woman whose name I did not get. I can best describe her as an angry old hag probably in her 50's with long blond hair. She told me in a very rude and angry manner that I "had to" submit to sexual molestation. I told this woman that I not "have to" submit to anything. She loudly called for a supervisor, and a man in, if I remember correctly, a brown suit came over. I was then taken off to the side. The old hag carried my belongings over to the side and continued to berate me by telling me several more times in her rude and angry manner that I "had to" submit to sexual molestation. I constantly replied that I did not have to submit to anything. Finally, when I got tired of hearing it from her, I told her that she needed to go back to law school. Her response to this was to cackle in my face kind of like, well, an old hag. This is what the TSA considers professionalism?

2/26/2014 2:07:02 PM

In a short time, I was approached by a Tulsa Airport Policeman who engaged me in conversation. A few minutes after that, (b)(6) arrived. He identified himself as a Federal Air Marshall, and according to the business card he gave me later, he is apparently the Assistant Federal Security Director for Law Enforcement Tulsa Oklahoma. Even an FBI agent arrived on the scene a few minutes after (b)(6) The FBI man claimed not to have a business card, and I do not remember his name other than his last name had four letters. This was all very Kafkaesque. At any given time during the 20-30 minutes I was detained, I was surrounded by 3 or 4 Tulsa Airport Police and 3 or 4 federal agents and a couple of TSA people. It was as if I was old Osama bin Laden himself, or some other dangerous terrorist when, in fact, I am just a peaceful and easy going man that wanted to travel to New York for the weekend and meet old friends and refused to waive any of my Constitutional rights and submit to a sexual molestation to do so.

The most troubling part of this encounter was being told over and over and over again by the old hag, (b)(6) the FBI man, and perhaps others that I "had to" submit to the sexual assault. This is simply not true. And, of course, it is not true because after 30 minutes, or so, (b)(6) finally escorted me out of the "secure" area of the airport and let me go without the sexual molestation. My understanding of TSA policy for anyone that refuses to be sexually molested is the following:

The new clarified policy for those who refuse pat downs by a TSA Transportation Security Officer (TSO), any pat down, is that the person who is refusing the pat down will be advised that they will be denied entry into the airport, and be escorted from the security screening area by TSA TSOs or police officers.

So, of course, the question is why was I not told this from the beginning and why was I not immediately escort from the "security" screening area instead of being detained for 20-30 minutes.

As stated above, the next most troubling part of this encounter was my detention. I was held there at the TSA screening area for 20-30 minutes. At one point (b)(6) asked for my ID, so I gave it to him. The next thing I know, he and the FBI agent had decided to "run me." It is not a requirement for federal law enforcement agents to "run you" to get on an airplane. And it is certainly not a requirement for them to lead you out of the screening area and kick you out of the "secure" area of the airport. This detention was all just part of the attempt to intimidate me. At one point, the FBI agent asked me for my social security number. I asked him why, and he said he had to check and make sure I was not wanted or had warrants out. I refused to give him my social security number because it is not required to pass through a TSA checkpoint and it is certainly not required to be kicked out of the airport. During this entire encounter, I repeatedly told these law enforcement agents that I was not
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/26/2014 8:50:29 PM

2/26/2014 9:02:17 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jackson Hole, Way to Denver, Co
united Airlines
Comments:On 02/12/2014 While traveling from Jackson Hole , Wy
To Denver, Co, my wife and 7 year old son , who is in a wheelchair, started to go through security at Jackson Hole airport and were pulled aside and told to wait, by a tso who informed her that they had to call the FSD and, even though my son did not alarm he was subjected to a full body pat down. Would like someone to explain the ratianal behind these actions. Was not aware of the fact that an FSD could form their own screening process, and subject my 7yr old wheelchair bound son to unnecessary screening, when in every other airport he's been through samples hand, shoes and wheelchair.

	Caller has had PreCheck appear on his boarding pass. Caller has an artificial joint in his knee. He said every time he goes through the PreCheck line and the WTMD it sets off an alarm. Then he gets the patdown. He told a TSO what has been happening. His ticket said PreCheck. He was in California and he was given a PASS. It was a yellow cardboard card and he was able to go through the regular line and he was able to keep his shoes on and he did not get the patdown then. He said they did not Patdown his knee at all. He asked if it was standard at all Airports with TSA that you can go through the regular line with the yellow card and get PreCheck benefits that way or would it just be in certain Airports. He said what would be the benefits of getting PreCheck more frequently by joining it if he will always get the patdown. Also, he said he had to give them the card back.
2/27/2014 1:05:45 PM	RESPONSE: As part of the Agency's evolving approach to security, Transportation Security Administration (TSA) has implemented a number of initiatives that may offer expedited screening to TSA Pre\u2713™-eligible passengers who are traveling through an airport that does not currently have a TSA Pre\u2713™ lane. By modifying current standard security procedures, this initiative will improve security, efficiency, and the passenger experience. TSA Pre\u2713™ is currently available at more than 100 airports across the country. However, at airports that do not have a TSA Pre\u2713™ lane, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may result in a security screening experience similar to TSA Pre\u2713™. Others may be given a temporary card or indicator that will permit them to receive expedited screening for a specific trip. While this initiative allows some travelers to experience expedited screening at non-TSA Pre\u2713™ airports, these passengers should not expect to receive this form of screening every time they fly. Implementation will vary from airport to airport and may be dependent on date, time, location, and passenger volume.
	The caller is calling regarding Transgender policies. She was told at SFO that she could be patted down by a female agent. She stated that at JFK she was treated terrible, and mocked. She stated that when she flew from JFK she was not really presented in a particular way, and very unisex ed. She stated that she did have her hair down. She stated that they denied her the right to have a female pat her down. She stated that she is on hormone replacements currently. She stated that she talked to three different people at the checkpoint. She stated that she presented her self to be more famine on the flight from SFO. She stated that the first office was very nice and even wished her a happy birthday. She stated that she wanted to get the actual policies before filing a written complaint. She asked if this information can be sent to her in writing. The Transportation Security Administration (TSA) develops requirements and policies for the security of the Nation's transportation systems. The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. If a patdown 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. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. 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.
2/27/2014 1:16:28 PM	I apologized to the caller for the experience, and explained that the TSOs are trained to treat passengers with dignity and respect through the checkpoint. I explained that I will forward the information to the CSM over TSA at JFK, so that they can be aware of the situation. The callers flight details are as follow: Departed: JFK Destination: SFO Airline: Virgin America Flight Number and Time: 23 @ 1:15 pm Terminal or Gate: A2 Date and Time: 02-27-2014 @ 12:45 I explained that I can email the information to her regarding the policies.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, Yeah, Yeah, Yeah . She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about (b)(6) who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

Airport - RDU
Airline - Southwest Airlines
Flight Numbers - 731
Departure Times - 8:20 pm
Arrival Times - She said that the incident happened at approximately 6:30 pm
Date And Time of Incident - 2 26 2014
Location Of Incident
2/27/2014 2:02:43 PM Gate - A25
Terminal - 1
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)

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

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

I advised her that I would forward her record to the CSM at RDU for review.

Caller flew yesterday Rochester International to Boston. He is missing 20 dollars from his travel bag. He had an expedited pass. He had tools and other items and put them on the belt while he went through the WTMD. He was waiting for his items. A female TSO asked him if he could look through his bag. He said yes. Then he got his shoes and gear. Then she told him to put his brief case down and motioned to another TSO to search him. They searched his belt area and down his shirt. They asked him to remove his shoes and jacket and he ran his fingers inside his belt and and inside his collar and up and down his legs. Another TSO opened up his bag without him viewing it. He had 20 dollars in the bag and now it is gone. He asked if this is normal. He just thinks that this was very odd.
He was ordered to be away from his bag. She screened the bag out of his line of sight.
Caller stated that he is very upset.

Airport was Rochester International
Gate A6
Airline was US Airways
Flight Number: He is not sure.
Description of caller:He is about 5 foot 6 inches with brown hair and had a blue work shirt.
Description of carry on bag:The bag is a black suitcase that has IAEI lettering on it.
Description of TSO who searched the bag:She was a female middle aged with shoulder length brown hair.

2/27/2014 2:26:52 PM I apologized to the caller.
I told him that sometimes your items can be screened out of your line of sight.
When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Passengers should not be asked to remove or lift an article of clothing to reveal a sensitive body area.

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

TSA regrets that you found items missing and or damaged from your carry-on luggage.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form).

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. The CSM will investigate this and make sure that no rules were broken.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2/27/2014 3:51:05 PM I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told him that if he would provide flight information then we can send this to a CSM for review. You may also call them yourself it you do not want to provide your information.

He said they are part of the people who groped him so what good would that do. The call dropped.
Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

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Caller s sister flew STL-PHX this morning aboard US Airways #647 with her infant child. Caller was subjected to a pat-down in a private area by STSO (b)(6) Caller requested it be done in a public area and the supervisor would not allow it. Caller states her sister made a scene at the checkpoint and states she was molested by the officer who conducted her pat down and this resulted in a panic attack. Caller is now fearful to fly home because she is afraid of the same treatment. Caller states this incident occurred at approximately 6:30AM. Caller wants an explanation of why the patdown was not allowed in a public location and states her sister has flown on multiple occasions with her daughter and has never experienced such a terrible experience.

2/27/2014 4:43:02 PM Resolution:

Apologized to caller for any inconvenience her sister may have encountered and advised her if she wishes to address this complaint with someone specifically at STL she can dial the TCC contact number again and select option 5 and input the STL(785) airport code and a number will be given to the CSM at STL to file her complaint and address her inquiry directly.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/27/2014 4:56:51 PM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I fly out of the Denver airport a couple of times a year, and every time, the TSA agents are extremely harsh, rude, and just angry in general.

2/27/2014 5:58:12 PM

My biggest complaint, however, is that when they do "pat downs", which are frequent, they do not inform you of what they are doing. Most recently, the agent just grabbed me and started putting her hands all over me. THIS IS UNACCEPTABLE! I consider this assault, when I haven't given permission for someone to grope me. If this happens again, I will be suing the TSA; I'm tired of feeling violated every time I fly out of Denver.

There is no reason that they can't be polite about what they are doing, and inform you when they need to search you. I am not a criminal, and the 4th Constitutional Amendment states that I have a right to be protected against unreasonable searches - and I consider a TSA agent grabbing me and groping me with no warning, to be unreasonable. Someone needs to tell them to STOP 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

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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 recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

The TSA agents allowed five white people before me and another three after me to go through the metal detectors, while I was made to go through the millimetric scanner. after that they stated that they had to do a patdown, which they did in public. This was followed by swabbing my hands and placing it in the machine. After I cleared all of this and am about to put on my shoes, another TSA agent walks down, grabs my shoes and states that additional testing will have to be done. All the while everyone else(all white people) have passed through without a single question.

2/27/2014 8:12:59 PM

Now I am an expert traveller and have elite status in a couple of airlines, and I have never experienced this level of racial profiling. This made me feel like a second class citizen. I feel my civil rights were blatantly violated and am questioning civil litigation.

Sincerely,
(b)(6)

Caller has metal hip replacements.

Incident Details: Caller said that she was at HOU airport this morning for a 0622hrs flight on Spirit Airlines from Gate A25. She arrived to the airport around 0500hrs and elected to go through the AIT scan due to the metal joint implants to try and get through more quickly than opting out. She entered the AIT and it displayed two anomalies on her hips and the female operator patted her down completely, and conducted an ETD swab. She then told the traveler that she did not clear and they would have to call a supervisor to take her to a private area for a more in depth screening. Caller said that she had another more detailed patdown from the STSO, and was delayed so long that she missed her flight. She is demanding a complaint be submitted and this incident be investigated because she was violated and inappropriately touched by the TSOs during the patdown and missed her flight. She wants to know why a second patdown was required and wants to know why the original patdown was not conducted only on the area where the anomalies were.

2/28/2014 9:31:42 AM

She did not claim that she was discriminated against due to disability, but is upset about the screening process and the way the whole situation was handled.

Apologized to caller for her experience and explained that we would forward her complaint to the CSM at HOU for further review and request additional information on the incident. She ask what she could do in the future to avoid this happening and we suggested she notify the TSOs upon arriving to the checkpoint of the metal implants and she may speak with the PSS before entering the checkpoint to address her concerns. Additional screening is required to resolve any alarms of the AIT.

From (b)(6)
Sent: Thursday, February 27, 2014 7:06 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 2/27/2014 7:06:08 PM

2/28/2014 10:20:23 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

blatant racial profiling

Comments:

I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

Disability Description: The caller has artificial hips.

Information Request: The caller is requesting assistance because she has artificial hips. The caller stated she does not want to receive a pat-down by the officer s that groped her this morning at Houston Hobby. The caller stated she called the TCC this morning and reported the incident. Caller stated she missed her flight because of the incident. The caller stated she will be flying on Spirit Airlines flight# 200 at 6:22am from Houston Hobby on 3 1 2014. The caller stated she will be taking a one way flight.

2/28/2014 5:10:39 PM

Response Details: I told the caller I would froward the information to a disability specialist. I told the caller to request to speak with a PSS at the checkpoint. I told the caller a patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening. The caller wanted to know why she would have to receive a pat-down if she has already informed the officer s that she has artificial hips. I told the caller she would still have to receive a pat-down to resolve alarms otherwise she would not be able to fly. I told the caller I cannot guarantee the agents she spoke with this morning will not be at the checkpoint. I told the caller I would notate her request and forward the information.

From: (b)(6)
Sent: Friday, February 28, 2014 4:29 PM
To: TSAExternalCompliance
Subject: Complaint Form Sumbission

Hello TSA-CRL,

Attached is my complaint form. I also described this over the phone to one of your representatives on 2 27 14. The file tsacomplaint.pdf is the form provided on your website and tsacomplaint2.pdf has additional text that would not fit in the form.

Thanks,

(b)(6)

2/28/2014 6:46:04 PM

Attachment 1

Dear TSA,
I have been on hormonal replacement therapy for 4-1 2 years in transition from male to female. I have not done surgery and have not changed my legal gender yet; it is a long process to do it safely. In the modern U.S.A. this should not rob me of the dignitiy of traveling in comfort and safety. Since my transition began, I have flown around 20 times and most times I have received a pat-down on the chest. With the hormones my curves are changing and the TSA officers have felt undergarments they didn t expect (bra). In most of my travels I have simple said I m on the transgender path, that s a sports bra then pull my collar to the side to show a strap. Most officers have said no problem and done the patdown in a respectful way.

On February 18th, 2014 I flew from SFO to JFK and asked the front-gate TSA officer if I could request a pat-down from a female officer. Believe me, there is no pleasure in this, it has just been my experience that officers who are male are more likely to pat down the chest area in a rougher manner that is very uncomfortable, physically and psychologically. I was granted a very respectful pat-down from a female TSA officer on 2 18 2014 at SFO. On February 26th 2014 at New York JFK airport the experience was radically different and went like this:

TSA,

In my attempt to get to my flight, at the Oklahoma Will Rogers International airport, I was in line waiting to get my boarding pass checked by the pre-TSA personnel, the two individuals there found their conversation to be more important than checking people in. This is not my main complaint but does set the stage for the following. When taking off my jackets and shoes etc and sorting everything I proceeded to go through the scanner. I never take my belt off nor my watch because they are always visible to the TSA and i always give permission to give me a pat down to clear their errors that appear on the scanner. This is never a problem at any airport, until today. I was told to take off the peripherals without being asked for a pat down or clarification of the situation from the TSA personnel. I told them no and that they could visually asses the situation and pat me down. I was then told that before they could do that I had to take the belt off. This is ridiculous to be asked of. If there was anything being concealed in the belt it would need to run through the scanner or should be looked over and neither was done. If this is the TSA policy, it needs to be revised. I will continue to push this issue until i get proper feedback. Its bad enough that I as a tax paying US citizen am paying to be treated by individuals that are rude and incompetent and have to essentially strip my clothing down to prove that im not concealing anything when i give full permission to be checked over. The TSA supervisors name is (b)(that failed to operate his job function. This occurred on 2-28-14 approximately 5:40pm

2/28/2014 8:08:34 PM

Thank you for your time and response.

(b)(6)

On February 24, 2014, I was to fly from Fayetteville, Arkansas (XNA), on an American Airline flight leaving at 12:50p.for Chicago (ORD). From there, I was to take a plane to Cedar Rapids, Iowa (CID).

I passed through security and was ready to head to my gate (A4.) Because I am visually impaired, I stopped to ask specific directions from the lady who will give rides on her "golf cart" My sister, who had transported me to the airport and was outside the security archway/gateway called me to say one last goodbye. I was excited at not having been made to take off my shoes nor remove many items from my carry on items, and I moved toward her to tell her and say goodbye.

Apparently, I crossed some kind of infrared line or barrier that was invisible to me. I did NOT go through the archway/gateway. There was a male TSA person standing right there. He watched me walk to her without saying anything. He then told me that I would need to go out and go through security again. I never touched my sister or anything or anyone else. I never took anything from her. I did not see anything to stop me from stepping where I did. I still do not know what barrier I crossed.

I went back around to the security check in. I had arrived an hour prior to my flight, but at this point, there was a line to go through security. As I was standing waiting my turn, I realized that my government-issued identification (drivers' license) was missing. I began emptying my purse and carry-on bag while my sister went back around to ask the TSA person who sent me back through security to intercede for me. He had seen that I had been in the secure area. He had seen that I did not touch anyone or anything. But he would not help.

At this point, another TSA person came over to assist. She was an African American woman. She and another TSA female, as well as the lady checking identification and boarding passes made suggestions and even helped in the search. We removed my shoes. My sister and I checked inside my clothing. By that time, I had a very short time to get to my flight. The lady checking identifications verified that I had been through security and had the proper identification.

3/1/2014
1:14:18
PM

The African American TSA officer told me she would take me and do a pat down. I, again, placed my items to be scanned, and she took me over to the "pat down" area. While she searched me, another TSA person emptied everything from all my carry-on items and scanned something into a machine. The lady searching machine apologized several times, and I told her she could give me a complete body check. I just wanted to get on my plane. Knowing I had trouble seeing where to go, when all was done, the TSA officer who searched me was going to take me to my gate. However, the cart lady was parked there, and the TSA officer told her to hurry me to my gate.

As we rode, I told her about the loss of my license, and the cart lady said, "I know where your license is. I picked it up off the floor, and I took it to your gate." When we got to the gate, the door had just been shut, and I missed my flight.

By this time, my sister could no longer see me. Knowing that my vision makes things challenging for me, and knowing that she lives three hours from the airport, my sister asked the TSA man who had made me go through security the second time to find out if I made my flight or not. He told her he couldn't walk that far (leaving his post). He would not make a call to find out so my sister did not know whether she should leave the airport or wait for me to come back.

The American Airline agent rebooked me through Dallas and then to Cedar Rapids. However, several problems occurred in Dallas, including the electrical relays in the plane malfunctioning, and instead of arriving in Cedar Rapids at 5:30 as originally booked, it was around 11:00p.m. My husband had been waiting at the airport since 7:00, and we still had an hour plus drive to our home.

This lengthy email is to complain about the TSA officer "guarding" the security line. He appeared to be in wait for someone to commit an infraction. He was completely unhelpful. To both my sister and I, he appeared to have a "smirky" attitude that enjoyed having someone commit an infraction. A very trying situation had its stress compounded by this man. I understand that the job of the TSA officers is to protect, and I thoroughly appreciate them for that. However, this man's customer service was what gives TSA officers a bad reputation! Conversely, I would like to commend the African American woman who helped me. She was so kind and tried to do her best to get me where I needed to be. You need more officers like her.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, March 01, 2014 2:13 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP (b)(6)
Date Time: 3 1 2014 2:12:43 PM

Attachment:
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can):
Yes
3/1/2014 5:12:19 PM
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
El Paso
State:
TX
Zip:

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/2/2014 2:51:42 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/02/2014 1:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2
TSA Employee: (If Known) :
Comment : I asked the TSA agent if I could have an alternative screening process because I was pregnant. The man told me it was only waves and I had nothing to worry about. I told him that nothing had been proven I felt more comfortable doing something else. He said it would be a pat down and I said I was fine with that. He then told me again that the machine was not a worry and I told him thank you for his opinion but I would like a pat down. He then told me if I was really concerned about my pregnancy I wouldn't be flying to begin with because it was three times worse. I then told him I no longer wanted to hear his opinion. I felt embarrassed and harassed as he had a raised voice that the other dozen travelers could hear his remarks about me and the care of my unborn baby. A compliment to the female agent that completed my pat down. She was very pleasant and professional.
3/2/2014 7:23:29 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

Caller wanted to know if she had reached FLL. She said that she asked for a patdown when she went through the checkpoint on 2 27 2014. She had an Acer computer in her backpack. She said that it cost her $1200.00. She does not remember if she took it out of her backpack or not. She was flying internationally to Jamaica. She said that the TSO took her items and they took everything out of the bag. She said that she did not have to open her backpack in Jamaica and it was always in her possession after she picked it up at the checkpoint. Her computer is missing. She said that it has her name and photo in it. She said that she does not know what happened to the computer. She wanted a claim form mailed to her.

Airport - FLL
Airline - Caribbean Airlines
Flight Numbers - Does not know
Departure Times - Does not remember the time, however, it was after 4 pm
Arrival Times - She does not remember
Date And Time of Incident - 2 27 2014
Location Of Incident
Gate -Does not know
3/3/2014 Terminal - Does not know
9:38:45 Phone Number (b)(6)
AM Email - Does not have
Name Of Actual Person Involved - (b)(6)

I gave information per; http: www.tsa.gov traveler-information airport-lost-found-contacts
Fort Lauderdale Airport
954-359-2247

I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.
I told her that she called the TSA Contact Center not FLL.
I mailed her a claim form. I advised her that I would forward her record to the CSM at FLL for review.

From: (b)(6)
Sent: Sunday, March 02, 2014 6:37 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/2/2014 6:37:16 PM
3/3/2014 ---
10:13:10 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Rude and Unpofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization fpr my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal

From: (b)(6)
Sent: Sunday, March 02, 2014 6:37 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/2/2014 6:37:16 PM

3/3/2014 10:13:10 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Rude and Unpofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization fpr my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 3/4/2014 12:40:50 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/02/2014 4:15 PM
Airline & Flight Number : Alaska 473g
Checkpoint/Area of Airport : after customs TSA Employee: (If Known) :
Comment : I was given a more than normal pat down and overly intense inspection of myself and carry on bag. I was also told this will be normal from now on by a TSA employee. I would like to know why there is a change in my security status. My wife has a TSA precheck and I get the high risk level rating. I have not even had a moving violation in over 15 years.I was wondering why your agency put me on the high risk list?. This makes travel by air a pain in the butt and I feel I am being harassed.

3/4/2014 9:33:32 AM

Thankyou for your time
(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

NOTICE:

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

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

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

3/4/2014 10:11:43 AM

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

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

Which U.S. airport were you traveling through?
Westchester County Airport

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

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

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

3/4/2014 10:15:30 AM

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

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

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

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

I emailed the information to her.

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

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

3/4/2014 11:11:37 AM

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

Advised caller that an individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown.

NOTICE:

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

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

3/4/2014 12:17:26 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? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Westchester County Airport

What was the date and approximate time of the incident?

Referral from DHS TRIP (Redress)

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) (b)(6) applied to the Redress program on 2/24/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

3/4/2014 2:13:20 PM Sincerely,

DHS TRIP

Traveler Information:

Name (b)(6)

Address (b)(6) Newark, CA 94560

Email Address (b)(6)

Phone Number: (b)(6)

The caller flew from Puerto Rico. The caller states that she had a brand new suitcase and a wheel was broken off of it. The caller states that she has a NOI. The caller states that she does not know who damaged the baggage. The caller states that she flew with Southwest airline. The caller does not want to file a claim. The caller states that the caller states that the machine went off. The caller states that she had a patdown procedure because of this. The caller states that she is not happy with this as well. The caller states that she told them she was handicapped and they told her to go on through the machine and it alarmed and then she informed them that it was a knee replacement. The caller states that the TSOs at the checkpoint should probe to find out peoples disabilities.

3/4/2014 7:57:38 PM Advised caller:

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.

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.

The caller just came from CMH to ATL. She flew on Delta. She went through the checkpoint and she forgot her laptop at the checkpoint. She asked for the lost and found for CMH. She asked what the process will be. She stated that one bin had her laptop and her other items in a different bin. She stated that she requested a patdown, and the lady at the checkpoint gathered her items and the bins. She stated that she had placed the bins inside the other and the laptop was on the bottom. She stated that she did not see the laptop so she forgot the item. She stated that she could not tell that her laptop was still in the bottom bin. She asked what she can do if the lost and found department does not have the laptop. She asked if they will mail it to her if they have it.

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, CMH.

3/4/2014 10:04:02 PM These Lost Found contacts are only for items left at TSA Security Checkpoints or items missing from checked baggage.

Port Columbus International Airport
614-239-5035

http: www.tsa.gov traveler-information airport-lost-found-contacts#16

I explained that she can contact the CSM if there is nothing recovered in the lost and found department. I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

I explained that it is the passengers responsibility to ensure that all the items are gathered at the checkpoint after screening, however we do have the lost and found process in place for these items.
You are abusing and discriminating against people with hip replacements and it needs to end.

I am a physician. I am writing because I am tired of being patted down every time I fly because I have a hip replacement. Unfortunately, your millimeter wave scanners are not always available and I frequently have to pass through a metal detector which, invariably, triggers an alarm and I have to undergo a "pat down". I am tired of this. It is unnecessary and, quite frankly, abusive and discriminatory. Why a "pat down" ? It would be very simple to have one of the wand magnetometers and it will quickly show where the metal is. I have no problem having someone feel the outer part of my hip, but I have pretty much had it with the full pat down and chemical screening that I have to undergo every time I fly. The location of my metal is focal and easily identified. I want this to be stopped. To whom do I write to stop this abusive and discriminatory behavior?

(b)(6)

3/4/2014 10:11:17 PM (b)(6)

Office: (b)(6)
Fax:
Email:

Hi. I've been flying 2-3x per month for 10+ years now and since the millimeter wave detection system was implemented. I've worn my belt with very few questions and it NEVER sets the machine off and causes delays or extra pat downs. This morning an agent in SMF at 6 am said "I'm going to need you to take your belt off. I told him, " it has NEVER set this machine off." His response was, " well this machine is being extra sensitive today,". It was a lie and he knew it but he is so determined to be " the boss" he wouldn't let it go. If I want to get extra screening, isn't that my decision? Furthermore, why would I bother telling him it NEVER causes a problem if a) I'm a first-timer with no experience or b) I REALLY want extra screening?

I've had so many good encounters with TSA agents that I never feel compelled to write and even when I have it was a positive experience. The biggest issue I have is that he lied and business travelers who do this a lot aren't stupid. Be honest.

(b)(6)

3/5/2014 10:10:22 AM

This message and any attachment are confidential and may be privileged or otherwise protected from disclosure. If you are not the intended recipient, you must not copy this message or attachment or disclose the contents to any other person. If you have received this transmission in error, please notify the sender immediately and delete the message and any attachment from your system. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not accept liability for any omissions or errors in this message which may arise as a result of E-Mail-transmission or for damages resulting from any unauthorized changes of the content of this message and any attachment thereto. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not guarantee that this message is free of viruses and does not accept liability for any damages caused by any virus transmitted therewith.

Click (b)(6) to access the German, French, Spanish and Portuguese versions of this disclaimer.

From: (b)(6)
Sent: Wednesday, March 05, 2014 3:16 PM
To: TSAExternalCompliance
Subject: TSA Chicago Midway Complaint

Attached is my completed complaint form. Please contact me to address this information.
Thank you.
(b)(6)

Attachment 1

(b)(6)
Home Phone (b)(6)
Address: (b)(6) Midlothian IL 60445
Email: HYPERLINK (b)(6)

3/5/2014 4:20:28 PM

What Happened?

My husband I traveled on February 20, 2014 from Midway airport to Ft Meyers, FL. We arrived at Midway airport at 4:30 am for a 6:30 am flight on AirTran (Southwest) Airlines. Using curbside check in, we had 2 small bags that we were carrying on. We gave the ticketing agent our photo ID s he printed the boarding passes, placed them in the paper jacket, circled our gate number, handed us the ID s back, along with the boarding passes. I have arthritis, needed a wheelchair, so we met with the wheelchair transport person proceeded to security. When we got to the security check point, we handed our ID s to the agent he inspected the boarding passes matching them up to our individual identification, initialed off on each of them, gave us back the boarding passes identification. I cannot raise my arms high enough to go through the scanner so I had to wait for a pat down. My husband went through the scanner as our bags were being screened on the belt, everything was fine. After 7 minutes or so, I was waived through began the pat down. I am used to this have been through a pat down plenty of times. When the TSA agent was finished, she took a small piece of paper, ran it over the gloves that were used in my pat down inserted it into a machine, it beeped. I was asked if I took any special medicine, or creams, then I was told that I had to go through a 2nd pat down by a supervisor all of my bags had to be searched. When my boarding passes were being handed back to me, the TSA agent mentioned my going to California, (not Florida) then she noticed that my boarding pass was not mine; the name on it was (b)(6) So I was waiting to be searched again, my husband had to take my ID, be accompanied by a TSA agent back to a Southwest kiosk to print a correct boarding pass. Then he had to go back through security, even though the TSA agent had never left his side. Meanwhile, our bags were being hand searched, even though they were cleared on the x-ray. When my husband got back, we were still waiting for the supervisor to do my second pat down; she thought we were going to her the TSA agents thought she was coming to us. WE were taken to another area of the airport, I was taken to a small room where I had the second pat down. Our third bag hadn t been searched yet so they did that while I was having the pat down by the supervisor. Everything checked out fine, we made it to the plane with only a few minutes to spare, even though we were there two hours ahead of time. As it turned out, the machine that scans the small piece of paper after a pat down, was not working. What a fiasco to have to go through all of the agrivation. When we did arrive in Florida, upon unpacking, a small bottle of nail polish had been opened during the inspection of my bag, had spilled all over.
The whole process was frustrating, but the security issue is extremely bothersome to say the least. How can this happen? Two different people looked at photo identification, matching up our names faces to our boarding passes, I still got through, or would have gotten through to the gate. And because the gate agent only scans the boarding passes in this case, handed them back to us, we could have gone anywhere. That seems like a HUGE security breach.

I travel every week and am TSA pre check and approved Global Entry participant. At every airport except Seattle, I can go through TSA pre check and walk through the metal detector with no problem, even though I have a knee replacement.

Every time I fly out of Seattle, and go through pre check, the metal detector goes off and I need a pat down. If I tell them I have a knee replacement, I have to go through the regular line and they want me to use the body scanner. This means I have to take my shoes off, my Liquids out and all coats and jackets off. I took the time and effort to be Global entry and pre check and paid for it, I feel that I am being discriminated against, by not b wing able to use it and being treated this way in Seattle. My largest customer is here so I fly in and out often.

Please find a suitable solution for me. I should not have to be patted down every time just because I have a knee replacement. There are laws that cover Americans with Disabilities.

3/5/2014 6:14:16 PM Thanks you,

(b)(6)

(b)(6)

To whom it may concern,

3/5/2014 6:14:46 PM On Tuesday March 4th, 2014 My girlfriend and I were traveling from the Greater Binghamton Airport to Orlando. We had to go through Security to be screened and checked in for our flight. The Female TSA worker without warning pulled my girlfriend over to the side randomly to pat her down for no apparent reason and my girlfriend panicked and blacked out. I was trying to tell the worker that she had an Medical Alert bracelet showing she has Panic Disorder and I had to repeat myself 4 times where she had told me to shut up ignoring my pleas. The TSA worker was interviened by a County Security worker that I know and told them to stop and told them to listen to me noticing that I was trying to point to Medical Alert bracelet on then they allowed me to give her medicine to get her under control then they continued to path her down after she was calmed down and said that they had to do a pat down because she had a dress on. Where I had seen 3 other women walk through with dresses on and were never patted down themselves. and then before our flight they came out and asked passengers again to look at there bags again after they had passed inspection before. I would like to know if something can be done to correct this so it don't happen again to someone else that is innocent.

Thank you for your time,

(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: 3/6/2014 1:06:58 PM

3/6/2014 2:26:19 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):Flight #1875 USAirways Laguardia Airport New York City

Comments:I requested to go through the metal detector or have a pat down. While waiting for personnel for the pat down, I was told to send my items through the xray. This is a different practice than I am accustom to because they usually request that you keep your items with you at all times. There was a long delay where I was separated from my items. Once I boarded the plane, I noticed my Bose noise cancelling headphones were missing from my open top bag.

The caller stated that her daughter had flown from PHX to ABQ and had told the TSO that she was treated rudely by the TSO and her daughter was upset. The caller connected me with her daughter. I spoke to her daughter who wished not to provide her name. The daughter stated that she went through screening and a patdown was required. The officer, as she described as an older lady with shouder length hair and dark skin, allegedly began to pat down her hair and when the passenger asked her to be careful when patting her chest as she had had surgery and has drain tubes; the officer became rude. She stated that the officer stopped the patdown when she advised the the office of her condition. The passenger stated that she didn t feel as if any of this was related to her medical condition, it was just general rudeness of the officer. The passenger did not wish to provide and email. The initial caller (b)(6) provided hers.

3/6/2014 4:50:06 PM

Advised the caller: Advised that if the passenger felt as though she was descriminated against due to a medical condition or disability, she would need to file the claim in writing . Advised the caller that I apologize if the officer treated her less than professionally. Advised the caller that I would send a copy of this complaint to the CSM at the airport and that they would look into the situation.

Description of passenger: Female, 110lb 5 ft tall, white shirt, green pants, poney tail.

PHX
Terminal B
Southwest airlines
approximately occurred at 2:15 pm today

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

3/6/2014 6:03:18 PM

Re: TSA Complaint on Behalf of (b)(6)
Dear Sir Madame,
The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) On March 3, 2014 (b)(6) flew on Delta Airlines Flight No. DL4501 from Los Angeles International Airport (LAX) to Portland International Airport (PDX). The LAX TSA violated (b)(6) civil rights by forcibly patting down his Sikh turban and incorrectly informing him that the "policy of allowing self pat-downs" had changed. We request immediate investigation and remedial action from the TSA.
1 (b)(6) Portland, Oregon 97229. His email address is (b)(6)
I. Facts

(b)(6) s a TSA Pre?™ member and a frequent flyer. He runs training seminars for physicians and health care professionals and flies on a regular basis. He fully understands and abides by TSA screening policies and procedures. (b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Delta Airlines Flight No. DL4501 from LAX to PDX on March 3, 2014. (b)(6) had arrived on an international flight from Seoul, South Korea and passed through domestic screening at approximately 10:00 am.
(b)(6) cleared the Advanced Imaging Technology machine without sounding an alarm. He was dressed in an orange shirt and tie, blue slacks, and wore a black turban. He carried two pieces of carry-on luggage (a laptop and a gift bag). TSO (b)(6) asked (b)(6) to step aside to be secondarily screened, even though he did not set off any alarms. TSO (b)(6) told (b)(6) that he would pat down his turban. (b)(6) replied that he was permitted to do a self-pat down of his religious headwear during secondary screening. TSO (b)(6) informed him "that the policy had changed" and that he was "not allowed to do a self- 2

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

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

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Remote Client IP (b)(6)
Date Time: 3 6 2014 8:50:23 PM

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

3/6/2014 10:00:33 PM

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Menlo Park
State:
CA
Zip:
94026-7654
Email:
(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
No
If so please provide the third party s name and contact information:

Caller flew JFK-MCO today aboard Jet Blue #83. Caller states she is handicapped and had to undergo some additional screening including a pat-down as she normally does. Caller had a first generation iPad which was placed in a bin at the checkpoint. Upon completion of her screening, her carry-on luggage was returned to her by TSA personnel. Caller was in a hurry to board her flight and did not check the contents of her luggage. Caller is missing the iPad and states it is not protected and fears some personal information can be compromised. This occurred at approximately 2:00-2:10 PM today and her flight was scheduled to depart at 2:54 PM. The screening occurred at Gate 5.

3/6/2014 10:25:05 PM

Resolution:

Apologized to caller for the inconvenience and advised her I would forward her complaint to the CSM immediately for review. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. You should also contact the TSA lost and found at JFK. You can reach them at 718-917-3999. Caller has limited access to email at this time because her iPad is missing and would prefer a phone call.

I am forwarding this to you about the incident that happened to me at the El Paso, TX airport on February 26, 2014.

Best,

(b)(6)

Sent from Windows Mail

From: Dinino, Melissa
Sent: ?Thursday?, ?March? ?6?, ?2014 ?9?:?54? ?AM
To: (b)(6)

Good Afternoon (b)(6)

3/7/2014 8:57:23 AM

Please feel free to send your comments directly to the TSA Contact Center (our headquarters office) by calling 1-866-289-9673 or via email at: HYPERLINK "http://www.tsa.gov/contact/20"www.tsa.gov. If you have any questions please do not hesitate to contact me.

Melissa M. Dinino

Customer Support & Quality Improvement Manager

U.S. Department of Homeland Security

Transportation Security Administration

El Paso, Texas

NOTICE:

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

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

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

3/7/2014 8:58:09 AM

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

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

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

What was the date and approximate time of the incident?

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

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Remote Client IP (b)(6)
Date Time: 3 6 2014 8:50:23 PM

Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No

First and Middle Name:
(b)(6)

Last Name:
(b)(6)

3/7/2014 8:58:11 AM

Main Phone:
(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)

City:
Menlo Park

State:
CA

Caller has PTSD and states the last time he went through security at San Diego he got an angry agent who gave him a patdown and it was very rough and he ended up in the hospital, not because of the physical patdown, but, psychological.
He went through AIT and states he had nothing in his pockets. He had his spleen removed and said he has a scar in his abdomen, didn t inform the TSO prior to screening and states it was a very intrusive patdown and he thinks unnecessary because they patted down his groin area.
Wants to travel again and afraid it will happen again, what can he do to avoid the patdown. States he isn t military and doesn t want assistance, just wants a guarantee he won t have to have a patdown!
Caller states the incident happened August of 2012.
Caller hung up.

3/7/2014 9:19:36 AM

Response:
Apologozed to caller for his screening experience and advised we can request assistance for him, he declined and said he doesn t have flight yet.
Explained reasons for additional screening such as the patdown and advised he can ask to speak with a supervisor or PSS upon arrival at the TSA checkpoint.
Should explain he has PTSD before he begins his screening.

Caller said in August of 2008 at Chicago OHare the TSO asked him to remove his shoes. He was very tired because he had been up with his baby the night before and was about to miss his plane and he also ask his child age 2 to remove his shoes.
The TSO did not say why and was acting forceful but he would like to know why we have travelers remove their shoes.
He stated it had bothered him since and he though of it again this morning.
He asked if TSO are the same as Police Officers.
He also asked if it is a law that he remove his shoes.

RESPONSE:

Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

3/7/2014 12:10:30 PM

Our new procedures allow 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.

Told him TSO s are part of Homeland Security and not the same as Police Officers.

Invited him to visit www.tsa.gov to read about TSA and who we are and what we do.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. A passenger will not be permitted to board an aircraft unless the screening is properly completed.
TSA is in place by Homeland Security to screen all passengers.

Caller states he filed a complaint in June 2013 .He states an incident happened at BDL where asked for a patdown, the agent told him to stand over there, he said his stuff went through the belt, and the agent was being very rude to him he said she was extremely rude. He states he was patted down. He said a Supervisor came over he was very nice and explained the patdown. Caller told the supervisor I would like to file a complaint on this agent. He states the Supervisor allowed him to file complaint, he then got a call and their response was they were sorry. He states he was not happy with that response. He called tsa headquarters in dc, talked to woman, and asked for a copy of the incident report, and he was told he will have to file a foia request and he states he filed that. His congressional staffer told him the report is done, but he can never get him a report. Caller asked who can I talk to, to get a report of the incident?

I advised he needs to speak to the tsa csm at BDL, he states he has and cannot get any help. He asked who do they answer to?

3/7/2014 1:25:52 PM

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

Caller stated he is trying to reach TSA Security at Denver.
He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog
He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive.
They have a screening letter from TSA that states Military Service Dogs do not have to be screened.

RESPONSE:

3/7/2014 2:42:47 PM

Told him how to obtain a phone number for the CSM via the IVR.

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

Advised he certainly can contact the CSM about it.

I had a wedding ring that I believe was slipped off my hand during a pat down at the airport. I requested to review the camera footage to see and it was delayed so I took my flight. This was at the security checkpoint closest to the Frontier counter. When I returned about 20 minutes later the screener was the only person who was not present at the checkpoint this was about 12:00 to 12:30. I would like to get a copy of all of the footage between 12:00 and 12:45 today. The passenger was (b)(6) (b)(6) My ring was not removed during the screening and it fit loose. I believe it may have been slipped off during the patdown. Please also forward this to the TSA "lost and found"

3/8/2014 9:45:41 AM

Sent from mobile

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, March 08, 2014 10:12 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP: (b)(6)
Date Time: 3 8 2014 10:11:50 AM
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1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No
First and Middle Name:

3/8/2014 11:16:28 AM (b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Vancouver
State:
WA
Zip:
98683
The caller spoke to (b)(6), TSO at PHX about a complaint he had during his screening this morning. The caller was accused of yelling at the TSO during the conversation. When the caller asked for the name of her supervisor she would not give the name. The callers complaint is that he has artificial hips and is used to having to go through a patdown and also ETD testing on his hands. However, the caller claims that 3 different TSA agents told the caller to do three different things at the same time. The caller was told by one to take his shoes off, another told him to leave his shoes on and the third told him to leave his shoes on but take his belt off. The caller says that he just does not understand why there is not better communication and more consistency in the screening and information. He is also upset that he could not speak to a supervisor and their name was withheld. He wants to be able to speak to someone directly.

I advised the caller of the CSM name and phone number at PHX
Name: Wendy Cline
Phone: 480-375-(b)(6)

3/8/2014 11:23:52 AM
DATE OF TRAVEL 03-08-14
AIRPORT PHX
AIRLINE SWA
CHECKED BAGGAGE TIME 0840
TERMINAL OR GATE Concourse C

I advised the caller that we inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Feedback Type : Complaint
Categories : TSA Pre?™
3/9/2014 11:19:28 AM
Current Date/Time : 3/9/2014 10:22:06 AM Airport : LIT - Little Rock National Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : 15 mins. Pat down luggage search all over hand lotion Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/9/2014 11:19:36 AM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/9/2014 9:28:51 AM
Airport : MCO - Orlando International
Date/Time of Travel : 03/08/2014 12:15 PM Airline & Flight Number : Southwest flt # 2030 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : As I was going through security at The Orlando Airport in 3/8/2014 I was pulled aside after passing through the body scanner. The officer wanted to test my hands. The real reason being that here was a tall white guy so let's screw with him. I was forced to walk to another area where my hands are wiped and the swab ran through a detector. I was told my hands tested positive but was not told positive for what. They called for a supervisor which took 15 minutes because the supervisor's break could not be interrupted. I was told I have a substance on my hands and the TSA officer that patted me down also tested positive after he patted me down. This is a bold faced lie because the officer never left my side and was not tested. Two more officers were called and I was taken into a room for a "complete pat down." I informed the officer I had a medical port installed in my upper right chest and it is very painful when hit or pressed on. Of course this is the first place the officer started to pat down causing as much discomfort as he can. I am told they will test the gloves the officer is wearing, which is another lie. They were back in less than 30 seconds to tell me everything is fine.
I realize that under the Obama Administration there is an active policy of harassing Americans, especially Caucasian Americans but this is unacceptable. Your TSA officers acted offended when I didn't thank them or congratulate them. I only told them that it is this type of thing why people hate the TSA. The TSA was never intended to be the Gestapo and people are fed up with this type of thing. I am fully aware any response I may receive will be more lies but I would like to see you explain your 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

3/9/2014 1:16:19 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/9/2014 11:46:38 AM Airport : BOS - Logan International Date/Time of Travel : 03/07/2014 6:15 AM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : Last name was (b)(6) Comment : There have been many times I've gone through security where there has been someone with a medical condition or disability. This particular time, the person in front of me was a diabetic with an insulin pump. Due to his pump he requested a pat down because he wasn't sure how a body scanner could/would affect his pump. TSA Agent (b)(proceeded to try and pressure this person, a 14 or 15 year old male, to just go through the scanner. He told him that "people do it all the time when they have insulin." Reluctantly, the agent finally requested a pat down, but no one ever came even thought there were several TSA agents not doing anything near by. He then continued telling this kid that he sees a lot of people go through scanners when they have insulin pumps... He pressured the kid so much that he proceeded with the scanner since after 10 minutes, there still wasn't anyone available to come do a pat down.

I just want it to be known that 1. We've all seen the bad press the TSA gets for how they treat people with medical conditions/disabilities. The TSA always apologizes and blames lack of training but I fly multiple times a year and have seen this behavior MANY times. Almost every time I fly, actually and it disgusts me. Just because a pat down is less convenient doesn't mean that someone with an insulin pump or even someone in a wheelchair should be pressured into using the body scanners. That is wrong, ridiculous and incredibly insensitive.

2. If it really is THAT inconvenient for a pat down, that would seriously not take that long then maybe you should have a line for people with health conditions or disabilities in each terminal to save these TSA agents the apparent hassle of a pat down when they have and always require body scanners in Boston.

3. It would be wonderful if TSA staff could receive more sensitivity training when it comes to disabilities and health conditions because these people should NOT feel ostracized just because they have a disability or health condition. That isn't their fault.

I do appreciate the concern for safety because as a regular traveler, I want to be safe and I want fellow travelers to also be safe. But, I don't want to see people with health conditions or disabilities harassed, made to feel like less of people, or as an annoyance for needing special accommodation.
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

3/9/2014 1:16:28 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/9/2014 11:15:55 AM Airport : EWR - Newark International Date/Time of Travel : 03/09/2014 12:30 PM Airline & Flight Number : UA 3818 Checkpoint/Area of Airport : Primary checkpoint Charlotte (CLT) TSA Employee: (If Known) : Female 50+ tall auburn hair Comment : Once passing the scanner I was groped by the agent. She touched my breasts and my crotch. I was in shock and concerned that if I objected, I would be detained. I went through security just after 10am.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/9/2014 1:16:28 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/9/2014 11:15:55 AM Airport : EWR - Newark International Date/Time of Travel : 03/09/2014 12:30 PM Airline & Flight Number : UA 3818 Checkpoint/Area of Airport : Primary checkpoint Charlotte (CLT) TSA Employee: (If Known) : Female 50+ tall auburn hair Comment : Once passing the scanner I was groped by the agent. She touched my breasts and my crotch. I was in shock and concerned that if I objected, I would be detained. I went through security just after 10am.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is trying to help a friend. He was traveling on business through LGA to ORD. He left his work laptop that he needs back as soon as possible. He left it at the checkpoint.
They have been calling the lost and found for three days and left messages and have not received a call back from them. When she called the hours given were 7 to 6:30 even on weekends.
He can provide more information to prove it is his laptop.

Passenger: (b)(6)

3/9/2014 1:27:02 PM

Flight Info
Airport: LGA
Airline: Delta
Flight: 5957
Date: 3-7-14
Time: 3:20 to 3:30 PM
Location: Terminal A checkpoint
Description: Passenger was wearing khaki pants with side pockets and a hoodie that was taken off. He was wearing a long sleeved reddish shirt. He went through a patdown because he opted out. His backpack was a mushy red color that went through three checks because of battery.

Advised caller:

LaGuardia Airport
718-662-5042

I will forward this information to the CSM for review.
To Whom It May Concern:

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

Ft Wayne:

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

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

3/9/2014 5:10:08 PM

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

LAX:

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

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

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

(b)(6)

Disability Description: The caller has metal knee replacements.

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

Response Details: Advised Caller:

3/9/2014 7:30:02 PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

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

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

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 94612

3/10/2014 8:28:56 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? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Bob Hope Airport
Caller and wife have global entry. Caller flies from Denver and Anchorage a lot. Caller said he had a knee replacement and caller has metal in his body. Caller wants to complain about the AIT machines being changed out and old screening equipment being put back in their place. Caller said this happened with the Precheck lanes. Caller said this causes him to have to end up doing a patdown. Caller wanted to know who he can speak to in regards to getting the machines back at the Precheck lane. Caller said in order to use this machine, he would have to go through the regular lane.

3/10/2014 11:27:06 AM
passengers who have metal implants.If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.
I told the caller how to reach the CSM at DEN.

I told the caller he can asked to speak to a Supervisor or PSS before he starts his screening.
I explained to the caller that the Precheck only allows for not removing the shoes, jacket, belt, laptop, or 3-1-1 bag.
I advised the caller that he could contact TSA Cares before his flight, but this would not allow him the expedited screening.

On 3/8/2014, my Grandfather (90), Grandmother (92), Aunt (In a wheelchair with a broken foot) were traveling with United Airlines. They had with them my mother, sister, cousin and uncle (all able-bodied) with them. They arrived at Honolulu airport and went through TSA approximately between 10-11am Hawaiian Time.

My aunt, in a wheelchair, was told that my cousin could not go through Pre-Check with her. When my cousin asked the agent if the agent was going to push her through and stay with her, only then did the agent allow my cousin to escort her. However they also still made my aunt stand up and walk through on her own. I was not present so I'm not sure if they asked her to do this or she offered; I have heard different stories - so while I'm upset she walked on her broken foot, I don't know if TSA actually MADE her or if it was just suggested in a way she thought it was the only option. What bothers me more is the lack of understanding that she can't navigate TSA alone and they gave my cousin such a hard time about it.

My grandparents were completely separated from my mother/sister who were supposed to escort them. Because my mother/sister did not have PreCheck they were sent back to the regular line. I believe my grandfather did set the detector off so the TSA agent said he had to take off his shoes - but he would not get my grandfather a chair. He made my 91 year old grandfather get down on his knees to remove his shoes (of which he's still bruised). It was only when a supervisor came over that they got him a chair. To make a 91 year old man get on his knees is completely inappropriate - he should have been escorted to a chair and wanded and/or patted down appropriately. They also should have let an able-bodied escort stay with them to assist.

3/10/2014 2:33:19 PM

Lastly, when I personally came through TSA several hours later with my other sister - the line was completely inefficient. It took close to 1 hour for 30 people to clear TSA.

Someone seriously needs to retrain, reevaluate and manage the Honolulu staff. It makes me sick to think my tax-dollars are paying for such ineptitude and rudeness. Someone has got to be able to make people understand we don't need brainless zombies following paper process - the ability to think and use other options available (such as pat-downs or wands where the travelers can sit) provides the same level of protection the agency is supposed to be providing.

Thanks for ruining the end of a great vacation.

(b)(6)

Ontario CA 91764

(b)(6)

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

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

3/10/2014 2:35:39 PM

City:

Brooklyn

State:

NY

Zip:

11215

Email:

(b)(6)

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

No

If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

Yes

Your First Name:

(b)(6)

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

Advised:

3/10/2014 4:42:28 PM

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

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered.
Ok, so I was handed a quick pass check in. which fromm what the woman told me I did not have to take my belt off, she saw what it was too a large brass buckle. i could keep my boots on, i could keep all my jewelry on , and the dog could keep her color on with metal parts.
so i get up to the X-ray, and i have my dog which i do NOT like to put her through the X-ray and in the past I normally ask for pat down. which I did! they put me through the old fashioned X-ray machine, with my dog. they made me take off the belt, walk thru again, that did not work, then the boots, next the dog collar and vest! so now I have walked through there 4 times and with the dog 4 times, and i kept asking for a pat down!! finally!! i get the pat down. I do say i find it interesting that I was asked NOT to take the dog collar off in the first place, for security purposes!
Very diconsorting, and way too many times through the machine, and plain just idiots!

3/10/2014 8:16:20 PM

What will you do to finally get the tea agents to undergo proper training and people handling
--

(b)(6)

Hello -

I would like to file a complaint regarding my treatment at the Lewiston, Idaho airport.
The particulars of my trip are as follows:
Alaska Airlines flight 2217 from Lewiston to Boise, ID March 10, 2014 Event occurred at approximately 1530 TSA employees (b)(6) and (b)(6)

I was subjected to an EXCESSIVE search of my baggage and belongings during a routine check in through security by the two aforementioned employees.

I informed the employee operating the walk thru scan that I would set off the alarm. The employee offered to complete a full pat down, which I accepted.

During the pat down process, the employee at the baggage scanner proceeded to remove all of my toiletry items from the sealed, transparent container and bag in which they were placed even though these items had already been through the baggage scanner. Each item was clearly less than two ounces in two ounce containers and easily visible and identifiable. The employee then sent these items through the baggage scanner a second time. The employee then removed each item and reorganized each item into a separate bag, separating items into different bags for no apparent reason as each item had previously fit into the bags in which I had placed them. The employee then sent these items and my luggage through the baggage scanner for a third time.

3/10/2014 9:20:50 PM At this point the employee then remarked that I would "need to make a decision" about the items that I would keep and those they would confiscate. The employee did not explain why my items would be confiscated except to say that two of my items did not fit into the separate bag that she had placed my items into. I then requested that the employee place the extra two items into the other transparent bag that clearly had extra room to hold other items. I pointed out to the employees that one of the bottles that needed to be "confiscated" was virtually empty with a small and clearly visible amount of lotion remaining. The employee then stated that she would "let [me] have that item" but that the other item - an airplane-sized container of shaving cream - would have to be "confiscated." At this point I instructed the employee to throw the shaving cream away so that I could proceed to my gate. I informed both employees that I considered their treatment to be harassment and that I would need their names and a means of contacting their employer. I collected my belongings which by now had been separated into five different containers. I opened my luggage to find the contents in complete disarray though I had not been told that my luggage would be searched and I was not present while my luggage was searched. My luggage contained several items of clothing, DVDs, and a book. I replaced my items in my luggage and proceeded to my gate.

In addition to this complaint, I would like to state that I have traveled with the same items in my luggage through the Boise airport, the Portland, OR airport, and the Spokane, WA airport without a single mishap, search, or question about any of the toiletries in my possession, none of which have changed during any of my travels as I use the same 2 ounce bottles and airplane-sized items on each flight.

I was appalled at the treatment I received and I cannot fathom the reason for such treatment. I ask that you train these employees appropriately, including training on sensitivity, critical thinking, and problem-solving. This was an absurd situation that clearly warrants training and disciplinary action for these utterly incompetent and offensive employees.

Please respond to this complaint with an action plan for addressing these complaints and the poor treatment that I received by your employees.

With sincerity,
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date Time : 3 10 2014 9:31:50 PM Airport : DRO - Durango-La Plata County Date Time of Travel : 03 10 2014 Airline Flight Number : AA 2516 Checkpoint Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : I travel over 120 flights a year and have had a hip replacement. I have been through the "pat down" over 200 times.
On March 10 I flew out of Durango, CO. Due to budget cuts the x ray scanners were taken out. So I went through the pat down. At the end of the process when the agent was testing his hands the alarm went off. The TSA officers immediately took me into a room and proceeded to take 5 days worth of clothes out of my bag and string them out all over the table. They re-performed the pat down... this time more invasive. The process took around 30 mins. My wife was traveling with me and she was
3/10/2014 scared because she didn't know where I was and why I was detained. At the end of all this they found- NOTHING. There explanation was that it could have been excessive lotion or hairspray. Come on man...lotion or hairspray!!!!!
10:17:32 I am business owner and the economy is very fragile at this time. It is companies like mine that keep the economy flowing and the last thing we need is hassles from unprofessional and incompetent agents. Your process is broken and it is wrong to
PM treat hard working US citizens in this manner.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

3/10/2014 10:17:41 PM

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

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

Which U.S. airport were you traveling through?
Chicago O\ Hare International Airport

Feedback Type : Complaint
Categories : Other; Permitted Items
Current Date/Time : 3/11/2014 3:40:03 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/11/2014 8:24:57 AM

Comment : I called and asked if there would be any problems if I brought Capri sun pouches through security for my 2 year old son and I was told as long a I declared it for the child it would be ok no problems. When I went through security they told me that I would have to get a pat down because they could not test it. What does a pat down have to do with a child's drink. I was the only person patted down in my group that traveled with. I told them it was declared for the child.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hello...

I have a problem every time that I travel. The scanning machine always shows that there is supposedly something around my knees, and sometimes on my buttocks in the back. I don't know if it's because I'm a large woman, but this happens every single time, and I'm told that I'll need a pat down. Well, after nothing short of a previous groping of my breast by a TSA agent in Detroit, I now demand to go into a private room for this "pat down," which is more like a grope in my opinion.

So I'm standing off to the side of the other people coming through the scanner waiting for a second TSA female to come along to join us for this groping in the private room. I stood there no less than 15 minutes with three women babbling about finding another woman to go into the private room instead of just DOING IT. I finally spoke up and said "Could we hurry this up? I have a plane to catch you know, and none of you seem to know what to do."

3/11/2014 12:18:25 PM

FINALLY another female comes along, and they take me to the far side of where we were, where I had to walk across a dirty floor in brand new socks, and worse yet, feet that have neuropathy, so walking without shoes is uncomfortable. I was told I could not wear my shoes until I was patted down. That is ridiculous! My shoes went through the scanner with no issues, so why wasn't I allowed to put them back on??

In the meantime, my husband is trying to take care of several bins (we both have C-Pap machines), and another TSA person is giving him a hard time for not getting our stuff out of the way fast enough. Now, WAS THAT ATTITUDE NECESSARY?? Not everyone who goes through these security issues is a bad person or a terrorist! I understand the need for screening, HOWEVER, do the TSA agents need to be so pissy to everyone??? I find this a consistent problem that should be addressed. A little tin badge does not make these people gestapos!

So I FINALLY get my instructions for the pat down, and I'm wondering why I need my groin, waistband, and breasts groped when the only issue was my knee area and my buttocks???? Then the agent has to swab her gloves, my hands, and then I have to wait even longer while she tests those for whatever. During that time the other female agent is trying to make small talk with me. Needless to say, I was not in the mood to chat with her after being so inconvenienced by TSA agents ONCE again.

Your procedures are making flying a dirty word with us and a necessary evil to get where we want to go. The next time we go to Florida, we're going to drive and avoid all this crap you people dish out at good, honest, hard-working people like myself.

It was the airport in Orlando when we were returning from Florida on Saturday, March 8. I understand that pat downs are needed, and I said that in my original email. But the bumbling while they try and find another female for this procedure is ludicrous. You also didn't address why parts of my body were "patted down," when they did not show up as suspicious (for lack of a better word) on the scan.

However, it sounds pretty much like you don't care at all about the situation and how it affects real passengers. With all your carefully worded rhetoric, you didn't even address the attitudes of your TSA agents. You needn't waste any more of your time or "courtesy." I'll just drive from now on.

I am disappointed and frustrated that high ups like yourself care so little about people like myself. We are the people who keep you in a job.

3/11/2014 4:06:59 PM (b)(6)

(b)(6)

Michigan State University

East Lansing, MI 48824-1031

Phone: (b)(6)

3/11/2014 8:14:17 PM

Feedback Type : Complaint
Categories : Missing or Damaged Items
Current Date/Time : 3/11/2014 6:38:08 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/10/2014 1:30 PM Airline & Flight Number : United 560 Checkpoint/Area of Airport : Closest to United Check-in Counter TSA Employee: (If Known) : Unknown Comment : I believe that $300 was stolen from my wallet by TSA. The wallet was taken by TSA when it alarmed the scanner machine (the one you stand in) and carried back to be taken through the carryon x-ray machine (in the past I have just had to hold the wallet over my head). I believe that the money was probably stolen at this time - though it could have been later when I was taken to a small room for additional pat downs (unknown why - I travel frequently and this has never happened before). I did not realize the money was missing until I arrived in San Francisco a few hours later. There were two different TSA personnel involved - one of whom acted nervous and distracted the whole time. I can provide a lot more additional details. I called Dulles Complaints at the number give to me (first 703-662-2222) - this was an operator who transferred me to a voice mail (703-662-2273) which I called back a couple of times and never reached a person. I left a message on the voice mail but it was not returned. I need to know what to do to submit a formal report.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

(b)(6)

Shelbyville, KY 40065

HYPERLINK (b)(6)

(b)(6)

March 9, 2014

3/11/2014 10:15:22 PM

Transportation Security Administration

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

Multicultural Branch

701 S. 12th Street

Arlington, VA 20598

Email: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov

To Whom It May Concern:

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, March 11, 2014 10:35 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3 11 2014 10:34:53 PM

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

3/12/2014 10:04:54 AM

(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
beltsville
State:
md
Zip:
20705

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 3/12/2014 9:52:05 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/12/2014 9:30 AM Airline & Flight Number : jet blue 249 Checkpoint/Area of Airport : tsa pre screen TSA Employee: (If Known) :

3/12/2014 12:12:52 PM

Comment : i have a hip replacement and know i am going to be searched but in dc it was a hand search which doesn t bother me but it took forever for someone to come over then it takes a long time to be patted down o can t believe that in the nations capital a pat down is better than a wand or xray machine.
a person that has to go thru this should not go thru predhk Would you like a response? : False Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller is puzzled by her experience. On March 3 she flew from Hayden, CO to ATL on Delta 880. She booked her ticket online and was surprised by her trip out to get PreCheck. She was given PreCheck again from hayden and was given a card. She went through the metal detector with no alarms and was then told that she had to step aside and have a total patdown. She is 65 and was embarrassed by it. There was not alarm that went off and she has no metal. She has never been patted down before and it was very thorough. She was puzzled because she was sure there was no alarm. She just wants an explanation. She was insulted and embarrassed because it was a small airport. They did not go through her bag or anything it was just her being patted down. She wants to know how that all happened. She did not have to take off her shoes and they wanted to see the bottom.

Flight information:
Airport: Hayden, CO
Airline: Delta
Flight: 880
3/12/2014 Date: 3-3-2014
2:21:07 Time: 12:45 PM Departure Around 12:00 PM went through checkpoint.
PM Location: Only one checkpoint- there were two people checking identification and three conveyor belts.

Advised caller:

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD).

Although TSA's new initiative leverages the current TSA Pre\u2713™ process, passengers should not expect to be directed to the TSA Pre\u2713™ lane each time they fly.

I will forward this information to the CSM for review.
Caller is calling to report a recent less than satisfactory experience with TSA screening. Caller originally flew ATL-LGA ten days ago and was randomly selected for TSA PreCheck and underwent screening via the metal detector and this was a smooth experience. Caller has a urostomy and this was a great experience for the passenger. Today, he did not receive TSA PreCheck and flew LGA-ATL aboard Delta Airlines #1650 which departed at 3:00PM. He went through AIT screening at approximately 1:30PM and informed the TSO of his urostomy. The urostomy caused an anomaly and he was taken to Gate D11 for the secondary screening. Caller was asked if he would like to receive this pat-down in a private location and the passenger informed him he would. Caller then states the patdown was done in the view of the general public and caused him a great deal of embarrassment. Caller is unsure if the request for a private pat-down was blatantly ignored or the TSO did not hear him. Caller did not collect the name of the TSO who conducted his screening but was able to provide a brief description. Caller stated the TSO was a tall, thin, Caucasian male with dark hair. Caller did not recall if the gentleman had facial hair. Caller wants to voice his complaint and also wants to know if applying for PreCheck may exempt him from additional screening on future flights. Caller said that he did not feel that this was disability related, just that the TSO did not want to take him to the private screening area and instead performed the screening in view of general public.

Resolution:

Apologized to caller for his less than satisfactory screening experience. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors
3/12/2014 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
9:58:39 need modification or specific employees or screener teams are the subjects of repeated complaints. Advised caller applying for PreCheck will not exempt him from additional screening. You may encounter instances when you are selected to proceed
PM via the metal detector and you will encounter a similar smooth experience as you previously have at ATL. There are also times when PreCheck lanes would screen you with AIT. This will result in additional screening. Advised caller any passenger may request screening via a pat-down or AIT, but you are not permitted to choose a metal detector in lieu of these other screening methods. That decision will be made by the TSO s on duty. Advised caller I will also send him additional information in regards to applying for PreCheck at his request.

3/12/2014 10:04:17 PM	My name is (b)(6) I went through the TSA on Wednesday, March 12th, 2014 at 6:30pm. The following below is a recount of what happened. I have filed my complaint with the tsa online. I think what happened should cause a change and should be taken seriously. I was waiting in a fairly long line patiently. I prepared all my belongings in in accordance to appropriate procedure. I had all my liquids in a zip lock bag, my shoes were off, my jacket and laptop was in a bin etc. I walked into the line for the full-body scanner. I asked my mother if the machine was optional(wondering out of curiosity whether you could choose which scanner to go through). Then a woman leaning on the rail abruptly and in a forceful tone said " if you want to wait in a 5 minute line and hold up the lines. sure you can." I did not respond but entered the scanner. I had my hat on because when I was removing it a tsa male worker said "you can leave it on cutie." So I entered the scanner and it immediately showed on the screen I had about 6 squares. The woman motioned for me to come to her. She took my hat and felt it. The following things said and done were in a very rude and condescending tone. She then told me I could have avoided the whole thing by taking my hat off. Then she pat me down shouting out various commands like "move", "hands up" and "turn". She then complained that I had a lot of things in my pocket. She barked at me to "empty all my pockets now" and rolled her eyes. In a previous airport I was asked to take my id and boarding pass with me to show the tsa worker. In Denver, no tsa worker or sign indicated that I should not bring in my boarding pass. The woman finished patting me rather forcefully then commanded at me "go". Once I left the fenced in region she turned to everyone in all the lines of awaiting people and screamed " I just had to pat down a girl because she had one thing in her pocket. Do not waste time. Remove all things from your pocket!". I do not disagree with any of the tsa regulations and rules. I believe they are important in protecting all airline passengers. I however, do not agree with the unwarranted rudeness of the workers. I did everything they asked of me and was patient and quiet. THERE IS NO REASON TO BE EXTREMELY RUDE TO PEOPLE. I respected them and they did not respect me. I am merely 17 years old and I understand that adults naturally see me as underdeveloped. None of those workers knew me. I have donated more than 300 hours of community service. I work my hardest in school and am never rude to strangers. The tsa worker (a blond and overweight woman) had no reason to publicly treat me like I was dirt. My whole family was witness to the verbal abuse and I personally think what happened was deplorable. While you may read this and think I'm overreacting and a just a teenager, all people should be respected. If any one of those workers had shown me kindness I would not be making this complaint. I understand that they may work long hours at a job that isn't exactly rewarding. I also have a job serving people who aren't always the kindest. I however, am kind to them and treat them with respect and politeness. I understand that I am representing the company I work for and myself. I think your workers should hold the same value.
3/13/2014 10:18:32 AM	Feedback Type : Complaint Categories : TSA Pre?™ Current Date/Time : 3/13/2014 9:09:35 AM Airport : MCO - Orlando International Date/Time of Travel : 03/12/2014 4:00 PM Airline & Flight Number : Southwest 3070 Checkpoint/Area of Airport : TSA pre check TSA Employee: (If Known) : Comment : The TSA pre check line was closed (per employee) and I had to wait on a long line along with all other people. After going round and round and round (Orlando airport is very busy) I got to the x ray machine and the woman wouldnt let me go thru saying it was only for people who werent pre checked. I had to wait (she held up the line) and she had to ask someone if I could go thru (which makes no sense to me) but anyway, I did go thru and then she said I had metal on and had to have a pat down. (I wore leggings and a sweat shirt and a sports bra- no metal - no pockets etc.) Whatever- I dont mind that. I do mind that TSA pre check lines were closed in a busy airport like Orlando which was my primary reason for paying for this pre check and getting the documents and going for the interview. I did notice that wheelchairs went on a special line- I would suggest that TSA pre check people could go on that line too. It was very disappointing. 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
3/13/2014 10:54:46 AM	Caller stated that she has been inappropriately flagged and she wants to know why she is being pulled for additional screening all the time. Caller stated that she has no chemical on her hands and they always do the chemical screening test. She wants to know what she is being selected all the time and why she is flagged. Caller stated that today she was at Terminal B in Denver and her flight # 5202 with United. In September she had a bad screening experience and had a patdown, she wants to know why she is being identified, she stated that she is a Doctor and wants a answer to why she is always screened inappropriately. Caller said that this always happens at DEN and no other airports. Told caller that TSA has to screening everyone and they do randomly selected passengers to be screening and to have the chemical testing. Also told caller that if she has anything like lotion or anything else on her hands it could cause an alarm as well and they have to resolve that alarm. Told caller that TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Furthermore I would forward this information to the CSM at Denver to let them be aware of the situation.

From (b)(6)
Sent: Thursday, March 13, 2014 12:23 PM
To: TSAExternalCompliance
Subject: Complaint at San Diego Airport

Attached please find Civil Rights Civil Liberties Complaint in connection with (b)(6), person with autism, at San Diego Airport on March 7, 2014.

(b)(6)

3/13/2014 2:47:22 PM

2004 31st , Sammashish WA 98074

March 7, 2014 Alaska Airlines, San Diego International Airport
My daughter has autism. We participated in the Passenger Support Service leaving SeaTac Airport (Seattle) on March 2, 2014. This was a fantastic service. Our escort, (b)(6), got us through security in a kind and professional manner. My daughter, (b)(6) cannot tolerate being touched, especially by strangers, and cannot process information quickly enough for a typical security check. She also has poor balance and would not be able to walk through the x ray machine and hold her arms up without falling. The rules of this service were different at the San Diego airport. We did not connect with a PSS escort as we did not know at the time she needed a call 30 minutes prior to our arrival. We were connected with a TSA agent who matter of factly escorted around a long security line. We had been cleared for pre check, but the line was closed, so we had to take off shoes, jackets, belts etc. This was challenging in itself. Brandi was able to walk through the metal detector without incidence. Her wheel chair however tested positive for explosives. This meant a pat down, the one thing that is the most difficult to obtain with my daughter. The chair was deemed clear, but she still had to have a pat down.

Good Afternoon:

Recent travel through the Reagan National Airport (3/8/14) resulted in some follow-up matters that I am seeking information on. First off I would like to THANK the TSA (as am aware that is probably a rare comment) for all that is done upfront and behind the scenes to make travel much safer for Americans and all travelers.

Seeking to understand the new Pre-check process I received varied treatment on referenced trip between outbound and inbound flights and therefore want to understand the rules, rights, etc. I recently enrolled online for the new pre-check certification and have now completed the fingerprinting process for this # as appreciate the opportunity to expedite for all (myself and the TSA) on airline flight security procedures.

3/13/2014 4:15:25 PM

On recent flight out of O'Hare airport was directed to the priority access line (as was stamped on my ticket) and moved through security without enduring the full-body higher X-ray screening, removing my shoes/light sweater or a pat-down after the regular x-ray screening and was on my way to the gate.

On my return flight leaving from Wash DC was directed to similar priority access line as also stamped on ticket but was instructed to first do the fingerprint residue test, remove shoes, coat, go through full body x-ray, pat-down afterwards. This was after 3 attempts to carry by bag to the luggage section of TSA as airport is set-up for passenger to manually transfer and waiting in line and kiosk for tickets and having to return to ticketing desk to first get a stamp on bag (not sure what for as no one answered my pleasant curiosity inquiry) then to return to desk to get a heavy bag luggage tag applied, and lastly for the final successful attempt to personally carry/provide this same bag for check-in after wait from prior military customer that had delay for firearms in his checked-bag). The aforementioned security procedures were conducted after the first TSA ID verification agent yelled at me like prior customers to "LOOK AT HER" as I like always was trying to do so she could verify my identity.

When I returned home my bag was the last piece of luggage out of the claim area and could see that the lock and zipper were broken and when I got home and opened my bag saw the Notice of baggage inspection and info regarding the message of non-liability regarding this damage.

Again, I GREATLY APPRECIATE what the TSA needs to do in the name of safety and understand at any time "full security" procedures may all be taken, but when I tried to ask about the aforementioned requirements of why I needed to go through all Callers strained her back and she called in and let us know that she was going to have to check her carry on bag and she needed wheelchair assistance. Caller stated that she got horrible service at the checkpoint they gave her a patdown and they did ETD. Caller stated that her bag was rummaged through and her TSA approved combination lock was missing but it wasn't on the suitcase she fastened it on her name tag. Caller stated that she when she got to Salt Lake City she seen her bags belt was not on like it was and her lock was missing and she stated that she took pictures of everything. Caller flew from Dayton on Delta airlines flight 994. There was NO NOI in the bag.

3/13/2014 6:55:59 PM

Advised caller:
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. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response. If it was TSA then they would provide reimbursement.

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

Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, March 13, 2014 5:11 PM
To: (b)(6)
Subject: In Response to your inquiry

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

3/13/2014 8:00:01 PM

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

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

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

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date/Time : 3/13/2014 6:15:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/01/2014 8:30 AM Airline & Flight Number : Delta. Flight 5710 Checkpoint/Area of Airport : Scanner area TSA Employee: (If Known) :
Comment : My and my friend both requested for a pat down to the TSA Agent , a part Asian man ,he looked at the the other TSA Agent , black woman, and that TSA agent went ahead and Let both of us walk through the metal detector, which was for
Pre screened passengers only! We both have never been Pre-screened
And they let us through without any sort of pat down. I couldn't believe It They were lazy and didn't want to deal with doing the right thing.
3/13/2014 8:00:20 PM Thank god we are both not bad eggs!! I should of got both Their names but I did not and now I'm mad at myself.
I travel all the time at the LAX and after the pat down I had at the tiny Bozeman Montana airport on the way Back makes the LAX Pat downs the worse ever!!!
You guys need to straightner those bad eggs out and fire them!
That's a disgrace!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

3/14/2014 12:16:04 PM

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

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

Which U.S. airport were you traveling through?
Hartsfield-Jackson Atlanta International Airport

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/14/2014 4:18:38 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/14/2014 12:20 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I opted out of the scanners, and had to wait an inordinate amount of time for a "Male Assist" tech to come and provide the pat down.
When he did arrive, he pulled gloves out of his pocket (which I thought was strange), put them on and proceeded to give me a pat down.
When he finished and scanned the residue, it came back flagged for chemicals.
3/14/2014 6:06:12 PM I have not used any chemicals, and asked if it could possibly be due to residue in his pocket.
He said that was impossible and began to search and scrub every item in my bag and carry-on.
He was very deliberate in checking each item.
I asked if there was any chance he could move more quickly, and he became even more deliberate. Through all his diligence, he was unable to get another positive reading.
Even though I was in the TSA security screening over an hour before my domestic flight, I did not make my flight.
I have spent the majority of the day waiting unsuccessfully for standby flights and am very frustrated with the screening process.
I understand the need for security, but there has to be a better way.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/14/2014 5:56:14 PM Airport : BOS - Logan International Date/Time of Travel : 03/14/2014 11:15 AM Airline & Flight Number : AA 1551 Checkpoint/Area of Airport : AA B30/ TSA Pre Lane TSA Employee: (If Known) : Too many incompetent managers and supersvisors to recognize any one by name Comment : I want to thank the TSA for proving that dysfunction can go unrecognized in a Federal Agency. If I were the Administrator/Chief Executive of the TSA. I'd be in hiding if my Front Line employees were as incompetent as the ones that I encountered at Boston Logan Airport today.

The first thing I noticed was the number of three strip TSA Generals who appear to be baby sitting one another, but who bring absolutely no leadership to the TSA Operation at the Entry Point for B Gates/American Airlines at Boston Logan Airport. My suspicion is that you can reduce the number of supervisors and managers that you have at the B30 Entry Point, and no aspect of the day-to-day operations will change. The TSA operation at this Entry Point is a disgrace, and I am copying Senator Elizabeth Warren on this communication; perhaps she can take the asylum back from the inmates.

First, what is the TSA doing allowing catering employees to ferry commissary provisions through the TSA Pre line? How much or how little priority does the TSA place on the customer experience of the traveling public? Second, the screeners at the TSA Pre line were inadequately/poorly supervised, not monitored, and did not move swiftly when they encountered mechanical problems. Why was not one of the five, three stripe TSA generals standing at the podium not quickly deployed to this situation? The supervisors and managers appeared to be indifferent and numb to their operational failure. And if the employees see their supervisors and managers responding to unusual incidents with dismissal, the employees will follow suit, and do the same thing. Do any of the bozo's representing the TSA Leadership at Boston Logan Airport have a management degree?

3/14/2014 8:11:52 PM

Pandemonium ensued. Watch the video surveillance of this screening area at approximately 11:20 AM. People were shifted from one line to another, most employees were completely ineffective, there was not one 3 stripe TSA general anywhere near this situation to provide leadership. Then, because of a knee replacement/artificial joint, I required a pat down. Multiple times - - I say again - - multiple times - - the TSA Agent who tended to me called for assistance - - multiple times - - with no response, and a look of indifference from the collection of motley three strip TSA generals standing around one another at the podium.

This experience was a disgrace. The TSA supervisors and managers responsible for this operation should be fired, and I'd suspect the problem with the TSA's management hierarchy at Boston Logan Airport lays several layers above these buffoons.

I expect that the TSA will launch a formal investigation into this complaint. As said above, I am copying Senator Elizabeth Warren on this, with the expectation that Senator Warren will get to the bottom of the TSA charade at Boston Logan Airport.

If this is the best that the TSA can do, 13 years post 9-11, at of all airports, Boston Logan International Airport, the TSA should be disbanded, and its Administrator should be held accountable for their dysfunction.

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

From (b)(6)
Sent: Friday, March 14, 2014 5:13 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP (b)(6)
Date Time: 3/14/2014 5:12:37 PM

3/14/2014 8:11:56 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

TSA Pre-check experiences

Comments:

My wife and I recently completed our registration with Global Entry and TSA Pre-check. I am personally very interested in Pre-check since I have a significant amount of medical metal in my body. The first time we used Pre-check was 2/26 at LGA and

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 3/15/2014 12:15:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/14/2014 6:00 PM Airline & Flight Number : VX 170 Checkpoint/Area of Airport : Gate 3?
TSA Employee: (If Known) :
Comment : While going through security, I opted to not go through the ATI. The pat down I received was much too invasive, and is clearly designed as a deterrent from choosing to opt-out.

3/15/2014 9:27:29 AM

Passengers who opt out should have the option to go through the standard, non-invasive metal detector. By treating passengers differently you are violating traveler's rights.

Futhermore, your frequently asked questions page has a typo. It says, "A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right." While it should say, "A. Even though you have the right to turn down the invasive scan, your only alternative is to be molested by one of our agents. We have signs with a small font telling you this".
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

Advised Caller:

3/15/2014 10:55:28 AM I apologize that this happened our officers are trained to properly screen people. Since you had a bad experience I will forward your complaint to the CSM at MIA for further investigation.

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

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

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

3/15/2014 11:14:29 AM Then I got patted down (the person who patted me down was nice and professional).

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

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

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

Caller is at DEN. Caller states he went through screening at DEN, and tested positive on his hands and had to do additional screening. He states he had to wait 20-30 minutes for a lead tsa agent to come and do a private patdown and that caused him to miss his flight. Caller refused to give an email and stated he would like to talk to the CSM, because he cannot afford another flight.

Airport: DEN

Airline: Spirit

Flight#: 939

3/15/2014 4:02:25 PM

Date: 03 15 2014

Time: 12:36 PM delayed until 1:20 PM

Gate: A 44

Advised caller I will send his complaint to the CSM at the DEN airport, meanwhile:

The CSM can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code (DEN) of your departing airport, you will be provided a phone number to reach the CSM at that airport.

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

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

Airport: OAK

3/15/2014 5:36:34 PM

Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

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Remote Client IP: (b)(6)
Date Time: 3/16/2014 7:21:00 AM

3/16/2014 9:28:01 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Hartsfield jackson airport atlanta
Comments:I keep receiving patdowns because the scanner senses the metal underwire in my bra and something in my hair. I wear nothing but underwear, tshirt, and jeans every time i go through the scanner and i have natural hair with no extensions or decorations. Please explain to me why my hair and chest need to be patted down every single time.

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

Response:
Specifically, you were concerned about screening for passengers who have internal medical devices like pacemakers or defibrillators.If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

3/16/2014 10:54:39 AM

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

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

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

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

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

3/16/2014 7:32:21 PM

Advised caller:
The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

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

However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.
It is with deep sadness, I send this email. I attempted to fly out March 9, 2014 from the Brownsville, Texas airport, but due to the TSA staff, I didn't make my flight. The situation began with me carrying two bottles of pediasure milk in my backpack. I was traveling with my 22 month old son, who is very active as any normal 22 month old is and had forgotten to taken the milk out of the backpack. As I was receiving my bins, Sup (b)(6) approached me and started to tell me that the milk I was carrying was not on the approved list and I needed to take them out of my bag. I stated they were approved and had contacted TSA's info number. He said he doubted that and that he would be opening the milk. I advised the milk expires after 2 hours and asked what were the next steps as I needed to get on my flight and get my son. He stated, ma'am I have 8 children and I know about traveling with them. (That comment was so inappropriate and belittling.) He said he was doing his job and for me to feel free to contact his supervisor and that he would hand me a comment card. (At this point I just wanted to move along, pick up my son and begin getting on the plane.) He then walked over to a female TSA employee. After a few minutes of talking, Sifuentes advised he would be opening the milk to test. He also added that I should buy the clear bottles of pediasure. I advised that pediasure milk does not come in clear bottles. (more and more passengers continued to board.) After more time going by, the female TSA employee tells me she will be patting me down. I say okay lets do this, I need to make that flight. Just as she starts, she says, she will be back because she needed to pat someone else down and left me standing in a pat down position. (This is upsetting, especially at a later time I find out this passenger belonged to another flight.) So after another five minutes or so, she begins her patdown and that is when I saw them close the door. I asked her if I was going to miss my flight she stated I wasn't and they had notified the airline people. She finished her patdown and checked my palms. (b)(6) handed me a comment card. I quickly got dressed and picked up my son. The whole process took at least 20 minutes.(This is a ridiculous time at the Brownsville airport, which is very small. I have flown out other larger airports with the same milk and it took 10 minutes!) The door opened five minutes later and I was advised that I could not get on the plane. It was too late. I asked if she was aware I was being detained by TSA and she said "no". I was so upset and couldn't even walk out because the gates were locked. It was horrible and continued because the other flights were canceled or rerouted and I was forced to leave Monday. This was an extra day cutting into my family time. Plus I had to pay parking fees and leave out of another airport. I accept and understand the policy. I don't accept the extra comments, the lack of understanding for my infant son, the leaving me waiting for a patdown and the attitude.

3/17/2014 8:58:45 AM

I want to be compensated for the parking costs, mileage and an apology. I have traveled with my son out of many airports and was never subjected to such behavior.

(b)(6)
Sent from my iPhone

Feedback Type : Civil Rights/Liberties
Categories : Race
Current Date/Time : 3/17/2014 11:36:53 AM Airport : MDW - Chicago Midway Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/17/2014 12:20:34 PM

Comment : A friend of mine was patted down as she went through the security checkpoint, and a TSA employee insisted on patting down her afro (african textured hairstyle). I have a lot of hair, sometimes done up in large styles, but though I have been patted down before, no one has ever gone through my hair. I am white, my friend is black. If it is a SOP to "pat down" non-white persons' large hairstyles, I request that you change this SOP to either patting down all hairstyles or none. The focus on patting down the hair of non-white folks is racist and unfairly discriminatory. If large hairstyles present a security threat, please treat them all equally, no matter the color of the person wearing them.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

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

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

3/17/2014 1:02:53 PM

Response:

- Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

-In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.

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

-We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

3/17/2014 2:05:14 PM

My wife (b)(6) , recently flew to Houston from Omaha and back. She has a Medtronic insulin pump and showed security the pump. She went through the body scanner and also had a pat down. Medtronic representatives said not to have the pump go through x-ray or full body scans that have x-ray, even though TSA officials said it was OK. My wife did not want to hold up the line in Omaha or Houston, so she went through the scanners. We don't want to have problems with her insulin pump and so far, she has had no trouble since her flights. What is the best way to handle this situation? I told her to request a pat down only, but she prefers not to do that since it would call even more attention to her and can hold up the line.
Sincerely,
(b)(6)

From: (b)(6)
Sent: Monday, March 17, 2014 11:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
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Remote Client IP: (b)(6)
Date Time: 3/17/2014 11:49:55 AM

3/17/2014 4:21:24 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Regarding treatment at Dallas/Fort Worth Airport by TSA employees

Comments:

On March 16, 2014, I was traveling from the Dallas/Fort Worth Airport, (United Airways) to my final destination of Rochester, NY. I was cleared for TSA precheck. I always carefully dress to expedite the screening process. No buckles, zippers, jewelry,

3/18/2014 10:12:42 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/18/2014 6:34:35 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/18/2014 7:00 AM Airline & Flight Number : Delta 2426 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) : Officer (b)(Comment : While going through security, I requested to opt out of the body scanner because I am 30 weeks pregnant. My doctors had advised me to opt out because I travel frequently. Throughout my pregnancy I have flown out of RDU and never been treated poorly when requesting the pat down. This morning, when I requested to opt out three female TSA officers rolled their eyes and shook their heads while debating among themselves who would perform the pat down, apparently irritated at having to do this duty during the early morning rush. I had arrived two hours early for my flight to allow the extra time needed for the pat down. The TSA Officers tried to convince me to just go through the scan because "it's the same thing they have in malls". When I reminded them it was my right to opt out, Officer (b)(reluctantly performed the pat down. All in all, the incident was completely disrespectful of my rights as a passenger and left me feeling completely undignified.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/18/2014 10:17:19 AM

Caller is wanting information for her mother who flew out of Newark and is now missing a laptop out of the carry on bag. She had to go through a small patdown and her luggage was moved to a different location for additional screening. When she was boarding at the gate, she realized this was missing.

CCR provided her with the POC to the Newark Liberty International Airport lost and found office at 908-787-0667 to see if anything was turned in. She would possibly need to find out what terminal or checkpoint she went through to better assist the office on locating this. If they have nothing, then her mother can file a claim for the missing computer

Caller is with a travel agency and she has a client that has a KTN number and gets precheck and she is going through breast cancer treatment and she will be wearing a hat. She doesn't want anyone looking at her bald head and was wondering if she has to remove her hat.

Advised:

Precheck doesn't exempt anyone from the screening process. It means she won't have to take her shoes, belt or jacket off and that she can leave her laptop in its carrying case.

3/18/2014 1:19:26 PM Thank you for contacting the Transportation Security Administration regarding the screening of passengers' head coverings.Travelers are permitted to wear head coverings 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 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, and restored. In addition, it is TSA policy that passengers are screened by a TSO of the same gender. Passengers who do not permit the search will not be allowed to board an aircraft.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 3/18/2014 11:23:09 AM Airport : DEN - Denver International Date/Time of Travel : 03/18/2014 9:15 AM Airline & Flight Number : Southwest 4472 Checkpoint/Area of Airport : DEN West (?) TSA Employee: (If Known) : n/a
Comment : 1) With long lines, 2nd Pre-Check lane was (south lane?) was closed. On opposite lane, ID checker announced there was another lane, unaware it was closed.
2) There were several TSA agents available so security check was smooth and efficient, however I was required to remove my mid-ankle soft leather work boots. No other airport has required the same. While only a minor inconvenience, it is the most
3/18/2014 2:11:33 PM dehumanizing (other than pat-down) part of the process if it can be avoided.
Otherwise the process was efficient and professional.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

3/18/2014 2:11:38 PM

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

Dear Sir Madame,

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

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

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

A. Facts

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

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2014 7:51:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/02/2014 7:15 AM Airline & Flight Number : Alaska 478 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

3/18/2014 8:10:14 PM

Comment : Prior to screening I let the agent know that I have 2 artificial knees and would prefer to be scanned. The agent instead had me make repeated passes through the medical detector and remove items prior to each pass until I had removed everything that the regular line requires. Then when I still set off the alarm as was expected, I had the full pat down and swab search. The Metal detector agent was rude and told me I didn't belong in the Pre Check line even though I am a NEXUS member and Pre Check member. The agent doing the Pat down was much more professional than the Metal detector agent.
On my return flight through LAX I had a complete opposite experience. Very friendly, efficient and professional screening. The main difference is that LAX had a Scanner at the Pre Check Lane.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

To Whom It May Concern:

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

Kind regards,

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

Attachment 1

(b)(6)

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

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

Complainant: (b)(6)
Address: 17 M actavish Court, New Castle, Delaware 19720
Date of incident: February 6, 2014
Supervision on duty: Last name (b)(6)
Airline: United
Departure time: 5:25a
Time of incident: between 4:40a-4:55a

3/19/2014 8:32:43 AM

Before placing my bags on the belt I alerted the screener (male) at the walk through detector that I was opting out for medical reasons . He called loudly female assist a black girl came. I told her the same thing I told him. She told me in a rude manner well you have to remove your shoes or you can t come in. I said I have a note from my Dr stating why I couldn t she didn t even bothered to ask to see it. She still insisted that I had to remove my shoes. I asked for a supervisor. Very hesitantly she rolled her eyes at me and left. She took a while then came back and told me the Supervisor told her to let me in but once inside I ve to remove my shoes if I want to fly. She even asked me then how its I can sit on the airplane but can t take off my shoes. I told her sitting is not bending. She brought me in, before she started the screening process with me facing her I again asked for the Supervisor she told me he s going to tell me the same thing she told me and furthermore he told her to let me know that the cops are outside the door just in case I don t want to remove my shoes. At the corner of my eyes I saw a chair being slid to the area I had to sit. She gave me a pat down that was very rough. When it came to chair time I had to sit. I believed it was about 4 years ago I had a bad experience with a supervisor named (b)(6) at EWR who told me something similar but in this case after I struggled to remove my shoes and was done he had two male screeners physically raised me up. It took my body 4 months to recover from that incident. I suffer from chronic neuropathy, have sjogrens disease, fibromyalgia disease symptoms, allergic to foods and the environment. I filed a report and had a (b)(6) review my complaint I never had a chance to speak with him and my case was closed. In other words nothing came out of it.This is what I said in my report that if its that I had to sit the chair was too low, too hard and I needed something to grab hold on to. Part of my disability I can t look back I ve to turn my entire body. To get through something like this, its aim drop and hope for the best. 2014 on the morning of February 6 with the same exact chair that was what I had to do. Again part of my disability since 2006 I ve swollen feet this condition my Drs (the real ones) will confirm once my shoes is off its extremely difficult to get them back on. It requires extra bending, tugging and a lot of effort to get them back on. Had they read the letters I ve been carrying starting from 2010 it would have confirmed that my condition is easily aggravated by that action. When I was done this is when I asked this white guy standing in front of his station if he was the Supervisor. He was. The man never came to my assistance prior to me removing my shoes instead I had to deal with his sidekick. I told him the last time I removed my shoes it was about 4 years ago and forcibly. I told him I always showed the Drs letter and was never forced or required to do so. I also told him that showing the letter was waived last year. It was no longer necessary. He told me that every airport I ve been through they weren t following guidelines and he was just doing what was required of him. For a normal person yes but for a person with a disability no how it is that he was doing his job? I asked for his name which I got off his name tag and I told him I was going to file a complaint. I also told him how rude and rough the woman was. He gave me the TSA cares card and told me to contact them for future trips. I also have a serious condition where I vomit for 6 1 2 hours and I needed to carry water an incident like that could ve triggered it off. With a Drs note stating I must carry this water (electrolytes, coconut) not bottled they make it so difficult for me to do this that I decided it might be easier for United to divert the aircraft to some country or state so I can get the water I need.I no longer carry the water since its so stressful dealing with them. When I left the checkpoint my body was stiff and very painful. I had to make a decision whether to return home or continue on my 6 hrs international trip. It was painful but I made it on the international trip. I called and made a verbal complaint that day. Since I started calling TSA cares they always tell me to ask for a supervisor in most cases those same supervisors are just not nice. Their attitude is do it my way or you don t fly. Its bad enough that I have to live with my disability but when you are treated this way all the courage you build up to be able to do this is now gone. My Dr gave me the all clear to seek alternative treatment elsewhere since 60 medications later over 8 years I m allergic to them all and this is what I ve to endure in order to do so. I m a companion to a United employee so I fly standby space available. For the last part of last year I was pre screened and that made travelling on short notice even better. Because of this incident more than 1 month later my body is still attacking me. Its sore, painful and its making my life so very difficult. Why could they just listened? I ve had this condition for over 9 years now. My Drs and I know my limitations.

Sincerely
(b)(6)

3/19/2014 12:21:53 PM

The caller is traveling with a 5 year old child and was told by an agent that the child was not allowed to bring a juice drink through the checkpoint unless they were subjected to a patdown. The officer refused to give them the option to test the item and told them they would have to submit to a patdown of her, her husband, and child. The caller flew from FAI on 3-14-14 departing at 5:00pm. The child is 5 and the call states the website does not specify an age limit of a toddler. The caller wants to know if there is a specified age of a toddler.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces milk products and juice. You 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 advised the caller that I had no specific information on the age of a toddler.

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

Caller asked what that machine is called where you raise up your arms and it blows air in your hair.
She wanted to know if the AIT has radiology.

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

RESPONSE:

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

3/19/2014 2:00:02 PM

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

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

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

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

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

Advised I will email the information.

TSA Administrators:

I am writing on behalf of my wife, (b)(6) regarding a serious incident of unprofessional TSA behavior and possible breach of protocol at Sky Harbor International Airport [PHX] yesterday morning March 18, 2014. She asked me to email you as she is still too upset over her treatment and missing cell phone.

My wife is a senior citizen with an artificial knee. She has traveled numerous times to PHX and never experienced the problems she encountered yesterday morning on her way to board USAirways 404 [PHX - PHL]. The incident occurred around 6:15 - 7:00 local time.

At security screening she informed the personnel that she has an artificial knee. She placed her 2 carry on items [1 purse and 1 bag] on the belt as instructed while she was directed to personnel at the body scanner station. When she asked to get her items she was yelled at threateningly: "Go Over To That Man - NOW" by a large male TSA staff. The man he was referring to informed her she was having the scan to avoid having a 'pat down', a procedure done in full view of personal belongings.

3/19/2014 6:11:30 PM

After the scan she was informed that she had a coffee drink in her bag which was removed outside her presence. She retrieved both carry-on items and proceeded to her flight. Once in Philadelphia she opened her carry-on bag which had contained her cell phone. The cell phone was missing.

We called hotel and rental car companies without success. I left VoiceMail messages for both PHX airport and PHX TSA offices with no response to-date. Our carrier - Verizon - verified that a call was made at 7:58 AM local time. US 404 left the gate before 7:30.

We ask that you review this incident and notify us of corrective actions. We ask you to investigate the loss of the phone which appears to have occurred at the TSA station.

If necessary we will forward our concerns to Senator Toomey and Representative Dent.

Thanks for your anticipated assistance.

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

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

Advised Caller:
The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of

3/19/2014 7:29:23 PM

their personal situations and needs, are treated with dignity, respect, and courtesy.

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

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

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

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

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/20/2014 1:02:14 AM Airport : DSM - Des Moines International Date/Time of Travel : 03/19/2014 3:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : Officer (b)(6) and another colleague Comment : I was traveling yesterday with my 1 year-old son and brought 2 3.5 ounce pouches of baby food for a flight that spanned his dinner time. After going through the metal detector, we were brought over for additional screening. At that time, Officer (b)(6) and her colleague, a bald man with white hair on the sides, informed me that I had to be patted down if I refused to open the pouches for inspection (the pouches

3/20/2014 8:21:08 AM

can only remain open for an hour before they need to be tossed. I went through screening around 3 pm and did not plan to feed my son until around 6 pm on our flight). I attempted to inform them that this was not the rule as I had looked it up on the TSA website prior to traveling to DSM and that I did not have to have a pat down when I traveled with pouches from National to DSM. They continued to insist I had to be patted down. If I did not submit to the pat down, I would not have had food to feed my son dinner. Please advise on what your rules are in regards to requiring a pat down of passengers carrying modest amounts of baby food in their carry-on luggage. If I do not receive a prompt response, I will refer this matter to my congressman.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 3/20/2014 12:31:58 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/15/2014 12:15 PM Airline & Flight Number : Southwest 807 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) : Name starts with an "M" (I think) Comment : My husband is 61 years of age and a polio victim. He walks with crutches. He has one leg which is immobile, and he has a full leg brace on that leg. In this airport, he was placed into a wheelchair by an airport wheelchair attendant and taken through TSA security and then to the gate.

3/20/2014 2:18:17 PM

I write to you because the Asian American male TSA agent took more than 10 minutes in conducting his search/testing of my husband. It wasn't the time I am complaining about - but his continual touching of my husband's body. The TSA agent kept going in, below, and around my husband's waist, down his back, down the back of his pants,down his leg brace, down his good leg, made him pull himself up so he could go under the back of his thigh, then the other thigh - BUT HE CONTINUED TO DO THIS OVER AND OVER again. I was standing there when he was doing this. My husband and I do travel alot, but never had anyone been that continual in touching my husband's body. I am not complaining about the need to do a pat down. I am complaining about the repeating of the same touching.

After we got through security, even the wheelchair attendant said in his 3 years at this Phoenix airport he also NEVER SAW a TSA agent do such a thing.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 3/21/2014 11:45:09 AM Airport : ECP - Northwest Florida Beaches International Date/Time of Travel : 03/20/2014 8:00 AM Airline & Flight Number : Southwest 3755 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I am a retired severely wounded and disabled veteran who is paralyzed and using the MSI JSOC program. I emailed my itinerary to the msijsoc address and received a confirmation Email back from (b)(6) saying it was received and processed. However when getting to the airport in ECP they had no record of this and I was subjected to a full pat down and screening removing my belt, shoes, and lack of care or compassion for what was happening. The supervisor took my boarding pass to look in his system a after I raised concern but nothing was found nor was there a lack of anyone really giving a shit to what I was telling them. They could have cared less. When I finally got to the gate I called the 703-603-1558 number and the customer rep found my record but gave some lame excuse of well sometimes the paperwork gets lost and it just happens. Wrong fucking answer. I didn't serve and nearly give my life to live in a debilitative state so these clowns can work on a level of mediocrity. Do your fucking jobs and do them right. If you implement a program like this it's a great idea. But I am by no means a security threat. Do a background check. Hell check my security clearance. Why the fuck did this happen and your people failed so I pay once again for it? Spend a fucking day in a chair not even having gone through the physical traumas I have and tell me I'm out of line. I don't want some half hearted apology. I want this fucking fixed so myself or another vet doesn't have to be embarrassed or go through a similar experience. Bad form TSA.

3/21/2014 12:11:29 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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/21/2014 12:41:52 PM Airport : GUM - A.B. Won Pat International Date/Time of Travel : 03/06/2014 6:30 PM Airline & Flight Number : United 99 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : (b)(6) Comment : I am an airline Captain for Jetblue Airways. I was traveling Jumpseat on United Airlines in full uniform. I refused the full body scan and was subsequently denied the regular medal detector. I was then treated as a criminal with a full body pat down and extreme touching of my groin area. This is both disturbing and wrong. Please inform your coherts in Guam that I am a United States Citizen and a uniformed crewmember with Known Crewmemeber access and that full body pat downs should not be used on UNIFORMED Crew memebers. The FAA considers me part of the crew when I am traveling jumpseat and TSA should as well.

3/21/2014 2:07:58 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

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

3/22/2014 2:33:58 PM

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

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

3/23/2014 9:20:41 AM

Hello, my name is (b)(6) and I will be flying for vacation soon. I have a question concerning your dress code. On the TSA website, it doesn't say anything about going through a checkpoint in your underwear. I always try to go through the metal detector line, but if it was to close, I would have to go through the body scanner line. If I was in line for the body scanner, I have the right to opt out of the body scanner and be patted down, but honestly, I feel much more comfortable standing around in my underwear than being groped by a stranger in a blue costume with a shiny piece of metal on their shirt. I am going to assume that there is no problem with standing in my underwear while that stranger inspects my clothes, because it does not say anything about it on the website. if you have any comment on this please tell me.

Also, I have a more direct question for you. How many terrorists has the TSA caught?

3/23/2014 9:21:37 AM

Hello,
I have a son with special needs. He is autistic and exclusively tube fed. I have to carry on his food pump and enough factory sealed formula to be able to feed him throughout our travel. Departure from Tulsa caused no issues. In Denver, I was subjected to pat down and a search of all my belongings if I wished to keep his good without opening it. I find the inconsistent expectations frustrating. I find it ridiculous that only one parent had to be pat down. No one checked his feeding tube to see if it existed. The same occurred when we were in San Diego. There are 237 ml in a box of food which is approximately 3 oz, the Amount allowed in each liquid container. It feels like special needs parents are being punished. I believe there are ways to remedy this situation. Please find solutions so that families like mine may travel without unnecessary procedures that don't make sense. I believe in safety measures. Make them consistent. Thank you.
(b)(6)
Sent from my iPhone

3/23/2014 1:07:09 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/23/2014 11:20:32 AM Airport : EWR - Newark International Date/Time of Travel : 03/23/2014 11:00 AM Airline & Flight Number : United UA3842 Checkpoint/Area of Airport : Gate A25 checkpoint TSA Employee: (If Known) :
Comment : the TSA agent would not accept my state issued ID. I have never had any issue before, but today the TSA screener would not accept my ID, nor would her Lead.

I work for the State of NJ, and carry my state issued work ID and my badge with me at all times, because it's much smaller than my entire wallet. I didn't bring my license or passport because I wasn't going to be driving, nor was I going international. I did have my municipal ID from my part time job, but that was not acceptable either. I actually left my wallet (with my DL and credit cards) at home, because I was being sent to attend FEMA training, and it was all expenses paid.

While the staff was very professional, they delayed me at least 15 minutes, and then subjected me to a patdown to confirm no explosives. As a public safety professional who works in the jurisdiction of the airport, this was slightly embarrassing, and very frustrating to be delayed because this lead officer refused to accept my state issued ID.

I have flown out of Newark, JFK, Atlanta, and Raleigh-Durham, and this is the first time that my state issued ID wasn't accepted. The only time prior was when the TSA agent wanting my ID number, and once I pointed out where on the ID it was located, she had no problems accepting it.

I would like to know why this agent would not accept my state issued ID (and badge to accompany it), especially considering I was flying out of the jurisdiction that the airport was located in.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/23/2014 3:28:49 PM

Caller need to report a problem at Salt Lake traveling to Phoenix. She says her children ages 17, 15 and a 9 years old. She says the 15 year old was taken into a room and did a check and patted the child without an adult present. She says they had played with fireworks the night before. There wasnt an adult going through the checkpoint with the children. She says US Airways would not allow them a gate pass. She is upset that they took the child into a private screening without getting a parent or guardian over. She says the two men had took the 15 year old into a private room and gave the child a pat down for screening. She felt they should have contacted an adult to get permission to do this for the child or at least leave the door open.

Told caller
I explained to her that the officers are not required to get an adult to supervise screening of a minor traveling alone. She could ask for a gate pass to be able to go through with the children.
Since she could not get a gate pass, she could have her children to ask for a supervisor if at any time they felt they were afraid or unsure what was going on.
I told her I was sorry this happened and would note the call as a complaint on her behalf.
I told her that the offers cant call over an adult for screening, sometimes there may not even be an adult present.

3/23/2014 7:22:49 PM

Hello,
I am 6 months pregnant and opt out of the detector machines at the airport. Several times they had a female assistant pat me down instead. I find the pat downs very invasive, outlying my breasts, rear, and genitals. I am certain that if a lawmakers spouse was searched like this they would be very uncomfortable.

Given the alternative technologies you have available including metal detectors, wands, and the scrape tests, I would hope you can change your methods without compromising security to allow women to maintain their dignity at airport checkpoints.

(b)(6)

Caller was calling from the Richmond International Airport. She stated that she always opts out of the AIT and asks for a patdown. She said that the TSO told her that she was going to touch her crotch. She stated that the TSO asked her three times if she was sure she still wanted the patdown. She said that she has never had a patdown where they pulled her sweater and pulled on her turtleneck. She stated that the TSO was confrontational before the patdown began. She spoke with a supervisor who she stated had a stony face. The supervisor told her that the TSO was doing her job. She wanted to know how the TSO s are trained and if it should be consistent at all airports. She refused to provide a last name, phone number, or email. She said that she has provided contact information before when giving compliments and complaints and she has never been contacted. She wanted to make a complaint.

Airport - Richmond International Airport
Airline - United Airlines
Flight Numbers - 957
Departure Times - 9:55 am
Arrival Times - She went through the checkpoint a few minutes before 9 am.
3/24/2014 9:08:17 AM
Date And Time of Incident - 3 24 2014
Phone Number - Refused
Email - Refused
Name Of Actual Person Involved - (b)(6)

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

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.
I advised her that the procedure should be consistent at all airports. I told her that I do not have information on how the TSO s are trained. I told her that if she does not want to provide contact information that the CSM would have not way to contact her about her complaint.
I advised her that I would forward her record to the CSM at Richmond International Airport for review.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 3/24/2014 8:56:23 AM Airport : SAN - San Diego International Date/Time of Travel : 03/24/2014 5:30 AM Airline & Flight Number : AA1124 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) : (b)(6)
Comment : I changed my address and dmv punched my license and printed me a document showing the change of address to accompany my license. I have traveled on this for weeks with no issue. This morning, not only was I not allowed to use the pre - check line but I was sent thru full screening including full body pat down, all bags searched, etc. All because I questioned the TSA agent and advised him I've travelled multiple times with this ID with no problem. There is no consistency and these guys abused their power. It is ridiculous the DMV says the two documents together are acceptable ID and every other TSA agent un multiple airports were fine with it but not this guy. I was singled out unjustly.
3/24/2014 10:23:13 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

Caller requested to speak with a supervisor immediately after giving identifying information I then requested assistance from (b)(6) to complete the call.

Escalation: (b)(6) : Caller states she flew from Bellingham, WA to Las Vegas. She wears a brace. She needed to take the brace off and she ask for a chair. The TSO told her no, they could not get her a chair. She states she ask to speak to a Supervisor. She said the Supervisor was fabulous, and she told her that the TSO mis-understood what she wanted, they thought she ask for a wheelchair. So the caller did ultimately get a chair at that point. She said her experience was worse at Las Vegas. She did not want a patdown, she feels they are de-grading but was told she had to do it. She stated the TSO started yelling, embarrassing her and she got a Supervisor. She states she wants to talk to someone who can make a change. She wants to know who does the hiring and she wants the contact information for the person over TSA. She states she does not think she needs assistance getting through the checkpoint, she just needed a chair so she could remove her brace. She has Cerebral Palsy.

Gave her the following information:

John S. Pistole
Administrator
3/24/2014 Transportation Security Administration
3:43:26 601 South 12th Street, TSA-1
PM Arlington, VA 20598

(b)(6)

(b)(6)

I advised the caller she could contact us if she felt she needed assistance.

Caller stated she did not feel she needed any.

I told her she could request a PSS if she had any further issues.

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Sex
Current Date/Time : 3/24/2014 7:21:34 PM Airport : HRL - Rio Grande Valley International Date/Time of Travel : 03/24/2014 8:30 AM Airline & Flight Number : Southwest 3217 Checkpoint/Area of Airport : There is only one checkpoint TSA Employee: (If Known) :
Comment : March 24, 2014
Dear TSA,

What you did today was not okay. You made me feel like a criminal. You invaded my personal space. You dehumanized me. And why? Why did you feel the need to pat me down? Why did you go through both of my bags, touch all my belongings, and test my possessions for explosives?

You did this because I am a male-presenting female. Because I do not fit the norms of gender that you have defined. Because you have a BLUE and a PINK button that you must press before someone goes through the sensor. Because you pressed the PINK button for me, thereby defining me as female, which caused you to detect an anomaly in the groin area. Not because I was hiding anything. Because I was sagging my pants. And because my pants just happen to have a button fly, which your scanner detected. Because YOU decided for ME what gender I am and because your definition of my gender didn't match my presentation.

3/24/2014 When I asked you during the pat down, "Why did you suspect an anomaly on me? I always wear button-fly pants," you said, "Because you were sagging your pants." And when I asked, "Wouldn't this be a problem for some men?" you said, "Well, 8:14:02 there's a button we press for them that makes sagging pants okay." And when I asked, "What do you do for transgender people?" you said, "We press the button that best represents how they present themselves outwardly." PM

So my question is this? Why did you not press the male button for me? Because you thought I would be offended? Because you thought I was "female enough" for you to press female? Or because your institution propagates the heteronormative idea that biological sex always determines gender and gender always determines gender presentation?

Well let me tell you this. I am appalled that your agency has PINK and BLUE buttons in the first place. I am frustrated that TSA assumes that every single person that wants to travel by plane in this country can so easily fall into two archaic categories determining gender. Millions of people in our country identify as gender non-conforming, thus not fitting into your two categories. And millions more are gender non-conforming but do not identify this way because they are not public about their identities. And within that group of gender non-conforming people, there exist dozens of possible ways in which they identify, which include, but are not limited to, transgender, transsexual, MTF (male to female), FTM (female to male), gender-bending, genderqueer, two-spirit, cross-dresser, androgynous, third gender, feminine male, masculine female, butch, intersex, drag king, drag queen, aggressive, and other.

Maybe you don't realize what it feels like to be gender non-conforming. So, although I cannot speak for everyone, I can tell you what it feels like to be me.

First of all, I think about my gender about 99% of the time. I think about my gender when I walk down the street, when I go to the store, when I get a haircut, when I shop for clothes, when I meet new people, when I walk into a bathroom, when I travel in a foreign country, when I hold hands with my partner, when I spend time with my family, when I go to a restaurant, when I go to a bar, when I wear dress clothes, when I interview for a new job, when I go into a school, when I teach children, when I post pictures online, when I fill out paperwork, and when I go to the doctor.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/24/2014 6:59:43 PM Airport : SJC - San Jose International Date/Time of Travel : 03/24/2014 3:30 PM Airline & Flight Number : Swa/3209 Checkpoint/Area of Airport : Near southwest TSA Employee: (If Known) (b)(6) Comment : I am a frequent flyer, over a 100, 000 miles a year usually on united and get TSA pre check through them. I occasionally fly southwest, which was the case today. Because of the fact that I fly so much I always opt out. The female officer that did my opt out check today was the MOST unprofessional and RUDE agent I have encountered. Because I am used to being screened, I know the policy, options and the drill. She did not offer me private screening. She touched my body without warning me, moving my hair, going into my waistband without warning or asking me to lift my blouse because she was going to check,she went well below the band, she said I interrupted her and she needed to redo the pat down of my waist band, worst of all she exceeded the the allowable pat down on my inner thigh by go onto my public bone - that's assault. I am a gynecologist, if I would ever touch any of my patients the way she did me, I would be reported to the medical board. My reaction was noticeable enough that the supervisor, a Filipino woman, came over and I told her what happened. When I asked the agent her badge number she refused to give it to me. I saw her number.

3/24/2014 8:14:04 PM

There are many people who would love to work for TSA that show respect and customer service. She is definitely not one of them. My overall experience with TSA has been a good one. She is a rotten apple that will contribute to negative stereotyping of your agency.
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 was flying out of Chattanooga, TN. He had an issue with a TSO. He requested a patdown because he s heard so many negative things about the AIT-metal detector screening. They did not want to allow him to receive a patdown rather than go through the screening technology. He had a soda in his bag that he forgot about. To resolve the alarm triggered by the liquid, the officers dumped his bag upside down and had him put his stuff back in himself. He felt it was a negative experience and would like to have the TSO fired for his rude attitude. Caller preferred to contact the CSM himself.

3/25/2014 1:40:20 PM

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

Advised caller that I could forward the information he shared with me to the CSM at CHA or he could contact them via IVR.

Caller travels through one airport quite often. She has a disability. Her mother lives alone in that area in FL. She has to fly there several times a year, but the wheelchair service erratic. She once went through the airport and was treated rudely when she went through the pat-down. They were rude when she pointed out that her purse and other items were left unattended. PBI is much better since she complained about that incident. She advised that they still have a problem. She has been having a problem with the wheelchair and attendant..

I advised caller that TSA does not have jurisdiction over the airlines which provide the wheelchairs or attendants.

She was told by Delta that they have to rely on the airport for the wheelchair.

3/25/2014 3:10:36 PM

I reiterated the above.

She has problems with different airlines at that airport. She is surprised I don t know that the airport provides the wheelchair.

I advised that TSA policy, what I have that addresses the issue, indicates that the wheelchair and attendant is provided by the airline. The issue she is describing should be directed to the Aviation Consumer Protection Division, 202-366-2220.

Caller has determined that the problem at ATL...their attendants have walkie talkies and they meet her at the curb quickly when sent from Delta - at Palm Beach. She had to stand there for 20 minutes. She was told that the airport provides the wheelchairs. When I get promoted and move up in the agency (the caller directed this issue to me personally), I may want to take care of this issue..

The issue she is describing is not within TSA jurisdiction. The ACPD should be the agency to which she addresses her issue.

3/25/2014 4:18:48 PM

I would just like to say thank you for failing me not only once but twice last weekend. Upon my departure from Panama City FL (ECP) on 20 April I was told that TSA there had not received my information and there was none on file listing me as a Wounded Warrior traveling that day. So being the combat-service disabled veteran who is a paraplegic I was subjected to the full body pat down, full chair inspection and as I like to call it the "15 minute terrrorist screening" Pissed off and frustrated upon arriving to my gate I called your number at 703-603-1558 and spoke with a very rude customer service rep. I told him (b)(6) had emailed me on the 18th and said everything was processed and good to go. The rep was rude and said yes I see your info but the paper must have been lost. I called bullshit on this as everything is digital and there is no "losing the paper" it was negligence on your office's part. He told me it won't happen again and he was ensuring my return flight info on the 23rd it would be rectified. Well guess what? On the 23rd it was still not in the system and once again went through the same process. I know how the system works for a regular wheelchair user who is not a vet as I have had to go through this several dozen times before. However, if you institute a program, tell the vet they are good to go only to fail them not only once but twice during their trip what the fuck are you accomplishing? Unfuck your program and your insensitive staff who have never probably served a day in their life and let's make this work. It sounded like a great program and I was happy it came online as I fought three tours overseas and ultimately almost gave up my life and did the use of my legs to be ridiculed and searched like some terrorist scum at the gate. I doubt anything will come of this to fix it but at least I got it off my chest and now you know

(b)(6)

NOTICE:

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

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

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

3/25/2014 6:19:41 PM

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

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

Which U.S. airport were you traveling through?
Gen. Edward Lawrence Logan International Airport
Disability Description: Callers husband, (b)(6) has cancer, a port and an ostomy.

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. Also inform the TSO about any areas of the body that are painful when touched. 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.

For your complaint to be considered complete it must:
Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination;

3/26/2014 9:39:31 AM

I do apologize and i will forward this complaint to the appropriate office.

Incident Details: Callers husband is a disabled veteran who flew internationally from Belize and connected in ATL via Delta. He is being treated for cancer so he has a port and an ostomy. During the screening after Customs in ATL, she explained to the officer that he has a port, an ostomy and has had recent surgery. The TSO (b)(6) was very unprofessional and very rude. He patted him down using abrupt force against the ostomy, causing pain because his small intestine comes into the ostomy. He continued to pat down the ostomy, after they had informed the officer of the pain associated with touching it. Her husband was so upset by this point and he lifted his shirt to show him the ostomy. They understand the security and required patdowns for screening, but he feels that TSA failed to accommodate his disability. She feels he should have the proper training to screen people with disabilities. She wishes to file a formal complaint against the TSO, (b)(6) in ATL.

Airport: ATL
Airline: Delta
Flight #: DL 664
Date and Time: March 25, 2014 at about 5:30 - 6:00 pm
PX Description: Caucasian, yellow polo shirt, cap with Belize, dark navy shorts, in a wheelchair.

The caller stated that she does not have an email that she can access therefore no RFI was sent.

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: 3/26/2014 8:46:15 AM

3/26/2014 10:14:48 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 508 / Southwest / Terminal 1 / SAN / gate 2 / March 26, 2014.
Comments:At the baggage screening I requested to leave my belt on and receive a pat down and told I could do so by the baggage screener, but was then forced by TSA employee, (b)(6) to remove my belt and walk through the screening area. My reason for leaving my belt on was due to medical condition. I was embarassed and felt threatened by this employee.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/26/2014 8:32:10 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 03/24/2014 3:00 PM Airline & Flight Number : Delta 229 Checkpoint/Area of Airport : security check after customs TSA Employee: (If Known) :
Comment : On Monday as I was returning from an international field trip with 31 students ages 11-14 and 4 other adult chaperones, many of our minor students were subjected to pat-downs with out any adult being informed or providing consent to the procedure. This was the end of our trip. We had departed from Cincinnati, gone through Paris, Malaga and Madrid, in addition to going to numerous venues while abroad that required security screenings. At all locations except upon our return in Cincinnati, the adults were asked permission prior to physical contact with our minor students. In all cases we agreed without reservation as we understand the need for this security measure. At our last security stop, not only were we not informed/asked, when I spoke up to the TSA individual and indicated that an adult needed to be present for the pat downs of our students she was very rude, continued the pat-down of my student that she was in process with and did not honor my request for future students. Eventually the TSA employee allowed me to stand behind a barrier close by but would not allow me to be close enough to my student to hear any questions being asked.

3/26/2014 10:15:25 AM

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

Disability Description: Callers husband, (b)(6) has cancer, a port and an ostomy.

Caller mentioned Delta was really good with the wheelchair assistance for her husband.

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

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

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

3/26/2014 10:44:18 AM

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

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

TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.
Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.
TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Explained to caller anytime she arrives at the airport and no one available to assist she can always request to speak with a supervisor or PSS upon arrival at the TSA checkpoint.

Incident Details: Callers husband is a disabled veteran who flew internationally from Belize and connected in ATL via Delta. He is being treated for cancer so he has a port and an ostomy. During the screening after Customs in ATL, she explained to

Callers wife has a terminal condition. He was told to take documentation to the TSA checkpoint at Sea-Tac to show them. Last year he flew to Boston and Boston did not have a problem with her medical condition. His wife has a feeding tube and they pull her in to do a patdown. The TSA agents were argumentative and threatening him because he was trying to help and was touching her. He has medically sealed containers for her food that the scanner can not see through so that made the officer nervous. The TSA officers were telling them they had to poor them out in to another container. They had all these doctors note for everything. He does not believe that she should have to through the screening. They are going to be flying in April out of Seattle- Tacoma. He states Boston understood the condition much better and just touched her stomach once and let her through. The caller stated he thought the government was out of control and trying to control everything they did. He stated he has

3/26/2014 1:07:56 PM been married to her for years and it would protect her at all costs against anything.

Advised caller that the officers are required to screen and clear all passengers and their luggage before boarding the flight. Told caller that they should inform the officers of any medical disabilities or medically necessary medication before the screening process begins so the officers can screen them accordingly. Advised the caller that when it comes to screening and clearing the medication the officers always have the final say. During the clearing of any passenger if they alarm the officers can physically pat them down and during that process he would just stand near her and not touch her. Told caller the officers are just required to screen and clear, that is the policy. Asked the caller how he wanted me to help him for this upcoming flight can the caller said I could not help and said goodbye. Said closing and disconnected.
Disability Description: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip.

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

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

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

3/26/2014 3:52:01 PM I asked the caller if he would like an email of this information and he said yes.
(b)(6)

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

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

The traveler s name is (b)(6)

Good afternoon,

I am having trouble understanding why when I fly, certain airports feel the need to "pat down" passengers after going through the full x-ray machine. Coming back from Jamaica, having gone through their security already, we arrived in customs in Atlanta and were told we would have to go through security there also. No problem. I had on capri pants and a plain shirt. Nothing in pockets, no shoes, no big jewelry, no watch. I went through the full body scanner. Went to collect my things and was told I would have to be "pat down." This would be in my belly area and my thighs (sometimes my back also). This has happened to me numerous times, usually in the larger airports (Atlanta, Chicago, Detroit). I try to be pro-active to make this process as easy as possible, but for whatever reason, it seems there is always a pat down. Just once I would like to ask what exactly do they see in the scan that I need to have a pat down? I feel like if I asked, there would be further issues. These people are less than pleasant, almost rude. By the way, I am 60 years old, female and have blonde hair and blue eyes. Maybe I am the one I pick to prove they are not profiling, I don't know.

I would really appreciate a response.

Thank you,

3/26/2014 4:13:47 PM (b)(6)

Mission: Building upon our rich Lowcountry traditions, we will ignite, in every student, a passion for life-long learning. Through dynamic instruction, creative partnerships and exceptional support, we will foster opportunities for each student to build a legacy of success .

Berkeley County School District provides employee E-mail access for administrative and instructional use. E-mail correspondence to/from Berkeley County School District is considered public information and subject to release under the South Carolina Freedom Of Information Act or pursuant to subpoena.

Good Afternoon,

I am contacting you with a concern I have from a recent trip. During my travels en route home I was separated from my party due to a randomized testing. Coming from and pursuing a law enforcement background myself I can appreciate the real value of testing and randomized searches. This is not out of spite or critique in anyway, just out of concern for further practices I thought that it may need some attention.

I was not subjected to a random test, however the other half of my party was. He hand was swabbed and tested in a machine. On the machine came back with a red message stating "Explosive Detected". From there she was taken to be thoroughly searched and for more testing, rightfully so. I watched from a distance while her belongings were swabbed and tested. The only reason we know why she was tested was from the off chance we saw the initial message on the computer screen, although there was verbiage of how she would be pat down, there was no communication on why. Its nerve wracking that a machine could produce a faulty test as such, its inevitable sometimes but I would hope someone would have at least explained after the fact why she was stopped and tested. No one checked the plane ticket or passport which we didn't realize until boarding the plane.

3/26/2014 4:14:01 PM

My experience with TSA has never been a negative one, and I wouldn't even call this incident negative, I understand people have to do their jobs I bring this to attention so in the future details like checking the passport or informing a cleared individual why they were searched is important for their assurance.

I hope this email finds you well, best,

(b)(6)

Dear Supervisor,

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

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

3/26/2014 8:12:32 PM

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

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

Thank you for considering my comments.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/26/2014 6:29:17 PM Airport : SFO - San Francisco International Date/Time of Travel : 03/26/2014 3:05 PM Airline & Flight Number :
Checkpoint/Area of Airport : Pier C
TSA Employee: (If Known) (b)(6) supervisor (b)(6) Comment : During a pat down I requested in lieu of the millimeter wave screening, (b)(6) forcefully hit my right testicle, neglecting to take care to treat a universally acknowledged "sensitive area." It caused pain and discomfort that continued, as can be expected with this kind of contact. When I said he hurt me he said he had to conduct the search that way and that he had told me he would touch me in a sensitive area. The manager (b)(6) said the same thing -- I find that to be a very strange explanation for someone reporting that they have been hit -- not just touched -- in the testicle. Once I asked to file a complaint I learned that Covenant security was conducting the screening -- not TSA directly. I understand from TSA public postings at the screening checkpoint that I have the right to choose a pat down. The consequence of that should not be such an affront to my person and my dignity.
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

3/26/2014 8:13:25 PM

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 3/26/2014 6:05:56 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I had a nine hour layover in Charlotte. And as a smoker I had to go through the security checkpoints multiple times. No problem. My concern is that each time I did. Which was four times. I had to receive a pat down on four different parts of my body. I am wondering on the consistant accuracy of the new "advanced" system. It seems something different everytime with no change in the variables.
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

3/26/2014 8:13:36 PM

Dear TSA,

I am writing again regarding the security equipment at the Santa Maria Airport (SMX). I previously contacted you with the same complaint and was referred to the airport management. I visited the airport management offices and was told my problem could ONLY be resolved through TSA so here goes:

3/26/2014 10:08:25 PM

I am 76 years old and travel frequently between SMX and ORD (Chicago O'Hare). I have bilateral metallic knee prostheses. Prior to sometime in 2012, SMX had a body scanner which permitted me to clear security without a "patdown" As you know, ORD has several body scanners and I clear security there without removing my shoes or belt, and without being "patted down". SMX unfortunately no longer possesses a body scanner (your personnel told me it was sent to Fresno) and each time I fly out of SMX, I have to pass through the magnometer after which I am set aside, have to remove my shoes and belt and wait while the shoes are chemically tested. This is VERY annoying, and, in my opinion unnecessary and discriminatory.

I ask that TSA reinstall a body scanner at SMX as soon as possible. Since the scanner was removed, air traffic at SMX has increased with the addition of several flights per week to Las Vegas and plans are for even more regional flights. Besides myself, I have one cousin and three friends with metallic prostheses who are subjected to the same unnecessary (if a scanner were available) procedures.

Thank you for your attention to this matter. Sincerely,(b)(6)

3/27/2014 10:07:31 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 3/27/2014 9:00:46 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/25/2014 Airline & Flight Number : Southwest Flt#503 Checkpoint/Area of Airport : entry to B gate TSA Employee: (If Known) : not applicable Comment : I have an artificial shoulder, I set off the scanner alarm. I had no metal on my person and I showed the TSA my scar on my shoulder. I got stuck in the glass cage with another man for over 20 minutes waiting to get a complete body patdown. I explained to your agent my condition but he refused to listen because he didn't want to get into trouble and he insisted on explaining what he had to do. It was obvious I didn't have a weapon or bomb, I was wearing summer lite shorts and shirt. You guys are incompetent and very inept, just use some common sense and some human kindness toward us senior AMERICANS. At least get a body scanner at that gate checkpoint. I know you folks will completely ignore my complaint, so have a nice day....I don't feel any safer getting on an aircraft, just hassled.
Would you like a response? : True
Passenger's Name:(b)(6)
Phone Number :(b)(6)
Email:(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

NOTICE:

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

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

CONTACT INFORMATION
Full Name:(b)(6)
Email Address:(b)(6)
Phone Number:(b)(6)
Address:(b)(6)
Zipcode: 27705

3/27/2014 12:07:12 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? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Raleigh-Durham International Airport

	Callers stated that his parents are at Orlando International and hey arrived in plenty of time to fly out at 12:47 on JetBlue. His mother is 74 and an alarm went off and they searched her bag and gave her a Patdown and she is very upset and called him crying. They missed their flight because of the extra screening and she was not treated well. JetBlue has another flight at 8:30 PM tonight but they need to get home earlier and there is a Southwest flight that will leave at 3:15 PM. Caller stated several times if TSA could take care of getting her on another flight that she would forget about it but otherwise she has a complaint about the way she was treated. Caller asked how she can lodge a complaint. He asked if I understood his point and he is sure she would be alright about it if TSA would get her on another flight. He said he is sure she would feel better about it if she could get a flight taken care of.
3/27/2014 1:17:42 PM	RESPONSE: I explained TSA does not compensate flyers when they miss a flight and we do not have anything to do with the ticketing. Told him I am very sorry his mother is upset. I explained no matter the age of the passenger if an alarm sounds we must resolve the screening but I am sorry she was bothered by it and missed her flight. We do suggest that travelers allow extra time for screening and consult their airline about arrival time. I told him that I do understand what he is saying, and I restated that his mother would be willing to forget about it if TSA would compensate her for another flight. Told how to obtain the CSM # via the IVR and also told him that she can contact the CSM or call us and we will be happy to talk with her and forward a complaint on her behalf if she would like to call us with details. Feedback Type : Complaint Categories : Screening Current Date/Time : 3/27/2014 2:01:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 3/27/2014 12:00 PM Airline & Flight Number : Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) : Male Comment : I'm writing to inform you of a very poor experience I just had when going through security today at STL airport. I specifically requested a pat down screening, in lieu of walking through the machine/detectors. The security agent asked me why. I travel many, many times a year and I have NEVER been asked why. (I happen to be pregnant, but it's my understanding that a reason is not required; it is our right to be allowed a pat down, is it not??). This man continued to argue with me on the safeness of the technology, as if he is my medical doctor. I insisted on a pat down, making it very clear I still wanted one. And when I stepped aside to wait for my "female assist" the same man then directed me to go through the old screener, which I though was turned off. After going through, I stood to wait and he told me I could continue on, that I wasn't getting a pat down. So he tricked me into going through the old screening machine. Others behind me were going through it after me, as they had closed the new machine.
3/27/2014 4:14:06 PM	This is all recorded on surveillience. I do not know what his name was, but I was wearing black pants, black/brown stripped long sleeve top, blonde hair and it would have been between approximately 11:30-12:15pm on Thursday 3/27/14, in one of the first two lanes towards the far left. I am extremely upset this happened. It is not a TSA agents place to make a decision for a traveler which I feel are personal and health/medical related. I feel I have been violated as well as the health of my baby jeopardized. This is unacceptable. Educate your agents not to harass travelers and make sure they are aware it's our right to choose. Please advise as to what you conclude on this matter. Thank you. Would you like a response? : True Passenger's Name (b)(6) Phone Number : Email :(b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I would like to place a formal complaint about my experience at Seattle Airport

I am a Diamond member of Delta and have almost 1,000,000 miles flown. I landed in Seattle from Vancouver, Canada, left the airport to visit a dying friend, and returned to make my connection to Fresno, CA. I have Global Entry and Pre-Check and so proceeded to that line. I was flagged and told I would be taken to a private room for extra screening. A man stood with me for about 10 minutes until they were "ready" for me. I was escorted by this man to the large scanner. I stated that since I was getting a pat down, I'd rather not be scanned. The agent insisted that I was required to be scanned. I pointed to the sign about opting out. It took another 5-7 minutes before a "supervisor" appeared and escorted me to a public area outside of the screening room. They collected my belongings from the x-ray belt and proceeded to unpack each and every item. Every item was laid out on a table and wiped and analyzed for chemicals.
Tampons, earrings, medication, undergarments were all displayed publically for about 15 additional minutes. At this point I was "examined" and read the speech about how and where you will be touched. I was then taken inside the booth. Here is where the events crossed the line. The shorter TSA employee acted like a prison guard. She shouted at me, told me to stop talking, and stop looking at her. When she reached under my bra I asked for an additional supervisor. When she reached into my underpants, I unbuttoned my pants and asked her to please stay over the underwear with her hands. I felt threatened and unsafe. She continued yelling at me. I have never been taken into this room before, but I cannot believe that this sort or personal exam is warranted when I have done nothing to deserve this treatment. It was humiliating and degrading to have this rude unprofessional TSA employee violate my personal space and rights as an American citizen. Eventually a woman identified herself as a supervisor and asked how she could "make my day better". I requested she write down the names of the two agents and her name. I would like a formal response to my complaint. Here are the names she wrote:

3/27/2014 6:17:15 PM (b)(6)

(b)(6)

The caller returned and she is flying back on April 8th. She has to have the patdown due to her medical device. She stated that at SYR she had to remove her shoes, and she did not want to walk on the floor in her white socks. She stated that the agent told her that she has to remove her shoes, because she requested a patdown for screening. She stated that she asked her why since she is 78 years of age, and she told her that it was because of the patdown. She stated that she did not have to remove them at Sarasota or CLT. She stated that she had her license to prove her age.

I advised the caller that all passengers are required to remove their shoes for screening, except for select groups. I explained that new screening procedure allow, passengers who appear to be 75 and older to leave on shoes and light outerwear. I explained that it is at the discretion of the TSOs at the checkpoint as to rather she has to remove the shoes or not. I explained that she would have to appear to be 75 to that office to leave on her shoes.

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.

3/27/2014 7:09:43 PM The callers flight details are as follow:

Departing Airport: SYR
Destination: Sarasota
Airline: Delta
Flight Number and Time: 1092 @ 11:10 am
Terminal and Gate: Unknown
Date and Time: 03-13 -14 @

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 3/28/2014 5:32:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 03/28/2014 6:00 AM Airline & Flight Number : 4089 Checkpoint/Area of Airport : F - security check TSA Employee: (If Known) (b)(6) Comment : I opted out of the screening. TSA agent (b)(6) was responsible for carrying out the pat down. (b)(6) proceeded very roughly to pat me down after I stated that I had a strained lower back. My stance was wide enough and insisted that she needed to meet resistance. She proceeded and I felt violated. Why ask if there are any medical conditions? I would be mortified if I was obese because of her unprofessional need to meet pelvic resistance (b)(6) carried out the pat down with excessive force.
3/28/2014 8:27:11 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 feels that it is very scary that passengers are getting to go through precheck and skip parts of the screening process. She stated she would like for me to explain it because it seems like a security issue. She asked if their shoes and liquids were still getting screened.

3/28/2014 1:00:13 PM Advised the caller that the passengers going through precheck are still being screened thoroughly. Explained to the caller that Precheck is just expedited screening, their shoes are still screened, liquids are still screened, laptops and outer wear every item they have still has to clear the screening checkpoint. If anything alarms at the precheck line the passengers would have to under additional screening including a patdown just like the normal screening process. Told the caller the process is still thorough screening, its more simple to send shoes through xray however they are still being screened if they're on someones feet. Told her the liquids are also still going through the xray, they just do not have to pull them out and declare them. Also explained to the caller that these passengers clear through secure flight to get precheck, in order to be a member they also go through fingerprinting, background checks and interviewing process to even be able to get it often.

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

Dear TCC,

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

3/28/2014 4:09:08 PM Thanks very much.
Harleen

_____

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

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

The customers information has been attached to this email.

Caller flew MIA to Manchester, England today aboard United Airlines #3752. Caller wishes to express her level of dissatisfaction with the level of customer service she received from the screener who patted her down. Caller s luggage alarmed and there was a single pill in her carry on bag which the caller states was a blood pressure pill. Caller states her patdown was conducted by a female TSO named Ivis whose badge number was (b)(6) After the pat-down, the TSO advised the passenger she was lucky this time, which the caller took as her being referred to as a drug dealer. This occurred at 8:30 AM this morning. Caller does not recall the gate this occurred at but states she spoke with the female TSO s supervisor (b)(6) who advised her to contact the TCC to file a complaint.

3/28/2014 4:54:08 PM Resolution:

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.

From: (b)(6)
Sent: Friday, March 28, 2014 5:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

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Remote Client IP: (b)(6)
Date Time: 3/28/2014 5:46:45 PM

3/28/2014 6:11:03 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA grabbed breasts without asking

Comments:

To Whom It May Concern,
The caller stated she flew from CAK on the 17th of March on Airtran and was strip searched. When she got home her gold pendant was gone. She stated that a caucasian male did the ETD, and an African American girl did the pat-down. She checked in about 3:45 pm, through Gate 11, on an Airtran Flight.

3/28/2014 8:41:46 PM

Advised caller:
We can send the claims forms to you via email, postal, or fax.
She chose to have those sent to her via email.

We can also send this information to the CSM at CAK as well.

3/28/2014 9:15:51 PM

The day started out fine got to the airport with plenty of time to spare ,checked our luggage, got our boarding passes , got in line for TSA security check I went trough with no problem ,my wife was told she set off a hand alarm and had to be rechecked they then padded her down again ,they took a white wipe and swiped her hands and said she had a problem ,they then told me to set down,I was not allowed to go near her then they took everything out of her carryon and purse, two other women agents came over and all three went into a room somewhere where they proceeded to search and body pat down in her private areas ,for what they would not say. When my wife returned she was very upset and crying .She told the agent ahead of time she was a double bypass heart patient with wires inside her chest plus a fused wrist and double knee replacement ,but this made no difference.I told the agent we had a flight to catch again no difference once my wife composed herself as best she could we started out to reach the gate before the they closed the doors of the gate.She uses a walker and we rushed as quickly as she could ,but the flight left without us.This again upset her emotionally a heart patient should not go through this she looked bad to me so I called my son who had to buy another ticket on another airline on the other side of the airport. We where able to get to the other gate and both of us through TSA security in 10 minutes NO ALARMS ,NO PAT DOWNS, A NORMAL security check. Because of your equipment or you agents I almost lost my wife to another heart attack. I missed my flight on JET BLUE ,had to buy tickets costing $440 on SOUTHWEST airlines. When we got home she took her medication . I don`t know if telling you this will help but a 74 yr. old gray hair women slowed down because of age and arthritis is a risk to our safety we are in trouble .Hopefully she will recover if not you will hear from me again. Obviously something is wrong with your equipment on the JET BLUE side of the airport .When we got to Providence to pick up our luggage that went ahead the attendant said it happens very frequently from the same place. Thanks for your time if you read this if you can do anything to help it would be appreciated.

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

3/28/2014 10:05:27 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

Dear sir:

It is now the 28th day of March 2014, and I have sent this letter to you a number of times. Each time the response comes back is that you are getting someone else who won t take responsibility for dealing with my issues to ignore me.

I won t be ignored.

I have required response from you, and you have a responsibility to address my concerns as a disabled person who has been continuously and iteratively been subjected to increasing levels of physical torture up to and including supplemental surgery.

You have been asked repeatedly to give me assistance on how to prevent further torture or other physical and mental distress at the Sacramento Municipal Airport. I have been subjected to obvious and intense threat by employees of TSA at SMF and I as a citizen, I do not have to bleed to fly.

The following have been sent to your several times. I require a response beyond your auto-responder e-mail system that says something to the effect of we will ignore you until you go away. I am not going away until I have explicit direct instructions on how to avoid further torture at the hands of the employees of TSA at SMF and how to overcome the direct and explicit threat of further torture by TSA employees at SMF.

3/29/2014 9:24:24 AM

Fortunately, I have not had recent surgery for them to rip open surgical wounds, nor have I recently gone through other medical procedures that resulted in vulnerable areas, however, even this does not excuse the fact that for four times for four flights out of SMF I have experienced pain and suffering at the hands of TSA employees.

It is necessary for you to respond to this letter and the iterations of this letter that have gone unresponded by you. I do not know where else to escalate this issue as my Senator has already been alerted to the malfeasance and absolute disregard and disrespect for disabled persons and certainly disabled veterans at SMF. I do not know what else to do about this except to escalate this to the Cabinet Level officials with the complaint that TSA will not respond to the legitimate concerns of a citizen who has been violated and tortured by TSA personnel.

Thomas Jefferson wrote: A government afraid of its citizens is a Democracy. Citizens afraid of government is tyranny! So be afraid of me because we have not quite reached the second condition, although you are getting there altogether too quickly.

Response to my letter is required else I go to the cabinet level within 30 days.

You have had plenty of time.

(b)(6)

Prior Correspondence:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/29/2014 1:14:54 PM Airport : MEM - Memphis International Date/Time of Travel : 1200 PM Airline & Flight Number :
Checkpoint/Area of Airport : C Terminal
TSA Employee: (If Known) :
Comment : Dear TSA flunkie:

3/29/2014 1:47:38 PM

Since you and your bureaucratic masters continue to insist on groping/irradiating upstanding American citizens every day, I figured I would start updating you on exactly how well your hired goons are doing in the groping department.

Today I enjoyed an extra-firm groping that, although fairly quick, was by far the most extensive in terms of forceful gripping on my thighs and ankles. I hope that this makes you and every bureaucrat up to Pistole very happy to know.

Enjoy your day wasting our taxpayer dollars (it's worth looking for another job than sacrificing your dignity for this)!
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/29/2014 2:58:54 PM Airport : SNA - Orange County John Wayne Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

I am writing to express my displeasure with my treatment at SNA airport yesterday evening. Like many travelers I still have doubts about the safety of the full body scanning equipment. So I followed advice that TSA has given frequently to simply opt-out of the scanner and accept a pat-down as an alternative.

However, I was extremely disappointed to be lectured by the TSA agent for this choice. He initially told me that I could not opt-out. Then he spent several minutes trying to give me medical advice regarding the scanning equipment when he is unlikely to be a doctor or a scientist. I found his tone condescending and completely inconsistent with an employee honoring my legal right to opt-out of scanning.

3/29/2014 3:10:50 PM

I did not appreciate the long delay that resulted from the inappropriate lecture, which just further extended the time I have to spent going through security ever since the installment of the full body scanners.

Since TSA has already acknowledged that some passengers do not want to have full-body scanners and that it is acceptable to opt-out, then it should be reasonable for the traveling public to expect TSA to train their employees to treat this option with respect and TSA should have enough agents on hand to accommodate this option efficiently. Considering every passenger pays $5 per flight for security, it would seem reasonable that we could expect 3 minutes of courtesy and efficiency.

Sincerely,

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

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 3/29/2014 2:56:33 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
3/29/2014 3:10:54 PM
Comment : My husband and I were both invited into PreCheck by Delta Airlines. Our boarding passes always indicated our PreCheck eligibility until after my husband had a total knee replacement in October 2013. Since that time, his boarding pass never displays PreCheck eligibility. I understand that he will always set off the metal detectors and get a pat down, but it would be nice if he could get the other privileges of PreCheck such as not having to remove his shoes or belt. Is there any possibility that he could be treated as a PreCheck passenger until he reaches the point where he sets off the metal detector and gets a pat down?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 3/29/2014 2:56:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/29/2014 2:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : entry scanner checkpoint TSA Employee: (If Known) :
3/29/2014 3:11:09 PM
Comment : My wife is pregnant and asked to opt out of the electro scanner because there are concerns of its effects on unborn babies. She was made to wait by the side for 10 min after her bags passed through the scanner. Durring this she notified two officers that she was waiting for a pat down in order to opt out of the screening. She finally had to just go through the scanner to collect her belongings. Please encourage the officers to be more responsive to the needs of those who opt out.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is missing her jewelry. She is missing a small red and gold satin jewelry pouch from her carry on. She had to go through additional screening including swabs for explosive traces twice in the same day because her first flight was cancelled and she was bumped to a later flight. The jewelry pouch went missing during screening and the caller feels that it is because she could not keep her eye on the luggage while she was being screened. She came in through the far right side at the checkpoint and was called over to the other side of the checkpoint for screening far away from her belongings. Caller states that the TSO would not even allow her to look at her luggage. Caller states that the situation at the checkpoint was chaotic.
Among the items missing were:
Turquoise nugget necklace
18 Mounted gold lady liberty coin on a diamond cut 14k rope necklace (family heirloom)
Pearl necklace
Caller states that she has already called the airline to make sure that it wasn t lost on the airplane.

Airport PBI
Airline Delta
Flight # DL1184 (initial cancelled flight) - DL1930
Date Time 03 27 2014 1:10PM
3/29/2014 4:45:23 PM
Location Gate C2

Advised caller:
Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

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.

3/30/2014 9:48:12 AM

My home airport is LAX and I usually fly United out of Terminal 6. I request a pat down each time due to a series of medical devices that are implanted on my body. I have experienced a lot of difficulty at this terminal, including the following:

- Officers making me wait in front of my items while they determine who is on lunch break - Solution: serve the client first by completing the pat down then move on to administrative work.
- Officers asking me why I need a pat down when it's 'only x-ray' equipment - Solution: officers are not medical doctors or equipment manufacturers and cannot make these determinations. Respecting client's privacy and choice should be the objective.
- Not having bins available in TSA Pre line for items - Solution: Manager explained that this was a 'pilot' program, but it was messy and inefficient.
- Airline representative inspecting bag size and asking to remove contents so bag fits into overhead bin measurement box - Solution: airline representative is holding up the line and jeopardizing security; if the bag needs to be checked they can do this at the gate.
- General disorganization and chaos making it difficult to (1) tell which line is which or (2) stand aside while waiting for pat down - Solution: perhaps this is due to the small size of the security area, it was a larger area before the United merger.

I hope that some of these issues can be addressed to ensure a smoother and more secure process at Terminal 6, thanks!

(b)(6)

3/30/2014 9:50:25 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/29/2014 9:43:54 PM Airport : GPT - Gulfport Bilox Regional Date/Time of Travel : 03/24/2014 2:00 PM Airline & Flight Number : vision air #v2701 Checkpoint/Area of Airport : person who directs people to the metal dector or scanner TSA Employee: (If Known) : na Comment : THIS IS NOT THE FIRST TIME I'VE CONTACTED YOU ABOUT THE DISRESPECT I'VE RECD. AT THIS AIRPORT, WHEN I REQUESTED A PHYSICAL PAT-DOWN DUE TO DOCTORS ORDERS. I HAVE A IMPLANTED DIFIBRILLATOR [NOT A PACEMAKER] AND THE POLICY OF MY CARDIOLOGIST IS TO NOT ALLOW HIS PATIENTS TO GO THROUGH ANY TYPE OF DETECTOR OR SCANNER.AFTER I PUT MY CARRY-ON ON THE BELT I REQUESTED A PAT-DOWN DUE TO DOCTORS ORDERS. THE YOUNG MAN WOULD NOT ACCEPT THAT. HE INSISTED ON KNOWING WHY. AGAIN I TOLD HIM DOCTORS ORDERS AND AGAIN HE REFUSED TO ACCEPT THAT, AND HE WOULD NOT CALL FOR A "MALE ASSIST". I FINALLY TOLD HIM WHY AND HE SAID MY DOCTOR DIDN'T KNOW WHAT HE WAS TALKING ABOUT ! I FINALLY ASKED HIM IF HE HAD A DEGREE IN CARDIOLOGY, HE SAID NO, AND I ASKED FOR A SUPERVISOR, BUT AT THAT TIME HE DID GET SOMEONE TO GIVE ME A PAT-DOWN. HE DIDN'T WANT TO GET THE SUPERVISOR INVOLVED. THE PERSON WHO DID THE PAT-DOWN WAS A VERY PLEASANT AND RESPECTFUL PERSON AND I WAS HAPPY FOR THAT. AS I MENTIONED IN PREVIOUS COMMENTS TO YOU ABOUT THIS AIRPORT, I HAVE NEVER,EVER HAD A PROBLEM AT CHICAGO MIDWAY AIRPORT. I THINK SEVERAL OF YOUR AIRPORTS COULD LEARN FROM THEM AND I GIVE A GREAT "WELL DONE" TO THE STAFF AT CHICAGO MIDWAY. PLEASE PASS THIS ON TO THEM.
FINALLY, I WOULD LIKE TO KNOW IF A PERSON CAN DECLINE TO GO THROUGH THE MACHINES AND REQUEST A PAT-DOWN ? THAT WAS ALWAYS YOUR POLICY. HAS IT CHANGED? AND, IF WE DO REQUEST A PAT-DOWN, DO WE HAVE TO BE SUBJECTED TO WHAT I WENT THROUGH AGAIN !??!
I DON'T REMEMBER, BUT I THINK THIS IS THE 3RD OR 4TH TIME I'VE WRITTEN TO YOU ABOUT THIS PROBLEM AND THEY SEEM TO BE AT YOUR SMALLER, SOUTHERN AND SOUTHEASTERN AIRPORTS. THE NEXT TIME THIS HAPPENS, I WILL NOTIFY YOU FIRST, AND THEN I WILL NOTIFY THE US CONGRESS AND SENATE.
I RESPECT WHAT MOST OF YOUR PEOPLE DO, AND WE NEED YOU. I REALIZE THAT IT'S A HARD JOB. HOWEVER, I ALSO THINK A GOOD NUMBER OF YOUR AGENTS NEED ALOT MORE TRAINING IN CUSTOMER RELATIONS.

THANKS SO MUCH

(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

3/30/2014 11:29:40 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/30/2014 10:03:24 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : You need to have some way that someone with an artificial knee can avoid the whole pat down etc procedure.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/30/2014 2:00:19 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/27/2014 8:30 AM Airline & Flight Number : Delta 4549 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Female working at Pre-TSA priority area on far left Comment : March 27, 2014 Seattle Airport Delta flight #4549, 10:15am, went through TSA-pre ckeckpoint at 8:30am, at boarding B area.

The TSA experience prior to boarding was unprofessional and created significant emotional distress and physical pain for me. As a disabled individual relying upon a cane, I was treated deplorably, with a full body search in public view, requiring me to stand initially without my cane, then with my cane in four painful and unsteady poses just to check my legs, as well as a final check of my palms for chemicals and explosives with a swab.

The pat down was the longest in terms of time, that I have ever experienced. The female TSA agent repeated patting areas that were unnecessary, with greater pressure, and thus contributed to my sense of distress. It was difficult to stand for so long and my right knee was twisted during this process, resulting in significant swelling and severe pain. I remained cooperative and congenial during this time.

I have a total knee replacement and a partial knee replacement on the other knee, and was not permitted to go through the body scanner. That option would have clearly showed my implants.

3/30/2014 3:18:42 PM

My respiratory ventilator was dismantled and left in disarray, out of its carry bag, left in parts. The TSA agents did not place the cords back into the sockets they had been removed from, or back into the bag, and had removed the machine completely from its foundation and connected parts. I was left to put everything back together myself, after being treated rudely and aggressively.

I was clearly in distress and was not assisted until a supervisor noticed my inability to place the plugs back, and she yelled out for assistance, demanding to know who had done this and left my life support items in such condition. No one came forward and she yelled out again demanding to know who had done this. Eventually two agents came forward and assisted with the cords.

I have never experienced such unprofessional treatment and unnecessary body searching in my business travels to date. The supervisor was professional in her response, but the others were woefully inadequate in their training and lack basic awareness on how to treat disabled passengers. Rudimentary training is essential, particularly since this type of negative treatment of passengers creates a sense of vulnerability and loss of control. This severely diminishes the travel experience and confidence in the step by step screening process. These TSA employees need to increase their capacity in doing the basic job functions. My experience at LAX was much better since they were highly professional in their pre-TSA area, and conducted a reasonable and non-invasive pat down of my body. Thank you for your interest in improving customer service.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew from Bogota Columbia Eldorado Airport on JetBlue to FLL and was patted down and probed inappropriately and to him it was like sexual assault. He stated that this happened at Bogota and he is needing to know who he can report this issue to. He is wanting to file a complaint about the screening process he went through in Columbia. Is he permitted to just show his military ID when going through the screening process there to avoid the groping. He contacted JetBlue and they advised him to call the Office of Civil Rights to report the issue.

3/31/2014 9:57:21 AM

I advised him that TSA is only in the US and the screening in Columbia is out of our jurisdiction. I do not have the screening process and regulations for Columbia since we are only in the US. He may be able to contact the Department of State @ 202-647-4000 to find out the screening process and procedures for other countries. The office of Civil Rights may or may not be able to assist him. I would recommend contacting the Department of State first to see what they advise him to do.

Caller is currently at SRQ awaiting a flight to ATL aboard Delta #2563. Caller requested a manual pat-down and she is a chemo patient with metal wires in her chest from an old pacemaker. Caller states a manual pat-down was requested by the male officer on duty. The female officer directly the lady towards her to what she thought was the pat-down area, but was directed through the walk-through metal detector. Caller has health concerns and is fearing the consequences the metal detector may have on her health. This occurred at approximately 12:10PM. Caller describes the female officer as an older lady in her 50s and the male supervisor whom she spoke with after the WTMD screening as a short, bald, overweight man with glasses. This gentleman handed her a complaint card which advised her to contact the TCC.

3/31/2014 12:19:58 PM

Resolution:

Apologized to the caller for any perceived unprofessionalism or lack of customer service she feels she received. Advised caller I would forward her complaint to the CSM at SRQ immediately for review. Suggested caller contact her doctor for any imminent health concerns because I am not a doctor.

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

Told caller
I explained to him with examples of passengers with metal or even scars can cause an alarm during screening. If there was an alarm during screening they will have to give a patdown to clear any alarm. They can not assume it was the stitches or the
3/31/2014 scar that caused the alarm. He should let the officer know about the scar or stitches before the screening starts, and where it was located on the body.
1:38:19 I ask if he had declare the stitches on his stomach. He said he told him them he could not raise his arms but not about where the stitches were on his body.
PM
I offered to send his complaint to the CSM for him but he did not want to do this.

TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/31/2014 11:43:25 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/31/2014 8:00 AM Airline & Flight Number : As Checkpoint/Area of Airport : Terminal d TSA Employee: (If Known) : Supervisor Comment : To whom it may concern, it took too long to go through security line. It took twenty five minutes after I'd checks for a dozen passengers to be processed. There weren't enough staff to handle the opt outs. I brought it to the attention of the officer at the desk, supervisor, who was playing with his personal phone. He said there was nothing he could do and continued to play with his phone. Management has the tools to
3/31/2014 adaptively manage the flow of passengers and they did not. Several TSA staff members were milling about and not helping. In addition, the older x ray machines were not used effectively. The bag scanner belt shut down repeatedly cause there
3:02:09 wasn't staff to pat down passengers.
PM Would you like a response? : True
Passenger's Nam(b)(6)
Phone Number :
Ema(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From: ??????? ????????(b)(6)
Sent: Monday, March 31, 2014 11:37 AM
To: TSAExternalCompliance
Cc(b)(6)
Subject: Urgent ..

kindly check attachment !

???? ???? ??????? .. ??? ??????

(b)(6)

3/31/2014
3:02:16
PM
Transportation Security Administration
Civil Rights Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

CC: Council on American-Islamic Relations of Washington State (CAIR-WA).

3 31 2014

RE: Rude and unprofessional treatment from a TSA agent.
(NOTE: this letter was translated by my daughter since my English isn t proficient enough)

To whom it may concern,

I am writing this letter to complain about a rude and unprofessional treatment that I received from a TSA agent at JFK airport, Jamaica, New York. On Friday, March 28, I had a flight on Saudi Airlines (flight number SV22) that was scheduled on 8:30

Not enough information is available concerning pre-check, and that pre-check is also randomly given to some traveler's. My wife and I experienced a very unpleasant experience today at Spokane Int Airport, GEG, at the Alaska Airlines security check.

I have had both of my hips replaced, so it requires that I receive the pat-down treatment, when the body scan is not available, as it isn't at Alaska Airlines security check point at GEG.

We did not know about a random pre-check designation on my wife's boarding pass. When we had our boarding passes checked, my wife who was ahead of me was directed to go one way. I did not receive the pre-check designation on my boarding pass, so I was informed to go to a different area. Being separated from your traveling partner may not seem to be a problem to the average traveler, but it is to someone who requires a full body pat-down. This procedure may require anywhere from 5 minutes to 15 minutes, and you are told to go to a secure holding area, by which you are separated from your items being x-rayed. This leaves your items in an unsecured position. If my wife had known that I was being directed to a different area than me, she would have asked to go through the security line I was in.

3/31/2014 8:31:33 PM

In addition, the TSA employees at GEG need to be given some training about customer service. The lady that checked my wife's boarding pass was ordering people in the security line to do this and that, even though there were other TSA employees doing that very thing. Her attitude was such that if an employee of mine acted this way there would be serious customer service training scheduled for her.

Also, the male agent that administered my pat-down used a very demeaning attitude. When I mentioned that I didn't like my items remaining on the conveyor, he asked which items. When I stated my computer, which was in a tote, and vulnerable to being knocked off the conveyor or stolen, he got my computer and brought it to me and asked in his demeaning way "So, how is that". I replied that there were two more items of mine sitting on the conveyor unattended. I had to endure more of his comments as he got my other two items, and while he administered the pat-down.

Until today, I had received good service from TSA at GEG, but today was the worst customer service I have ever received.

If you are going to pre-check one person in a party traveling together, then you should pre-check all the persons in that party. I understand that a person doesn't have to go through the pre-check line, but there should be more information available concerning pre-check, and when a situation arises as did today, one of your employees should assist when a person is directed to the pre-check line and others in the party are directed to another area. The gestapo lady at the boarding pass check would not allow me to go and inform my wife as to what was occuring.

My husband and I just finally arrived home from a flight from Sarasota, Florida to Portland, Maine. Our first flight today from the Sarasota airport to Atlanta departed Sarasota at 1:55 p.m. on flight #2563. I have a pacemaker (1996 model with lead wires – non-oxidized) and a loop recorder implanted in my chest. I am also a chemo patient. My Cardiologist, (b)(6) Maine Medical Partners, Scarborough, Maine and my Oncologist, (b)(6) Bridgton Hospital in Bridgton, Maine have instructed me to have manual pat downs ONLY whenever I fly as radioactive waves are harmful with the particular medical equipment in use in my body. We do not fly often and I had no problem at the Portland, Maine Airport when we departed for Florida on March 11th with having a woman do the pat down...no questions were asked and I was treated with dignity and respect.

However, today when I flew out from the Sarasota airport, I was treated with disrespect for myself, for my medical issues, and with total disregard for the doctor's instructions. I wear a medical necklace with all of the info. listed with strict instructions to what types of equipment and treatments would be safe in my particular situation. The TSA personnel did not care at all about any of it.

4/1/2014 8:59:10 AM

At 12:10 p.m., my husband and I entered the security part of the checking-in process at Sarasota Airport. We explained to the TSA who was running the turntable for scanning personal items that I required a manual pat down. He said, "No problem" and he called someone on the phone and said, "I have a customer who is "opting out" for medical reasons and will need a manual pat down". This gentleman then pointed me toward an older lady, in her 50's , stocky build and told me to go over to where she was standing behind the scanning cylinder. As I walked toward her, she motioned me to walk through the scanning cylinder to get over to where she was standing. I thought it odd but she was waving her arms and motioning me toward her so I assumed she must want me to walk through the cylinder in order to get to where she could do the pat down. I assumed the cylinder scan machine wouldn't do anything until someone activated it nothing would happen. As I started through, the TSA woman who was supposed to do the manual pat down pushed the button and scanned me. And then, proceeded to yell " you need to go back, you moved!" I said, "Why did you do that...they told you I needed a manual pat down, why did you do that?" She said, "There is nothing wrong with these machines....they will not hurt anyone. Doctors don't know what they are talking about when they come in here and tell us to manually pat patients down!" At that point, I got very scared. very upset and started crying....didn't know what the radioactive waves would do to the lead wires or loop recorder in my heart or the chemo. in my system. Didn't and don't know what will happen from this action taken by this woman. My husband hastened over and I was still very shaken and crying. In the stressful moments following the scanning, I was not given the name of the TSA scanning woman nor the name of the middle-aged, stocky man with dark short hair and glasses whom she brought over to tell me"You are okay...we have not hurt you. We do this all the time. But if you have a problem, we will give you a card to call the TSA customer service to report it." He gave me the the card and just walked off. I was still very upset at the treatment and the audacity of these TSA representatives who would jeopardize someone's life possibly, in a situation where they do not have the medical background to decide treatments or actions. No ONE apologized, no ONE at any level!!!! Just walked away and left me sitting there and crying. Other passengers tried to console me.

We called the TSA Contact Center and a TSA agent named (b)(6) took the information and said he would forward a copy to the Sarasota Airport TSA Manager. (b)(6) wished me "Good Luck!" Nice when I'm worried about something that may have caused some permanent medical problem. What good will good luck do? Nothing to fix any possible short-term or long-term damages to my heart by subjecting these lead wires to radioactive material. I am LIVID to put it mildly and of course will call my Cardiologist tomorrow morning as soon as they open. Not sure what tests she will need or can do to determine any possible damages but you can be sure if any is indicated, legal action will follow. I will seek legal recourse and legal damages.

(b)(6) recorded everything and told me to see my doctor and said "Good Luck!" (b)(6) said a copy will be forwarded to the Sarasota Airport immediately. How will that help fix what happened to me there today? Will someone please check into this :

Delta Flight #2563 from Sarasota, Fl. to Atlanta, GA 1:55 p.m. 3 31 14

(b)(6)

Gardiner, ME 04345

(b)(6) (home number)

To Whom It May Concern:

I would like to share a recent experience with the TSA at Baltimore Washington Airport (early Monday evening, 3/31/14). While going through security, when I was directed to walk through a scanner, I opted out as I always do. I waited for a pat down while my belongings went through the xray machine and gathered at the end of the conveyor belt. When the officer finally let me through, she asked me to step around the belt. I demurred and pointed out my belongings, including an expensive new laptop. She asked me again to come around, and I pointed my possessions out to her. Finally, I gave up and just walked around the belt as indicated. This required going around a column such that that I could not keep my eyes on my belongings. When we were both on the same side, she asked which things belonged to me and collected them. The pat down proceeded without incident.

4/1/2014 12:26:05 PM

It would have served both of our purposes perfectly well if the officer had let me indicate my things on the belt and she collected them before I walked around the column. Travelers ought to be able to see their belongings at all times. It is unreasonable to expect us to leave our possessions out of both our and the officers' control, as that's how laptops and other things "walk off" with the wrong owners.

Please consider instructing your TSA officers in this manner, as it is the procedure that has been used at every other airport at which I have declined to go through a scanner.

Yours sincerely,
(b)(6)
Champaign, IL

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 4/1/2014 12:13:15 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/26/2014 10:44 AM Airline & Flight Number : United 1040 Checkpoint/Area of Airport : United Airlines Gate# B-10 TSA Employee: (If Known) : do not know name
Comment : Hello, I hope this email falls upon someone who can get something done and who really cares about the customer. My daughter has had several ugly incidents at airports when traveling that has been utterly distasteful for no reason. She has never wanted to complain until now. Each time she travels, she tries to only have her purse and no special things that have to be taken or looked at. She has been very cooperative and respectful when traveling. My daughter is a brand new (b)(6) Music Recording Artist and will have to travel a lot, but because of this last experience, she does not want to travel at all. The experience really traumatized her. Here are the details of the incident: She was entering the security checkpoint and there was a full body scan that she went through. There was no beeping or anything that should have suggested what this security agent did. So now she is through this situation and the lady asked her to come here. She said she had to pat her hair. However, instead of patting the hair, she took both her hands and dug all into my daughter's hair and pulled her hair so hard, that, she pulled out her hair extensions that she had done the night before. Not only did this agent do that. She wrapped her hand around my daughter's neck and leaned over laughing and said out loud for everyone in the line to hear. Oh, see, I knew that was not all your real hair, being very mean and with an attitude as well!!! Now my daughter did not give her any problems, or say anything back to this agent, but she was completed upset, with the agent's behavior. She almost did not get onto the plane, but her Dad convinced her to go anyway and said he would take care of it, once they returned back to Chicago. Now why, was this agent even concerned that my daughter was wearing extensions and that the hair might not be her own? It is apparent that she had some advance notions in her head. A woman is entitled to wear her hair any way she wishes. Get whatever color she wants, and all of that. Why should any other woman be so concerned with that issue? If it was all about safety and just making sure of that, then why did she touch my daughter in that unprofessional manner, pull her hair out, and why did she make that totally unprofessional comment afterwards? There was obviously more to it for the agent than security!! Does, she think just because she is a security agent, with an important job, that she can act like a small time bully or act out unprofessionally to passengers and customers coming through the gate, whenever it suits her? Is this the type of behavior we as the public should expect, just because you guys are trying to make sure of safety issues? I do not think so. I work in the legal department of a very well-known large corporation. I have spoken with several of the attorneys here who travel all the time to get their feedback and take on the issue. They thought the behavior of this agent was very bizarre and none of them have experienced what this woman did with my daughter. My daughter got her hair done the night before and it cost $1000.00. The agent ruined the hair style and my daughter had to get it repaired once she got to her destination. I understand you want to make sure of safety, but this is beyond that issue. I think my daughter's safety and the feeling of well-being were put at risk in this case. This could have caused a whole lot of other type of problems, for no reason. I am so glad my daughter is a lady and has good manners and knows what is right and knows how to respect others. I do not know what you can do to solve this issue. My daughter feels that it was pure racism on the agent's part because, just the week before, she traveled as well, with the same hair style, but did not experience the same treatment at all. In fact, no one has ever patted on her hair, went through it, or even requested to. You may have had instances where agents did pat hair or pat down, but my daughter never experienced this. The agent was a white lady, middle aged. My daughter is inter-racial and very pretty. I do not know how you go about solving these kinds of issues but I do think something more than an apology is in order. I was wondering what could be done, when you have a person that will be traveling very frequently and might become high profile. Is there another way she can be secured without this type of treatment, especially, if they are abiding by all the rules? I looked at your sight and the people coming through the lines cannot even say anything derogatory to these agents, so why are they allowed that privilege, if no one is being bad with them? I do think the women agent had some serious issues. I have some suggestions about a little solution to the problem. First and foremost, my daughter should be reimbursed for the cost of the hairstyle she got done at the beauty shop. There should be a serious apology to her personally from this agent. The agent needs some counseling about her issues with other races and women and definitely needs a retraining. There should also be some consistency, with passengers when traveling. Why did this agent target her and no others have done the same thing, in this way? I think you as an airport or agency should get this together. We have enough to worry about in these days and times. Especially with what has just happened with the missing airplane and those poor families. I cannot imagine how devastating this is for them. Now on top of those things, can you imagine a terrible experience at the airport as well?? I am hoping to get this solved at this level. However, no matter how costly, because (b)(is willing to pay for an attorney, we could go further. Please let me know your thoughts. Thank you so very much in advance for your help. Please Help!!!!

4/1/2014 2:12:08 PM

(b)(6)

Would you like a response? : True

Caller is a GE member and did had Precheck for 9 or 10 months. Then she fixed her information with the program and she started receiving it but then she flew to Arizona on United and received it going and did not get it on the way back from Sky Harbor. She is trying to find out what is wrong.

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

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

4/1/2014 3:50:56 PM

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

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

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

4/1/2014 8:14:48 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 4/1/2014 6:23:06 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/31/2014 12:00 PM Airline & Flight Number : Delta 6049 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :
Comment : Voiced complaint to supervisor but providing feedback via this site as well. Traveling with my 17 year old special needs child who is confined to a wheelchair. We've been through TSA checkpoints 20 times or so during her life and never had this bad of an experience. I loaded valuables onto x-ray conveyor as instructed then planned to escort my daughter through the magnetometer so she could be patted down and her chair inspected. TSA agent called for a "dynamic female" to escort us through. We waited for what seemed like about 10 minutes and at least 20-30 other passengers made their way around us while we were waiting. Despite my request twice for a supervisor or someone who could expedite finding this "dynamic femail", all that happened was the same verbal request for a dynamic female into the air hoping someone would hear it and respond then the agent would turn his attention back to herding the other passengers around us. Meanwhile my personal items including thousands of dollars in electronics is sitting unattended on the other side of the x-ray machine. Once we were finally escorted through, I've never seen a more over zealous search of my daughter, her wheel chair, and her personal items in the unremovable bag on the back of her chair. Again, been through this 20 times or so. The pat down was excessive. The ETD was run twice because one agent didn't know the other had already done it. All contents of the bag were not just inspected but removed, placed in a tray, and run through x-ray. It was incontinence protection, a spare set of clothes, bibs, plastic bags and a few other small items that are evident without the need for x-ray. Not only has the physical inspection been sufficient in the past but this time there wasn't much attempt to preserve my daughter's dignity by the agent when these items were placed in the tray and paraded back to the x-ray machine. I found the whole experience to be very unprofessional with minimal regard to customer service.

Went through the same process at CVG about 9:30 a.m. on 3/27/14 and have nothing but compliments for how it was handled.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/1/2014 10:15:24 PM Airport : DEN - Denver International Date/Time of Travel : 04/01/2014 6:30 AM Airline & Flight Number : UA 1105 Checkpoint/Area of Airport : primary check point TSA Employee: (If Known) : lady doing the personal screening and 3 stripe officer at the control desk Comment (b)(6)

(b)(6)

I am complaining about the way my personal pat down was badly handled when I chose not to go through the body scanner.

I work around Xray units, and fly frequently so I am trying to control the amount of radiation I am exposed to.

I was told repeatedly that my concern was unjustified because the scanners were less harmful than a cell phone. I felt that I was being treated in a demeaning manner. It is not the job of the TSA to try to convince me to go through the scanner. I have the choice of either pat down or scanner. They made me wait a very long time for a female agent and when I was finally escorted over to the pat down area, the agent condescendingly explained to me the procedure as if I was a small child. She then touched me in areas where she shouldn't have. I was very uncomfortable with that and she said , "Why are you making a face?" After she was completed, my husband handed me my belt right in front of her and she asked "Where did you get that from?" I couldn't believe she said this , but I answered, "My husband."

4/2/2014 8:23:45 AM

With this she said, now I am going to have to pat you down all over again from the beginning, and the belt will need to go through the scanner again.

She redid the pat down all over, touched me again in the crouch area and also breast again.
What would touching a belt that already passed through the x-ray unit make her have to start all over from the beginning again?

She also took swabs of my hands and put them through some kind of machine.

It is obvious that this harassment was done to keep me from ever opting out of the body scanner again. I expect an investigation into this.

(b)(6)

My complaint is against the 3 stripe man at the control desk. Because there was an unusually long wait for the personal screening of my wife and the way it was conducted, I went to the control desk to voice my complaint. The area was loud and when I started to tell the man my complaint, he stopped me mid sentence and said that he would have me escorted from the area if I spoke to him in a loud voice. I was not speaking in a loud voice, it was loud surroundings and I spoke in a voice that could be heard unlike the 3 stripe control desk man that spoke so low that I had to ask him to repeat himself and had to move closer to hear him. At that point he called a police officer as a further threat. He knew full well that we were under a time constraint and could miss our flight yet he slowly took his time self-righteously explaining that his checkpoint would take however long it would take to do this personal screening. Time spent was about 15 minutes as opposed to 1 or 2 minutes that the other people that were willing to go into the hands over head scanner. The woman that did the personal scan told me that I should be there 2 hours prior to the flight.
It is obvious to me and those around us that if a person refuses the scanner there would be a price to be paid in time and embarrassment.
I have a couple of questions regarding the limits imposed on carry on bags re liquids etc. At Fort Myers,Florida (RSW), on Saturday, my wife had 4 or 5 articles of personal items removed from her carry-on bag, including a tube of toothpaste (unopened and in the original box) and a tube of sun-tan lotion in a cream form. They were confiscated by the TSA attendant. None of these articles were in the 1 quart zip bag but were randomly located in her bag. A couple of the items were in liquid form and clearly appropriately taken in light of their size and not being in a 1 quart plastic bag. My question is: Do the toothpaste and suntan lotion qualify as "liquid or gel" under TSA rules and was it appropriate for them to be taken? Both exceeded the 3.4 oz requirement but as noted, were in a cream or paste form.

4/2/2014 12:05:54 PM

The second question involves your rule as it pertains to those of us who are older than 75, which we are. If the rule is that we do not have to remove our shoes or jackets, do we then have to undergo the pat down after emerging from the scanner. We were both patted down after going through the new scanning equipment and I was not sure if it was in accordance with the rule as to those over 75 years of age or whether the scanner did not show we were "OK". Thank you,(b)(6)

Good morning,

I am a security-cleared goverment contractor that often travels to the Middle East (specifically Yemen) for work at the US EMB Sana'a, Yemen. I have been to Yemen three times in the past 2 years and typically spend about 3-4 months in country.

Since returning from my first deployment to Yemen in May 2012, I would estimate that I have been pulled into secondary screening at the airport 75% of the time (carry-on luggage completely emptied and searched, luggage and hands swabbed for explosives, complete full body thorough pat-down, verbal questioning about my travel), which usually takes about 20 minutes. Not to mention, this takes place in front of everybody in the airport, which is completely embarrassing. (I also get pulled into secondary and searched/questioned by Customs & Border Patrol at Dulles when I return from Yemen as well).
To avoid this happening, I contacted TSA and DHS with a complaint in 2012, and was provided with a Redress number (Redress (b)(6) see attachment). I was told that providing this Redress number when booking flights would prevent this additional scrutiny on future flights, however this has not been the case. Additionally, in April 2013, since I have a security clearance I applied for the TSA Trusted-Traveler (pre-check)through NGA's channels and was provided with an additional identifier (TSA Trusted-Traveler (b)(6)) which should also help when traveling. Again, I always provide this number as well when booking flights, but it does not seem to help.

4/2/2014 12:06:08 PM

When I get my tickets at the airport and notice the "SSSS" on my tickets and ask the airline employees why this keeps happening (even when they can see in the computer system that I have entered the Redress and Trusted-Traveler numbers when I booked the flight), they say I need to talk to TSA and DHS. When I'm getting searched by TSA, and ask the same questions, they say I need to talk to the airline. Its one big run-around every single time and nobody is providing answers.
Why does this keep on happening? What do I need to do? Who do I need to contact to fix this re-occuring problem? Can you please assist me with this issue?
Thank you,
(b)(6)

-------- Original Message --------
Subject: SJC - TSA Airport Experience
From: (b)(6)
To: (b)(6)
CC:

To Whom It May Concern:

I was scheduled to travel on business Wednesday, March 12th on Southwest Airlines flight #3787 from SJC to PHX. I arrived at the airport at approximately 7:50 AM and printed my boarding pass. I did not check a bag, as is my custom for short trips.

4/2/2014 2:16:50 PM

The security line at Terminal C in SJC was relatively short (compared to normal). As I had done dozens, perhaps hundreds, of times at SJC, I prepared my contents to go through security. Laptop in a separate bin. Shoes, belt, coat and liquids in another.

I proceeded through the body scanning device and proceeded to wait for my contents to exit the screening belt. I saw one of the agents pull my bin off of the conveyor and asked me if it was mine. I answered yes.

The agent (first name (b)(6)) pointed at my contact solution (Clear Care brand). I told him that I had flown through SJC dozens of times with this exact solution and no one had ever asked me about it before. Even the videos that play in the screening area say that contact solution is allowed in carryon bags. I told him that I had to have the solution and wouldn't be able to take out my contacts at the hotel without it. My contacts are custom-made, by the way, and cost $400. It's not practical for me to throw them out. I also didn't have a rental car on this trip, so I had no access to drive to a drugstore to replace it.

Agent (b)(6) then said he would have to test the solution but that it was likely to alarm due to the hydrogen peroxide in it. He proceeded to test it and confirmed that it alarmed. Frustrated at this point, I told him to just throw it out and I would go make my flight. He told me that wasn't possible and that I needed to speak with the explosives expert. I was escorted to the TSA supervisor on duty (first name (b)(6)). She told me that I was not allowed to leave and that I'd have to wait for her supervisor and the explosives expert.

I proceeded to tell her that I have flown through SJC at least 50 times with Clear Care solution without an issue. I also told her that the TSA website does not have any information that I'm aware of that warns passengers that certain types of contact solutions aren't allowed through security. She said she was sorry but that there was nothing she could do. All this happened as I'm watching a TV monitor in the screening area with TSA saying how contact solutions and other "medically necessary" items are ok to carryon.

I underwent a full body pat-down by a male agent, my first time experiencing that. Frankly, the whole experience was humiliating as I was detained. In addition to the TSA officers, two San Jose police officers stood by to ensure I didn't act up. I could

From (b)(6)
Sent: Wednesday, April 02, 2014 12:45 PM
To: TSAExternalCompliance
Subject: Complaint

Hello,
There has already been a TSA Complaint form submitted to your aency already. The name of the person, date and time and flight number as well!!. I will attach the Complaint to this email. I am not sure, if anyone even bothered to read the complaint. This was about the professionalism of the TSA Agent. Even though Security is the number one object. Your Agent was far from professional with this customer. I hope that someone will contact us soon!!! You can assure someone all you like about the hiring and making sure that your TSA Agents are professional, but what do you do, when they are not!!!!Please see the attached complaint.

Thank You,
(b)(6)

Grayslake, Illinois (b)(6)

4/2/2014 4:14:33 PM

Attachment:
Hello, I hope this email falls upon someone who can get something done and who really cares about the customer. My daughter has had several ugly incidents at airports when traveling that has been utterly distasteful for no reason. She has never wanted to complain until now. Each time she travels, she tries to only have her purse and no special things that have to be taken or looked at. She has been very cooperative and respectful when traveling. My daughter is a brand new (b)(6) Music Recording Artist and will have to travel a lot, but because of this last experience, she does not want to travel at all. The experience really traumatized her. Here are the details of the incident: She was entering the security checkpoint and there was a full body scan that she went through. There was no beeping or anything that should have suggested what this security agent did. So now she is through this situation and the lady asked her to come here. She said she had to pat her hair. However, instead of patting the hair, she took both her hands and dug all into my daughter's hair and pulled her hair so hard, that, she pulled out her hair extensions that she had done the night before. Not only did this agent do that. She wrapped her hand around my daughter's neck and leaned over laughing and said out loud for everyone in the line to hear. Oh, see, I knew that was not all your real hair, being very mean and with an attitude as well!!!! Now my daughter did not give her any problems, or say anything back to this agent, but she was completed upset, with the agent's behavior. She almost did not get onto the plane, but her Dad convinced her to go anyway and said he would take care of it, once they returned back to Chicago. Now why, was this agent even concerned that my daughter was wearing extensions and that the hair might not be her own? It is apparent that she had some advance notions in her head. A woman is entitled to wear her hair any way she wishes. Get whatever color she wants, and all of that. Why should any other woman be so concerned with that issue? If it was all about safety and just making sure of that, then why did she touch my daughter in that unprofessional manner, pull her hair out, and why did she make that totally unprofessional comment afterwards? There was obviously more to it for the agent than security!! Does, she think just because she is a security agent, with an important job, that she can act like a small time bully or act out unprofessionally to passengers and customers coming through the gate, whenever it suits her? Is this the type of behavior we as the public should expect, just because you guys are trying to make sure of safety issues? I do not think so. I work in the legal department of a very well-known large corporation. I have spoken with several of the attorneys here who travel all the time to get their feedback and take on the issue. They thought the behavior of this agent was very bizarre and none of them have experienced what this woman did with my daughter. My daughter got her hair done the night before and it cost $1000.00. The agent ruined the hair style and my daughter had to get it repaired once she got to her destination. I understand you want to make sure of safety, but this is beyond that issue. I think my daughter's safety and the feeling of well-being were put at risk in this case. This could have caused a whole lot of other type of problems, for no reason. I am so glad my daughter is a lady and has good manners and knows what is right and knows how to respect others. I do not know what you can do to solve this issue. My daughter feels that it was pure racism on the agent's part because, just the week before, she traveled as well, with the same hair style, but did not experience the same treatment at all. In fact, no one has ever patted on her hair, went through it, or even requested to. You may have had instances where agents did pat hair or pat down, but my daughter
Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wanded and then she went through the AIT then wisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

4/2/2014 4:38:52 PM

Response: Informed caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Informed caller that unfortunately those are the policies we have in place at the current time and this could happen at anytime at any airport. Informed caller that she was not chosen at random for through screening. Informed caller that this process is required anytime an alarm triggers or screening officers can not immediately identify an item. Informed caller that we would rather not have to conduct through screening because it not only effects her but other passengers as well but if an alarm triggers it will have to be resolved by a through pat down. Informed caller every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

The following is the response from Delta regarding the e-mail I sent to the TSA on your website and copied to Delta. An apology from Delta seems to indicate the behavior of one of your agents who should have been reprimanded and from whom I should have received an apology was clearly out of line. It is clear TSA agents care nothing for the public who pays their salaries. And it is clear your agency as a whole is lacking in common courtesy and common sense; yet the agent who put me through the scanner and her supervisor seemed to feel TSA agents have medical expertise as they clearly stated they know more than doctors!!!! Quite a statement for a non-medical person to make, don't you think?

My husband and I will be talking with an attorney on Friday and decide from there where to go with this problem which occurred at the Sarasota airport. Perhaps your TSA agent and her supervisor will realize the consequences of making decisions for which they are NOT trained.

(b)(6)

(b)(6)

4/2/2014 6:17:26 PM Gardiner, ME 04345

(b)(6)

Hello (b)(6)

RE: Case Number (b)(6)

Thank you for forwarding the complaint you sent to the TSA Contact Center. I can tell from reading your email how distressed you are about this incident. I'm truly sorry TSA didn't respect your wishes regarding how you needed to be screened.

NOTICE:

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

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

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

4/2/2014 6:19:46 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? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

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

What was the date and approximate time of the incident?
To whom it may concern:

My wife and I recently departed from DFW international airport in the Terminal E area, near E8, and were bullied by 2 TSA agents who were aggressively doing their job checking our boarding passes and driver s licenses. We bought our United tickets before we got married in the state of CA and a few months after the purchase my wife changed her last name to mine.

4/3/2014 8:24:38 AM

United advised us to bring a copy of our marriage license to show proof of a legal name change. The 1st TSA agent told us this was not going to work and then called over her supervisor to assist. Her supervisor took over and simply told us it would not work. United then stamped my wife s boarding pass with No ID and when we returned he looked at it and did not offer any explanation as we waited to see the results of the NO ID stamp. He ignored our marriage license and sat on the phone whispering yes and no to someone on the phone. He finally let my wife through and while she was taking off her belt and setting her property aside, to have a manual pat down, he aggressively let her know that she better not touch her property . My wife and I are a recently wed gay couple from CA but our marriage license was not treated as a valid form of ID.

Sincerely,
(b)(6)
HYPERLINK (b)(6)
(b)(6)
DFW International Airport
Occurrence: 4.1.14 at 6:15pm Central Time

To Whomsoever it may concern:

Hello,

I am a mother of a 21m old toddler and since his birth I have had several flights domestic and international and TSA has respectfully assisted me in carrying his milk and food in an icepack. Of course, I understand security limitations and although inconvenient I have always been cooperative with testing of milk and baby-food and the swabs on the palms and the pat downs.

One of the "pledges" that TSA states is to be courteous and respectful toward passengers, however I have had my worst air travel experience with the TSA at the Newark airport by one of your agents (b)(6) Female) – Lead Officer.

4/3/2014 4:08:04 PM

Please allow me to describe the sequence of events

We had arrived on AI 191 to Newark with our toddler and had a connecting flight (AA300) to DFW in a few hours. Date March 30th 2014 , time : 9am or so at Terminal A and we were headed to Gate 33

We went through security and since I was holding a child I was taken to one of your test areas and my hands were swabbed and tested, once that was clear, my sons Milk bottles were taken out and there were no sticks to test the milk, In the meantime, I was holding a cranky and travel weary child in my arms who was crying for his milk which was not being released due to the lack of sticks to test his milk!

Someone managed to score the sticks and the milk was tested and was clear. The next thing was the icepack, coming from a long flight it had condensation and was partially melted. This is where the discrepancy in the TSA rules is so evident.

As I mentioned I have been on countless flights with a partially molten icepack, still cold and used to preserve milk and was sent through without a hiccup. This time the officer (male) told me categorically that if you wish to keep the ice pack you need a pat down and not wanting to let go of my icepack, I agreed. There were no female officers available and they were announced for several times until finally an annoyed and irate officer (b)(6)) popped her head to know what the matter is. As she
To Whom It May Concern:

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

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

4/3/2014 4:09:05 PM

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

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

Thank you for your time.

Regards,

(b)(6)

To Whom it May concern
I recently went through the Fort Lauderdale airport. I was TSA approved pre-screen. The TSA agent swiped my hands and announced LOUDLY that I had tested positive for Explosives!
I was treated as a criminal during the whole process. I told him I do not even own a gun.
I was pulled out of line. I told him my aunt was with me. She is 80 years old. So he told her to go through the screening without me. He took all my belongings. Pocketbook, coat and I-pad. My aunt was confused. She was also upset.
I was not allowed to keep my eyes on my belongings. I was sent through the x-ray screening then into a room to be patted down. If you x-Ray me why do I need to be patted down?
My belongings should have been with me at all times so I could keep a eye on them. If this is keeping us safe I do not believe it!
I explained to the woman TSA agent that I had a disability and was in pain to be careful when she patted me down. She did but still acted like I was a criminal. The second woman agent looked a little upset when they found nothing. I was told by the woman who did the pat down to "wait here." Still treating me like a criminal. No reason why I had to "Stay Here!"
I asked the other woman TSA agent what would cause a false positive result with the hand swiping. She told me that glycerin or medication could cause a false positive. I was never asked about any of that. I am on medication. Finally the other woman agent came in and said you can go. No apology from any of them. "You tested positive for explosives."
"So let us treat you like a criminal." Even though they are well aware of what can cause a false positive!
I am furious about the whole process!
I resent being treated like a criminal. This was on my return flight.
I really think that common sense should be used when using the swiping on the hands.

4/3/2014 6:12:49 PM

Another complaint I have is that my luggage had been gone through when I arrived at my destination on the first flight. I did get messages that they had gone through my luggage. What I am livid about is that they went through my medication. Even though they were all in prescription bottles with labels on them. And they were in a clear package so they could see that they were legal! What I am livid about is that one of my pain pills was loose in my suitcase.
Since I did not pack the bottles in the suitcase there should be no loose tablets. It makes me sick to think that someone was touching my medication. The bottles are one thing. The tablets are a whole other issue.
I really think that this process has gotten totally out of control!
Maybe we should look at Israel to see how it should be done.

The least that could be done is that when the TSA agents do not find anything they should apologize to everyone that is found not to be a threat.
And they should ask the person whose hands have been swiped about the items that can cause A false positive. It is just common sense.
Sincerely,
(b)(6)

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

Dear Ms. Walton,

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

Yours truly,

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

This communication is for use by the intended recipient and contains information that may be privileged, confidential or copyrighted under applicable law. If you are not the intended recipient, you are hereby formally notified that any use, copying or distribution of this communication, in whole or in part, is strictly prohibited. Please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. This communication does not constitute consent to the use of sender s contact information for direct marketing purposes or for transfers of data to third parties.

Attachment

Ms. Kimberly Walton
Assistant Administrator
Multicultural Branch, Office of Civil Rights Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006
TSA-CRL@tsa.dhs.gov
Re: Civil Rights Civil Libe1lies Complaint on Behalf of (b)(6)
Dear Ms. Walton:
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4/3/2014 9:21:27 PM

4/3/2014 8:21:40 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):San Diego Airport, Delta 2378, Terminal 2
Comments:I cleared screening quickly but my wife (b)(6) was selected for additional screening. For some unknown reason, there was a positive reading on a sniffer test. The reason for this trip was for medical treatment for (b)(6) She had just spent 3 days in the hospital with the only nutrition from her IV. After standing in line for several minutes to arrive at the screening place, she was very week and unstable. The screeners were not aware of this situation and were completely oblivious to her need to sit during an extended process of pulling each item from her bag, wiping a single item for sniffing, then pulling out the next item. After I completed collecting my things from the belt, I was allowed near where she was being held. Expecting a quick resolution, I waited several more minutes prior to asking that a place for her to sit be provided (b)(6) was struggling greatly to not collapse during this process. She was standing nearly an additional 20 minutes for this examination prior to being taken to a private screening room for a final pat down.
This treatment is highly inappropriate for a healthy person, but intolerable for one as weak as (b)(6) was at the time of this screening.
As a traveler we have no way of knowing to what extent the screener will go before clearing a passenger, only the screener knows. If it will be a long process, please offer a place to sit.
I would expect professional screeners to be aware of signs of weakness or instability of customers being evaluated in this manner.

Hello,

I'm looking for some guidance on the pat down protocol. I just returned from a trip where I flew from Denver International Airport to Houston Hobby Airport and both opt out experiences were awful so I want to make sure next time is smoother. I always request the opt out, not to be difficult, or to make things difficult for the agents, or to make a political statement, or to hold up other passengers. The last thing I want is to cause a scene or draw attention to myself. I know agents have a difficult job and deal with tired, rude passengers and I appreciate their help in keeping me safe. I simply have real concerns with the safety of the scanner.

4/4/2014 8:23:21 AM

At Hobby, an agent yelled at me to send my items through the x ray after I told him I wanted to wait until the agent showed up to do my pat down, which can take a long time, understandably. This is my question: am I allowed to hold onto my belongings until the agent is ready to do my pat down, then send them through the x ray so I don't have to worry about someone walking off with them, out of my field of view? The agent who did my pat down at DIA told me this is what I should do, but on my return flight from Hobby I tried this and the agents were clearly angry at my request. Please advise, what is the correct protocol?

Respectfully,
(b)(6)

Sent from my Sprint tablet

NOTICE:

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

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

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

4/4/2014 8:24:20 AM

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

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

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Hello,

I'm pregnant and have travelled 3 times since my pregnancy began. Yesterday, I flew home to Atlanta from DC and requested a pat down when I got to the pre check security checkpoint. This is my standard practice when traveling because I don't want to risk any potential exposure to my twins. The woman running the pre check security process rolled her eyes when I told her I wanted a pat down screening and proceeded to call for assistance. I waited well over 15 minutes for a pat down. The same woman ended up doing my pat down and spent the entire time acting like I was really putting her out. It happened that I was flying home early because I was having some complications and my OBGYN wanted to see me that day. I was already feeling very emotional, overwhelmed, and scared about my personal situation when I was met with such contempt at the screening checkpoint. I have normally been treated very respectfully by TSA agents when I ask for a pat down but yesterday was the opposite experience. I felt I needed to report this because I would hate for other pregnant women to leave the security checkpoint in tears like I did. My colleague had a very similar experience at the same airport last year which makes me wonder if the culture at Reagan is one that isn't particularly accommodating to pregnant women. I don't expect a response but I did feel like I wanted to send a note about this in case some sort of sensitivity training or other measures could be taken at Reagan to help women in my situation feel more comfortable requesting a pat down screening.

4/4/2014 12:06:32 PM

Thank you for your consideration.

(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/4/2014 7:11:25 PM
Airport : DCA - Washington Reagan National Date/Time of Travel : 04/04/2014 6:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security screening for gate 12 TSA Employee: (If Known) :
Comment : I have always chose a pat down rather than the new scanners. Although I have been concerned about my inability to watch my bags as they are screened while I wait up to 10 minutes for a pat down person, it has never been a problem previous. This time it was!

After the male assist TSA agent retrieves my bags and gave me a pat down, a comment to a TSA agent from others passengers in line about a tablet left behind made me check my bag. I was appalled to find it had been removed from my bag. Upon inquiring with the TSA manager, it had been pulled by TSA for re-screen without notifying me while I was waiting in screening for a pat down person. I had a hard time seeing my bags being scanned, so i didnt see the agent remove my tablet for re-screening.

4/4/2014 8:55:06 PM

Please let me know how to avoid this inexcusable situation in the future. Otherwise I have no option but to hold my bags at the scanner until they find a pat down person in the future in order to avoid items being stolen.

This took place in DCA at approximately 6:15 PM while going through security towards gate 12.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/5/2014 1:47:39 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/04/2014 11:30 PM Airline & Flight Number : United 1191 Checkpoint/Area of Airport : Terminal 6 (united Economy) TSA Employee: (If Known) : Not known Comment : Although I did not set off the metal detector, I received a pat down because I was wearing a long skirt. The TSA screener put her hand all the way up my left and into my crotch when parting down my right leg.

4/5/2014 9:33:25 AM

I reported the incident to supervisors on site who were not helpful. They took my personal information from my boarding pass. They wanted me to confront the TSA agent who had per her hand up I to my cloth on site. I felt intimidated and threatened.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

---

Remote Client IP: (b)(6)
Date Time: 4/5/2014 6:54:40 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):MARCH 15/American Airlines/Las Vegas/flight 1688.

ALSO...
APRIL 5/JetBlue/RDU/flight 1125
Comments:To whom it may concern,

4/5/2014 7:03:56 PM

I am extremely disappointed in two experiences I had traveling with my 6 month old daughter in the last month, once in Las Vegas and once in Raleigh-Durham. My hands failed the test both times (although I have been to many other airports and my hands have not failed) while I was holding my daughter.

I was told in Las Vegas that it was pyrotechnic residue. There was no opportunity for my hands to have access to pyrotechnics. We had been to a hernia surgery conference at the Bellagio. I certainly did not visit any shows with my infant daughter and did not go anywhere with pyrotechnics. The TSA agent told me that everyone has it on their hands in Las Vegas. If this was the case, why did the other people who had hand tests not fail? No one failed during that time but me.

Today in Raleigh-Durham my hands failed again. I was told it was from baby wipes. I had not changed a diaper in hours and had washed my hands many times since that last diaper change.

The issue is that both times I was taken in a back room, patted down, and further tests were done. This is ridiculous! Why is a mother to an infant taken away from her child (in Las Vegas) and taken with her child (in Raleigh)? How could I possibly be a terrorist? What was terrorizing was the look on my 6 month old daughter's face both times. Today my daughter was terrified as we were wheeled in a separate room and tested.
On Sunday, March 30, I went through security at Albany International Airport prior to my flight to Las Vegas. I arrived at approximately 11:30AM.
I am used to security and being thoroughly patted down because I have 2 artificial hips and wear a wig secured with metal bobbypins. This was not an issue this time, I passed in a second, with NO patdown. However, my bag did not.
I was told my bag had to be put through the x-ray again. So, okay, no problem. Then, it needed to be thoroughly checked in order to be passed. The woman examined each and every item in my bag, twice, taking about 10 minutes. She then said it had to be put through the x-ray again. Again it did not pass. She then examined it a third time, taking another 10 minutes. She finally found a small toenail clipper. Again the bag was sent through and again it did not pass. This time the toenail clipper was removed, the bag sent through a final time, and it was finally cleared.

4/6/2014 11:33:54 AM

I have never been put through such an ordeal at ANY airport security site, and I found it to be frustrating, extremely annoying and totally unnecessary. I was terribly inconvenienced because of the inadequacy of either your x-ray system or the woman manning the scanner.
I believe the personnel at Albany who scan luggage should be re-trained, or the x-ray systems there checked into.
Incidentally, I went through security at LasVegas without so much as a single hitch. You people should learn from them.

(b)(6)

Scotia, New York 12302

Caller was recently going through the security screening at Chicago Midway; because she is pregnant she asked for a patdown. They made her wait more than 15 minutes having female personnel right there to do the Patdown. her belonging were on the bins while she was made wait, so an IPAD is missing now. This was embarrassing to her that they were rude and made her wait and her IPAD was lost right there at the security checkpoint. She stated that she is not complaining for the IPAD but for the way she was treated at Chicago, Midway. She tried to contact Midway but the operator was very rude and told her that she should contact TSA.

She stated that she works with many people and one should be nice to people. No need to treat others bad. She wanted to report the incident because TSA has to be aware of what is going on.

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

4/6/2014 12:17:13 PM

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

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation s aviation security.

-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.

-Chicago
Midway International Airport
773-498-1308
-http: www.tsa.gov traveler-information airport-lost-found-contacts#38
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 4/6/2014 3:25:34 PM

4/6/2014 5:11:28 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):southwest flight #3569
Comments:Upon asking for a pat down rather than go through scanner along with my teenage daughter and her friend I was given a lecture about how ridiculous it was that I would not go through scanner and rudely told I would have to wait 20 minutes for a pat down. The woman behind us, also opting for the pat down, was pregnant and was given an equally rude attitude. apparently if you were a man you could go right through; women would have to wait because there weren't enough female tsa agents. There was a long line of women waiting. So not only is this just an issue of courtesy, but also of civil rights violations. You display a sign that clearly states the scan is optional, however you are not prepared to honor that declaration. This is both disappointing and unacceptable.
Here is a copy of the complaint page with invalid email for a valid email address.

TSA Contact Us: Complaints

* indicates the field is required

4/6/2014 6:07:06 PM

* Name:
* Email: Invalid Email!
* Complaints: Airline Complaints Civil Rights Discourteous/Rude Employee Inappropriate Screening/Pat Down Screening Inconsistent Screening (Different Practices between Airports) Inattentive Screener - Lax Security Long Lines / Lengthy Wait at Checkpoint TSA Accepted Locks - Missing or Damaged Items Not Permitted Through the Security Checkpoint Disarrayed Items in Checked or Carry-on Baggage Damaged or Missing items in Checked or Carry-on Baggage Unable to Get Boarding Pass Online / Must Check-in Consistently Selected for Secondary Screening My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
* Comments:

(b)(6)

4/6/2014 6:07:14 PM

I thought that you would like to know about my experience entering thru the Tucson B gates security checkpoint. As always I was given a physical screening. Today I was screened by supervisor (b)(6). I explicitly told (b)(6) that my right let was sensitive. When he did the physical pat down, he was extremely rough with my right leg, but extremely gentle with my left leg. I can only come to the conclusion that (b)(6) does not know his left from his right. When I pointed this out to him he apologized. But only after he caused me a great deal of pain.

I would appreciate if you could make your employees aware that when facing their customers their right is the customers left.

(b)(6)

Disability Description: Caller has diabetes, a port, and an insulin pump. She was traveling with special insulin which could not be screened.

Response Details: Advised:

I tried to calm the caller and offered an apology that she was humiliated during the screening process. I stated she could file a complaint and provided 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;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

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

4/6/2014 6:59:41 PM

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

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

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

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

She has to fly on Tuesday. She has not requested assistance yet. I offered her assistance and she did not have all of her flight information. I suggested she call at her convenience if she wanted when she had her flight information and when she was not upset. Or I could take the information that she had at this time. She stated she would call back tommorrow.

Incident Details: Caller was calling because she was humiliated at the checkpoint. She had contacted and requested assistance, but was not provided assistance at the checkpoint. After her screening they checked to see if she had requested assistance. They discovered an email was in the inbox of the person who monitors the requests and they were on vacation.She was pulled out of the line. Caller is a diabetic. She has a new insulin which cannot be xrayed. She requested that they

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I just sent this email:
There is a sign while you stand in the security line that states that the scan is optional and that you may opt for a pat down. However, on numerous occasions when I ask for the pat down option I am met with contempt. This was exactly what my husband was met with yesterday while escorting my teenage daughter and her girlfriend to the gate of her flight. A request was made for a pat down and the lecture ensued as to the ridiculousness of this request and the assertion that my teenage daughter and her girlfriend would have to wait for the pat down for at least 20 minutes because there were no female agents available. There was actually eye rolling! When my husband expressed his distaste for the attitude he was being given, the agent said to basically move along and speak to someone else about his request for a pat down. We recently moved after living in one area for 20 yrs, therefore we travel back to our old hometown often and have underage visitors often that need escorting to and from the gate and do not want to expose ourselves or my daughter to the scan so frequently. It is a personal decision and you have us believing that this is within our rights, yet you go out of your way not to comply with your own rule that we may 'opt out' of the scan. I would appreciate an explanation.

I have additional comments:
I just read this on your website:
" Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully. "

4/6/2014 7:18:18 PM

As I mentioned, "voluntary" is not how things feel. Additionally I have had my underage daughter and her friend separated from me on numerous occasions and have never been told I could "assist" by holding her hand, although at the age of 15 she would not want me to. However, we've both been uncomfortable with the separation.

There is an additional concern over civil rights since the males who ask for pat downs are easily accommodated while the female passengers are not.

Please contact me at this email address and/or (b)(6)
I look forward to hearing from someone regarding this issue, as I have another trip coming and June and do not want to go through this maltreatment again.
(b)(6)

4/6/2014 7:18:30 PM	There is a sign while you stand in the security line that states that the scan is optional and that you may opt for a pat down. However, on numerous occasions when I ask for the pat down option I am met with contempt. This was exactly what my husband was met with yesterday while escorting my teenage daughter and her girlfriend to the gate of her flight. A request was made for a pat down and the lecture ensued as to the ridiculousness of this request and the assertion that my teenage daughter and her girlfriend would have to wait for the pat down for at least 20 minutes because there were no female agents available. There was actually eye rolling! When my husband expressed his distaste for the attitude he was being given, the agent said to basically move along and speak to someone else about his request for a pat down. We recently moved after living in one area for 20 yrs, therefore we travel back to our old hometown often and have underage visitors often that need escorting to and from the gate and do not want to expose ourselves or my daughter to the scan so frequently. It is a personal decision and you have us believing that this is within our rights, yet you go out of your way not to comply with your own rule that we may 'opt out' of the scan. I would appreciate an explanation. (b)(6)
4/7/2014 9:52:38 AM	Caller has a broken wrist that is in a cast. Caller stated that she entered the security checkpoint at RSW for gate B2 yesterday, April 6th at 1800 hrs, to take a Southwest Airlines flight at 1900 hrs to Chicago, and was accompanied by her daughter. She was wearing a cast on her arm due to a broken wrist, and says that the first TSO she encountered, who was a middle age hispanic lady, asked her if she could remove the cast. She said that her reply was that yes, she could, but her doctor advised her not to. Caller said the TSO told her if she could remove it then she needed to do so, and she complied. Next she said that she alarmed the AIT because she forgot a necklace in her pocket and a second female TSO performed a patdown with a wand. This officer during the process ask her about the sleeve that was on her arm, which was the stocking to prevent the brace from rubbing. The TSO ask her to turn her hand over and she says that she was required to bend the hand in a way which caused pain. She said that she started raising her voice at this point and a STSO came and evaluated the situation, and resulted in her clearing the checkpoint and going to board her flight. She said that she is going to her doctor tomorrow and if there is any additional damage due to this, she is going to the media and court. She did not state that the incident was discriminatory or a failure to accomodate, but feels that the TSOs are untrained and are bullying travelers without listening to their concerns and is tired of being intimidated. Response Details: Apologized to caller for her experience and explained that if she tells the TSOs that she can not remove a medical device, she should not be required to for any reason, as there are other screening procedures that can accommodate. Advised that we will forward her complaint to the CSM at RSW for investigation.
4/7/2014 10:07:05 AM	Feedback Type : Complaint Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/7/2014 9:16:55 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/06/2014 9:45 AM Airline & Flight Number : Delta #2364 Checkpoint/Area of Airport : LAX Terminal 5 TSA PreCheck TSA Employee: (If Known) : (b)(6) Comment : I went through TSA precheck as I often do and had to go through the metal detector as there was no other option available. I have a metallic hip implant and informed the TSA agent before I went through and he had me empty my pockets and take off my shoes. The detector went off and I expected the 'pat-down' that I have undergone many dozens of times. Officer (b)(6) came over, brought me and my bags to another area, patted me down and THEN proceeded to dismantle both of my carry-ons for a search. I asked him what the rationale was for this and he informed me that he was a Supervisor and that this was Standard Procedure for anyone who set off the metal detector. Oddly enough, I was the only person subjected to this bag search as several individuals set off the metal detector while I endured this wasteful and time-consuming humiliation. I travel a lot and this is NOT standard procedure in New York,Detroit,Chicago, San Francisco, Atlanta,etc. Office (b)(6) singled me out and abused his authority. When I pointed that out to him, he tole me he "was a Christian and wouldn't do such a thing". He needs to be reprimanded and brought up to speed on Standard Procedure. Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
4/7/2014 10:36:19 AM	Caller gave her travel agent the wrong KTN. She called and had that changed. She said that the name on her passport has her middle name and does not match her Global Entry card. She wanted to know if that will be problem. She was concerned that the name on her Id does not match the name on her boarding pass. She said that her husband destroyed his Global Entry card. She wanted to get him a new card. Caller has breast cancer and has to get a patdown if she does not get PreCheck. She was upset because passengers who did not enroll in PreCheck are getting expedited screening and she is not getting it on all of her flights. She stated that she does not know why she paid $100 for Global Entry since she can not get PreCheck on all her flights. I gave the following information: Travelers who do not have an ID that meets these requirements and bears their name as it appears on their boarding pass should bring whatever IDs or documents they have available. If you have questions or concerns regarding a CBP Trusted Traveler membership we suggest that you contact CBP through their information center by telephone at 1-866-530-4172. I told her that being a member of Global Entry makes her eligible for PreCheck, however, no individual is guaranteed expedited screening. I advised her that she must enter her KTN to be eligible for PreCheck. I also told her that the name and other information in her reservation and airline profile must be an exact match to her Global Entry. I told her that Global Entry is not a TSA program .
4/7/2014 12:45:58 PM	Feedback Type : Complaint Categories : Disability or Medical Condition; Screening Current Date/Time : 4/7/2014 10:50:56 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/03/2014 3:00 PM Airline & Flight Number : Checkpoint/Area of Airport : Gate D TSA Employee: (If Known) : Comment : The wait at this checkpoint was ridiculously long. There were only two "lanes" open and it took us a lengthy period of time to even get up to the conveyer belt. Then, because I use a wheelchair (I am paraplegic and cannot walk at all), I had to wait an additional 20 minutes for a female screener to do a pat-down. Reportedly, this Gate is notoriously understaffed. There were only 2 female TSA agents and both were occupied. I even asked to be screened by a male TSA agent, but that is apparently not permitted. So I waited, and waited, and waited. One TSA agent told me that Gate C is better staffed and to try it next time. Please address the staffing issues at Gate D. 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

-----Original Message-----
From: (b)(6)
Sent: Monday, April 07, 2014 11:24 AM
To: TSAExternalCompliance
Subject: D-RFI

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(b)(6)

If nothing ever changed, there would be no butterflies. ~Author Unknown

4/7/2014 12:46:04 PM

(b)(6)

(b)(6) Colorado Springs CO 80921
(b)(6)

What happened?

On April 6, 2014 I was at SeaTac in Seattle. I was traveling with a service dog and my 17 year old daughter, both of whom assist me while I travel. My daughter was separated from me despite requests that she remain with me. The initial contact with these agents came off to me as bullying- either separate or don t bother flying.

I am an insulin dependent diabetic who uses a pump and continuous glucose monitor. Additionally, I have an implanted access port. I also have severe PTSD that is exacerbated by unknown situations. Per TSA s suggestion, I signed up for and was approved for the known traveler program through CBP. I also contacted TSA Cares to assist at the airport. That request was ignored by SeaTac personnel as it went to a mailbox belonging to someone on vacation.
Prior to going through the metal detector, I requested a small vial of insulin be hand screened as I have been advised by both my physician and pharmacist that this medication can be damaged by use of x-ray. The TSA agent proceeded to go into a

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/7/2014 4:52:38 PM
Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Not a complaint but a strong suggestion: tell travelers they have the option to be patted down in a private room *before* spending 2 minutes describing the process in excruciating detail in a busy screening area.

4/7/2014 6:11:03 PM

I was recently pulled aside for a random security check. I was about to happily walk through the new screening (AIT) scanner, but was waved through the other one (older one) instead. No alarms went off, for either me or my bags, but as I went through it I was told that I had been randomly selected for a pat down search instead.
Let me be clear: I don't expect anyone *likes* them, but I have **NO problem at all** with such random additional checks, even while I don't understand the exact reasons why a pat down might still be necessary with the new screening methods (I guess it's to swab for chemicals or something?) I know you're just doing what's necessary, and I've never had a problem with such things in the past.
HOWEVER: I would STRONGLY recommend that you tell travelers they have the option to go into a private room for the pat down *BEFORE* spending 2 minutes talking about how you are going to 'examine' them! I was standing in the middle of a busy screening area with people milling around everywhere as the (I believe) supervised trainee talked in great detail about how it would work (how she'd use the back of her hands on certain body parts, how she'd sweep her hands around my chest area, etc., etc.), without anyone having mentioned that I could choose to do this in private. It's bad enough having such an intrusive pat down, without imagining that it's going to be done in front of several dozen strangers.
Thanks!
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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: 4/7/2014 8:53:33 PM

4/7/2014 9:02:35 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):At EWR terminal C security check
Comments:Employee (b)(6) when directing at me to the area for my pat down told me to turn left. When I started to turn left she yelled "ma'am" so loudly as to make everyone on te area jump. Apparently I had turned too early and she wanted me to continue a bit farther (I was still in the security area and had gone maybe four feet from the end of the baggage belt). I told her there was no need to yell and that I was following her directions. She replied with an extremely aggressive tone: "if you were following my directions why didn't you go where I told you". She then have me the most aggressive pat down I've ever had (I've had more than 100) seemingly in retribution for my questioning her.

Caller flies between PDX and SFO and had a terrible experience at PDX this morning. She has a small juice which her doctor has her take. The TSO that was horrendous was (b)(6). The caller had placed her things on the belt including the juice. TSO (b)(6) asked her if she has a prescription. The caller stated that she did not. She kept yelling at her across the checkpoint and had her hands on her hips and was rolling her eyes. Then she was taken to the special screening area for a patdown by TSO (b)(6). At this time TSO (b)(6) took her things and threw her things on the table and shoes and belts fell off the table. (b)(6) was a lead who was patting her down. She said that even (b)(6) was embarrassed at (b)(6) behavior and was apologizing to the caller on behalf of her coworker. She wanted us to know that (b)(6) did an outstanding job. She was going through gate C on Alaska flight number 244.

4/8/2014 10:08:13 AM

I told her that Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
I will also let the CSM know that you were happy with the service provided by (b)(6).
She did not want to provide email.

The caller flew from Midway on March 29, 2014. The caller stated she had to receive a pat-down and she felt like she was molested. The caller stated the officer who gave her a pat-down was a african american female. The caller stated the officer was inappropriate with her crotch area. The caller stated the incident occurred around 12:00pm. The caller stated her flight departed at 12:50pm. The caller stated she was flying on Southwest Airlines flight# 781. The caller stated she did not get the name of the officer and she does not know the gate or terminal.

4/8/2014 1:14:17 PM

I told the caller I would save the information in our database and mark it as a complaint. 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 screener's or screener teams that are subject to repeated complaints.
Case (b)(6)

Dear Sir:

Enclosed is a copy of a complaint that we recently received about TSA . If you have any questions, please refer to the case number at the top of this communication when contacting us.

Sincerely,

(b)(6)

4/8/2014 2:03:58 PM

Case Number: (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6) OCALA FL 34471 (b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
MZ0599 TSA 10/31/2013 SFO
Description of Problem/Inquiry
My waiting time at the TSA Checkpoint was substantially longer than able-bodied passengers due to my being a quadraplegic. Specifically, the crack squad of security personnel could not locate anyone capable of performing the necessary pat down. Once someone was located, the individual turned out to be a trainee with barely comprehensible english and no knowledge of the procedure which further prolonged the process.

Caller is a Platinum Plus Flyer on Delta and he has Global Entry. He is a physician and travels with medical Equipment. He travels with Cryo Kits with liquid nitrogen enclosed and on his last trip from Indianapolis a Senior TSO with 3 stripes and a TSO with 2 stripes did not understand his items. They told him since it was difficult to screen his items he would have additional screening and when he came back from his patdown the TSO had opened his surgical kit and it is no longer sterile so he will need to file a claim against TSA for $6400.00 in medical supplies. He said he asked for a PSS and was told the Supervisor was trained in screening procedures.
Caller wanted to know how he can prevent issues in in the future and if a Manager at the TCC can assist him or if we have any Managers.

RESPONSE:

Told him I am sorry his kit was damaged and I will send a copy of his Complaint to the Customer Support Manager and will order a claim form out to him.
He can call for assistance 72 hours ahead of a flight and contact the CSM for assistance from his departure airport or he could also consider shipping his kits ahead.
Told him how to obtain the CSM # Via the IVR. I explained we have Managers here at the TCC but we refer the complaints to the Customer Support Managers.

CSM Referral Information:

Airport: Indianapolis

4/8/2014 3:58:26 PM

Airline: Delta

Flight #: 3648

Date: 3-28-14

Departure time: 6:30 AM (He was at the checkpoint around 5:30 AM)

Specific location - Terminal or Gate: B Gate - Precheck line.

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

Email (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: 4/8/2014 1:52:07 PM

4/8/2014 4:35:22 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 1073 UA Terminal 3, McCarren - Las Vegas-D53.
Comments:My 92 year old wheel chaired mother in law was asked to get out of chair and stand in the XRAY compartment, and raise her hands. Her balance is poor due to hip flexion. It was great not to see her lose her balance and take a fall. This is the first time she has been requested to go through this process since the inclusion of XRAY enclosure. She wears an emergency "button" under her blouse in case of a fall. TSA physically poked her in the chest and abdominal area instead of asking her to lift out the button from her blouse. What if she were to have fallen and broke her hip? Please provide a specific response to this "first time" action for this age and wheel chair person. Thank you.

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

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

4/8/2014 9:08:49 PM

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

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/8/2014 10:34:55 PM Airport : HTS - Tri-State Date/Time of Travel : 04/06/2014 8:15 AM Airline & Flight Number : Allegiant Air Flt 817 Checkpoint/Area of Airport : magnentometer TSA Employee: (If Known) : Female screener and new male pat-own person Comment : Incompetent magnetometer screener. Misread. Or machine failure. Put through pat-down. Pat down person had known me for years. Insisted I had to remove shoes even though I was suffering from 5 broken ribs. Female operator rude and discourteous. Smirked at putting me through horrible experience. Ha! Ha! Very funny. Pat down person had known me for years passing through airport.

4/9/2014 8:45:22 AM

Made it as difficult and unpleasant as possible. Put a pair of sneekers through X-ray a 2nd time. Said something was in my pocket as if I were hiding something. I checked. It was an extra button on tail of my shirt tucked into my trousers. He could detect this with back of his hands through pants and pant's pocket? Com'on! He checked every item in my carry-on bag. Nothing. There was nothing to find. He patted down one leg twice. Rubbed toxic carcinogen bomb paper over me and my clothing. He couldn't even find a small nail clipper because there wasn't any. He seemed to take great pleasure in showing me how professional he was. There was no apology for detaining me or his wrongful behavior. He did not respect my request for not hurting my broken ribs. I am a 91-year-old retired USAF WW II pilot Lt. Col. It breaks my heart to see my beloved country to which I gave a blank check on my life so you would not be speaking German treat me and others so shabbily.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller went through screening today. She is traveling from SJU to New York and then to Los Angeles. She stated that she arrived late at the airport, and she had to carry her checked bag on the plane. She was trying to take a snow globe in carry on, and the TSO threw it away. Caller said that she asked several times to not throw it away that she was going to give it to someone who was going to pick it up, she states that the officer even after she had already threw the snow globe away and she cleared screening. She did a patdown on her and touched her bottom area and caller felt very uncomfortable. She says that she even requested someone else to pat her down and the TSO officer refused. She missed her flight. She states that she was taking the snow globe to her daughter who had an emergency surgical procedure done. Caller states that the TSO officers name was (b)(6) The supervisors name was (b)(6) badge number (b)(6) and the CSM s name was Maria Ramirez.

Flight Number: 1404
Time: 10:25am
Her first flight that she missed was at 6:00am
Date: 04 09 2014
Airline: JetBlue

4/9/2014 9:20:30 AM

Advised caller:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

4/9/2014 10:07:15 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 4/9/2014 8:17:11 AM Airport : BOS - Logan International Date/Time of Travel : 04/07/2014 9:30 AM Airline & Flight Number : Jet Blue to Orlando Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : ?
Comment : I'm complaining about the rude, unprofessional personnel at security check in Terminal C, Monday, 7 April at about 9:30 AM. My elderly mother was picked for a pat-down search - twice. We have no problem with this. The problem is that not one of the staff present would answer any of her questions, nor look her in the eye, nor say anything to calm her or reassure her. While she has travelled a lot in the past,(with and without pat-downs), she has NEVER experienced such cold, inhumane treatment. I know the TSA has made strides in improving customer relations, which I have gratefully noticed in my frequent trips through security at Logan. So, I was astonished to hear of her treatment. Badgering the elderly and infirm is not what security is, nor ever has been about, and I am sorry that my poor 82-yr old mother's trip - traveling alone - was spent shaking and in a state of confusion due to the ill treatment of your staff. I trust that you can continue to improve your human face and remind ALL your employees that the amount of complaints recieved does not make you a 'better' security man/woman. It just makes you a better bully and frankly, someone who should never be working with people.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Good afternoon

Thank you for your response below, however the complaint I had was not related to security checkpoint screening. It was related to my medical fluids that were in checked baggage and were opened without me present despite labels stating that the contents were not to be checked unless I was present.

The point I was trying to make that despite it being checked luggage that was to go in the hold, it still should have not been checked without me present.

I had no issues about the way I was searched at security checkpoints. Every agent was polite and as I was in a wheelchair checked if there was any areas that would cause me an issue.

It is the checked baggage screening/inspection where the labels were ignore and where they jeopardised the usability of my medical fluids

Kind regards

(b)(6)

4/9/2014 12:11:06 PM

Facilities Manager

Tel: (b)(6)
Fax:
(b)(6)

(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 90232

4/9/2014 12:12:43 PM

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

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

Which U.S. airport were you traveling through?
Los Angeles International Airport
Query:
Caller has a cast on and she wants to know how to go through screening.

4/9/2014 12:53:11 PM

Resolution:
Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

Caller is informed about castscopes and if there is one, she can go through those. If not, we may screen it with a patdown and ETD testing.
Caller states he flew on US Airways from LAS and he was escorted through the check point by an airport employee. He states they pushed him to another area for patdown and left his things unattended, and someone stole his watch. He went to US Airways and filed a claim but they wont talk to him now and say it is too late to file a claim. He wants to report them. He wants to file a claim with us.

We regret that you were unsatisfied with the manner in which your bags were handled. I assure you our officers do receive training in the procedures to properly inspect passenger bags and are required to return them in the same condition they were found. I apologize that was not the case in your situation. What I can do for you is send you a claim form within 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Airport: LAS
Airline: US Airways
4/9/2014 3:31:05 PM
Flight#: 459
Date: 4 8 2014
Time: 6:05AM
Baggage#: carry on
Gate: D3
Terminal: NA
NOI: Carry on
Description: Took it off his arm and put it in the bin...no bag.

Advised:
If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

To whom it may concern:

It will be a month in a couple of days from the date that this complaint was sent to your inbox and submitted through your website. We have not heard back or received a confirmation that it was received. I would like to hear back from DHS before I proceed to contacting internal affairs. This is a serious matter and should be regarded as one.

Best regards,

(b)(6)

On Tue, Mar 11, 2014 at 10:39 PM, Andres Alvarez HYPERLINK (b)(6)

4/9/2014 4:16:51 PM

To whom it may concern:

See the description below. I am filing this for my mother (b)(6) She is CCed to the email. Please keep both of us in the loop, but talk to her directly for details.

On 3 9 2014 at approximately 7:30am (Keep in mind the time change was in effect this day) at the Fort Myers International airport, I proceeded through the TSA pre-check point. I took off my boots and went through the scan. The woman that was at the other side of the scan went ahead to pat me down. However, this was no normal pat down - I strongly believe this woman sexually harassed me and that the pat down was excessive. The woman seemed to be fair skinned with black hair, 5 2, Either white or hispanic, and around 170lbs. I felt so disgusted and violated , I just wanted to get away from there - I did not catch any names. One thing I can tell you if it helps to identify me on tape is that immediately after she harassed me - I was called over to the scanner because of two lighters I received in Europe. The African american lady was explaining to me that it was not allowed. The supervisor and said, This one doesn t speak english? . At which point, I went ahead and told her that I do, while confirming that I understand that I can t take the lighters. It came as a surprise to me because it had never been an issue on any previous flights and I went ahead to the terminal. The comment from the supervisor may have been a little misguided, but that wasn t a problem to me. The problem to me was the sexual harassment by the other TSA agent. I would not want anyone to experience that and this is why I am determined to have it investigated so that it does not happen again. Please confirm that you receive this complaint - This is very important to me.

--

Best regards,

Caller had filed a complaint at a BWI checkpoint on March 29th and has not been contacted regarding her complaint. Caller wants to be contacted regarding this immediately via telephone and does not want to provide an email address. Her complaint is as follows:

Caller flew BWI-PVD aboard Southwest Airlines at 2:00PM on March 29th and does not recall her flight number, but departed Gate B4. She is a frequent traveler who regularly opts out of AIT screening and receives a pat-down. From the onset the TSO on duty does not seem receptive to her opting out and advises her she must wait on a female officer as one is not available. She was rudely advised to wait out of the view of her belongings and no screener was viewing her items. She feels she was instructed to wait in an area that was away from her belongings intentionally and feels the delay for a female pat-down was also on purpose in retaliation for her requesting a pat-down. Caller states she waited 10-12 minutes for a female officer to appear who was also rude from the get-go. Passenger is familiar with the pat-down procedure and the officer was unnecessarily rough and tugged the passenger s arm in a violent manner. In response, the passenger yelped in pain and called the female TSO a fool. The female TSO continued the patdown that the passenger feels was more of an assault. The female officer than came over and began berating the passenger without giving her a chance to explain what the female officer did to her. The passenger then asked for the security tape to be reviewed by the supervisor before he jumps to conclusions about what was going on. The supervisor refused and passenger states she was taken to a private area to finish the pat-down. Caller states the private she received outside of the surveillance area was clearly an intentional abuse of power as the patdown was given even rougher than before especially in the crotch area. As the pat-down was completed the female TSO told the caller to have a nice day and called her a fool. Caller states the names of the rude and abusive officers were (b)(6) and (b)(6) She is traveling next weekend and refuses to be patted down by the same officer and wants her options. Caller also wants to know if it is common practice to allow her belongings to go unmonitored and, therefore, vulnerable to theft. Caller travels alone and has been embarrassed and distraught and seeks immediate resolution.

4/10/2014 9:48:05 AM

Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Advised caller on occasions where she cannot view her belongings, and officer is trained to keep an eye on her belongings. Advised caller to request a supervisor at the checkpoint and advise them of her desire to not be patted down by the same officer, however, female officers are not as prevalent as males. If you refuse to be patted down, you will not be permitted to fly. Advised caller that if she feels she was a victim of assault she should contact local law enforcement.

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

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

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening

4/10/2014 11:25:06 AM technology.

The patdown should be conducted by a TSO of the same gender.
The passenger should inform TSOs of any difficulty raising his or her arms
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

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

Caller traveled from SJU to New York to California on JetBlue airline, flight # 1404. She stated that she arrived late at the airport, and she had to carry her checked bag on the plane. She was trying to take a snow globe in carry on, and the TSO wanted to threw it away. Caller said that she asked several times to not throw it away that she was going to give it to someone who was going to pick it up, she states that the officer even after she had already threw the snow globe away and she cleared screening. She did a patdown on her and touched her bottom area and caller felt very uncomfortable. She says that she even requested someone else to pat her down and the TSO officer refused. She missed her flight. She states that she was taking the snow globe to her daughter who had an emergency surgical procedure done. Caller states that the TSO officers name was (b)(6) The supervisors name was (b)(6) badge number (b)(6) and the CSM name was (b)(6) She feels humiliated and treated without respect she will call us back to be advised about file a civil right complain. She is complaining about the the TSO, supervisor and manager, she stated they are abusing of their power.

I advised the caller

4/10/2014 1:21:59 PM 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.

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities.
Luis Munoz Marin International Airport
787-253-4591.
Snow globes that appear to contain less than 3.4 ounces of liquid will be permitted into the sterile area.
Snow globes not meeting the criteria stated above may be placed in checked baggage

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: 4/10/2014 3:50:38 PM

4/10/2014 4:15:03 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Happens every time I fly, mainly, Hawaiian Airlines to Hawaiian islands & West Coast. Also United/Aer Lingus from West Coast to New Jersey or NYC to Dublin (sometimes London) and back.
Comments:I chose "inappropriate searches" not sure this is right. My issue is that I'm stopped & subject to a pat-down search EVERY TIME I fly. I have a titanium knee replacement but the TSA employees tell me that's not the reason why. How can I find out why and is there anything I can do to end or minimize these searches? Thank you very much. My Social (b)(6)

My husband, daughter and I came back from Cancun Mexico traveling on a family vacation and my daughter's boarding pass was "flagged" to receive a full security "pat down". The TSA officers said the system does not know that the person on the boarding pass is not an adult and its completely random.

When you book a flight, the airlines always ask if the passenger is a minor or adult. My daughter is only 14 years old and received a full pat down from a TSA officer in the middle of the security area of the airport It was quite upsetting to her.

I went to the TSA.Gov online to read about the guidelines and most of the articles stated that they will avoid patting down a minor. Why would a minor get flagged for this?

Thank you,

4/10/2014 4:15:55 PM

(b)(6)

(b)(6)
Chicago, IL 60606

Charles Schwab & Co., Inc.

NOTICE: All email sent to or from the Charles Schwab corporate email system is subject to archiving, monitoring and/or review by Schwab personnel

Proofpoint should be used for the transmitting of Non-Public Information to Charles Schwab. Should you have any questions, please feel free to contact me at 312-931-1536

4/10/2014 4:16:48 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/10/2014 1:58:42 PM Airport : LAS - McCarran International Date/Time of Travel : 04/09/2014 11:00 AM Airline & Flight Number : SW 4563 Checkpoint/Area of Airport : Wing C TSA Employee: (If Known) : (b)(6) Comment : I was TWA Pre by the first employee. First comment from (b)(6) was no pre check at her location. Employee insisted that I had a metal implant. I do not. Other TSA people suggested she use the body scanner but she refused. This resulted in a battery upon me (an unwanted pat down). Person found nothing. Pockets were empty. (b)(6) seems to enjoy harassing TSA Pre passengers.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/10/2014 6:01:45 PM

Caller was at Dallas Love Field. She was told that her bag was being held because it had electric razor and liquid toiletries. She knows it wasn t true because her bag had already been cleared. She states that she was told she had to have it searched. The employee that was watching the screen admitted that he made a mistake and the police were called. They told her she was being too loud and they would not tolerate her. The police told her they would physically remove her. She was then taken for a private pat down. She was not allowed to speak to her husband and believes her luggage was left unattended and she was being bullied. Identifies an officer (b)(6) and insisted that her husband be present for the pat down. She did not receive any apologies. She believes that she should be reimbursed. A supervisor (b)(6) stated that he would investigate the situation. A (b)(6) originally would not let her husband come over. She insists that it is documented her husband is a Vietnam veteran and works for the Department of Defense. She wants a letter of apology from TSA at Dallas Love Field

Airport: Dallas Love Field
Airline: SW
Flight Number: 1013
Date and Time: 4 10 14 @ 11:00
Location: The only checkpoint there
Contact Information: (b)(6)

Advised caller that I was sorry she had a negative experience and that I would be sending this documented information to the CSM at Dallas Love Field.

NOTICE:

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

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

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

4/11/2014 8:27:42 AM

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

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

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

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, April 11, 2014 9:49 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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Remote Client IP (b)(6)
Date Time: 4 11 2014 9:48:46 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
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4/11/2014 10:35:25 AM
Remote Client IP (b)(6)
Date Time: 4 11 2014 9:48:46 AM
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1)Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
Caller wants to file a complaint. He stated he is 77 yrs. old, and was strip-searched by TSA. He walked through the WTMD and he has a knee replacement, was pulled aside and the TSO told him he had chemicals showing up and he was told in a very demeaning way to go into the security room. He stated he wanted to speak to someone about this.

Departed from CVG flying via Delta, #1934.
The TSO agents, one was approx. 60 yrs. old and 250 lbs, and a thin older man approx. 55 yrs. old were the two gentlemen in the private room.

Response:
4/11/2014 12:56:26 PM
Apologized to caller for his experience and advised information will be provided to the CSM at CVG for review.
Advised caller anytime an alarm sounds going through screening process, a patdown is required to complete the screening process.

All mail intended for delivery to the Transportation Security Administration s headquarters should be sent to the following address:

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

Provided information via email.

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 4/11/2014 12:29:43 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I have a replacement knee and am a participant in the TSA Precheck program. When going through a metal detector type of screening, an alarm is always sounded, resulting in a pat-down. Many airports do not have a body scanner, which avoids the need for a pat down.

4/11/2014 2:04:38 PM

My question is why is a pat down required? First, it does not reveal the source of metal. Second, it requires TSA agents to be distracted to perform a lengthy pat down. Third, it negates the benefits of the Pre program in the way of passenger convenience and reduced screening costs.

The suggestion is to re-establish the use of hand held metal detectors to locate the cause of the alarm.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Speech Current Date/Time : 4/11/2014 12:10:50 PM Airport : MIA - Miami International Date/Time of Travel : 04/10/2014 12:00 PM Airline & Flight Number : UA3789 Checkpoint/Area of Airport : G gates TSA Employee: (If Known) (b)(6)
Comment : I would like to file a formal complaint against TSA Miami who illegally detained me and violated my civil rights based on retaliation. On Thursday, April 10 2014, I was flying from Miami to Chicago on flight #UA3789. I was going through TSA security checkpoint for "G" gates and told a screener that I refuse to go through the whole body scanner. I politely explained to the screener that I do not wish to be exposed to unnecessary radiation since I am concerned about my health. I kindly asked to go through other methods of screening and pointed out to TSA posters in the waiting line offering such a thing. The screener (Hispanic male about 30 years old) did not like my request and became agitated and upset with me. He told me that I must wait here in front of the gate (pointed out with his finger). He did not explain me the reason for the delay and why I was pulled aside from other passengers. While the line backed up to the whole body scanner, the same screener called some passengers over and screened them through the metal detector. I approached the screener again and asked him if I could go through the metal detector just like other passengers. The screener yelled at me and gave me an order to wait in front of the gate. I waited over five minutes and figured out that I am possibly waiting to be patted down by a female screener. After about five minutes of wait, a supervisor approached me and asked me twice if I am refusing to go through the whole body scanner. I told him that I do not wish to go through the scanner but would rather go through the metal detector. The supervisor told me to wait again in front of the gate. During my entire wait I noticed about three female and five male screeners working the checkpoint. None of the female screeners approached me, even thought, they made multiple eye contacts with me. After waiting for about 10 minutes a female screener finally approached me and escorted me through the gate for full body pat-down. I was patted down in the public view in front of other passengers and screeners. My husband who was flying with me and passed the checkpoint with TSA Pre become frustrated about the 10 minute delay. As he was witnessing how I was illegally detained and my civil rights were violated, he approached a TSA manager (b)(6) to file a verbal complains. The manager explained him policies about gender restrictions for pat-downs. My husband asked the manager why I was illegally detained for 10 minutes when there were three female screeners working the checkpoint and none of them approached me for assistance. The manager admitted that he was not aware of the situation and apologized for his employees' rude and unprofessional behavior. As we were leaving the checkpoint, the TSA manager turned around and did not correct the problem with his employees. Thus, I would like to file a formal complain that I was illegally detained for 10 minutes to purposely delay my screening process and isolated from other passengers to humiliate me. Second, my civil rights were violated based on retaliation because I refused to go through the whole body scanner. I was never offered to go through the metal detector like other passengers but automatically sent for unpleasant pat-down. This is unacceptable practice by TSA Miami. I travelled through other major airports and never experienced such a bullying from the screeners as I experienced in Miami airport.

4/11/2014 2:04:41 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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/11/2014 4:06:25 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/11/2014 3:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am 6 1/2 months pregnant and requested to go through the metal detector and have a separate pat down and was rudely told No! The woman told me the other scanner was not an X-ray and there was no medical reason why I couldn't go through it. I asked again for a separate screen and was told no again. I must say how rude this woman was was incredibly unnecessary. I am standing outside the decreeing point right now wiring it's because I was so upset and didn't want to leave without reporting it.

4/11/2014 6:03:26 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

4/11/2014 8:04:55 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/11/2014 6:08:58 PM Airport : ANC - Anchorage International Date/Time of Travel : 04/10/2014 12:15 AM Airline & Flight Number : Alaska Air flight 92 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : Unknown. Heavy set man with glasses Comment : The gentlemen supervising bags going into the x ray began harassing my pregnant wife when she opted for the pat down instead of going through scanner. He said there were no female screeners and that it was absurd to not trust the x ray while pregnant. Acted completely in professionally and was a disgrace to TSA in general. I also observed the same behavior when another pregnant woman wanted a pat down 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

4/11/2014 9:08:15 PM

Hello -

Do you know what I like about the TSA ?

Nothing.

Nothing at all.

If the Isreali's can keep bad people from blowing up their Airplanes, without groping my private areas and treating me like a criminal, then why can't we do the same.

If I was the President of the United States for a day and could do one thing, and one thing only, it would be to completely dismantle the TSA and start over with a new program modeled on Israel's national airline and their security procedures.

Oh yeah, and you should FIRE (b)(6) like yesterday.

I can't wait until my next trip where I have to fly through an airport and put up with your charade, I hope this email gets me put on some kind of terrorist watch list.

Have a nice day.

(b)(6)

Anchorage, Alaska

(b)(6)

Proud USAF Veteran & US Citizen, embarrassed by what we have become

The caller had a poor experience at Cedar Rapids airport. She had 2 bottles of contact solution in her carry on luggage. She declared the bottles to the agent that they were over 3.4 ounces and they are medically necessary. The agent pulled them and she travels constantly and they started to test with a stick and wipe dropping liquid onto the stick. At this point the TSOs were inspecting all of her bags and she also had a cpap machine that she declared and it was ran through the xray. She was getting the full nine yards by this point including a patdown. Her aggrevation is that there was no communication when the officers started testing her liquids. The caller states that it says online that a passenger will be asked to open a container if it has to have further testing but in this case the officers handled the container and the caller left the bottles at the check point because she does not know whose hands had touched liquids that would go in her eyes. The caller said don t just take the liquid and start opening bottles. Also before the testing of the liquid an agent said when is the last time the machine was calibrated? and the other agent replied it was calibrated a full week ago. This was of concern to the caller because she was told that one of the bottles tested positive twice but she is questioning the result if the machine has not been calibrated in over a week.

I advised the caller that prescription liquid medications and other liquids needed by persons with disabilities and medical conditions may include:

• all prescription and over-the-counter medications (liquids, gels, and aerosols), including personal lubricants, eye drops, and saline solution for medical purposes

4/11/2014 9:09:31 PM I informed the caller that the testing that was taking place was ETD testing.

AIRPORT: Cedar Rapids
DATE OF TRAVEL: 04-07-14
DEPARTURE TIME: 1235
CHECKED BAGGAGE TIME: 1200
AIRLINE: Delta
CONTACT: (b)(6)

I advised the caller that I would send a copy of this record to the CSM at Cedar Rapids for review. The caller did say that she had a great experience at ATL on the way to CR with the precheck and she said she is going to sign up. I told her she can go to tsa.gov to do this.

Dear TSA,

On April 11, 2014 I was flagged with SSSS on my boarding pass. This was returning on a round trip ticket to/from Turks and Caicos Islands.

The outbound portion of my trip had no issues. It was the return only, where I was flagged on two flights and had to go through multiple special security checks and pat-downs.

4/12/2014 11:19:32 AM I have a global entry card and receive TSA pre-check on a regular basis. Please advise if I've been flagged for some reason or put onto a watch list. I have never before had this problem and travel extensively.

My global entry # is: (b)(6)
My passport # is: (b)(6)

Thanks and best regards,

(b)(6)

I understand the following:

Because I need a prescription that comes in a 5 oz bottle I will suffer the indignity of this search every flight. The airlines tell you not to check prescriptions, and it's illegal to put it in a different container. By following the law, I am branded a terrorist.

The TSA can do anything to anyone whenever you like.

According to the bully who appeared to be in charge, a new policy was instituted in April, and it was announced on the web site. The supervisor did not know of this policy, and there was no announcement on HYPERLINK "http://tsa.gov" \ntsa.gov. But it doesn't matter, because you can do anything to anyone without recourse.

When my bag was search, and almost completely unpacked, your thug decided to save my personal hygiene equipment for last, without changing gloves. So he ran his hands around my toothbrush AFTER fondling my underwear.I am now boiling my toothbrush, razor and brush. I discarded the q-tips. I don't know what else is compromised.

4/12/2014 11:19:53 AM

South Bend TSA is always so nice. Grand Rapids TSA is invariably professional. This is the second time in Denver I've experienced arbitrary humiliation.

Enjoy your power.

On Thu, Apr 10, 2014 at 2:41 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com> wrote:

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who require medications and related supplies.

Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened.

Passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology

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

Advised:

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

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

If a passenger has a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

4/12/2014 12:53:55 PM

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

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve anomalies identified by AIT. If a patdown is required in order to complete screening:

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

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

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.
Yesterday I was manhandled by your staff before my flight home from Las Vegas. This was 15 hours ago now and I cannot remember a time where I have been this upset. I was humiliated, singled out, stripped of my dignity and treated like a criminal because your own stupid tests had a false positive.

What was the end of a good business trip, turned into a nightmare. I haven't slept and I can't stop crying. The 'women' who imprisoned me in a concrete room were as compassionate as bricks. Touching me everywhere, repeating the pat downs in places I'd already been searched and over and over again up my legs, reaching into my pants --completely uncalled for.

4/12/2014 3:27:35 PM

Not all people can stand to be touched. Having contact with someone so intimately, so abruptly and so rudely should not be tolerated in this country. I feel as though I've' been sexually assaulted.

This cannot continue to happen to people who simply want to go home. I am so completely disturbed by this behavior at the hands of a corporate company. This needs to stop and I plan to prevent it from happening to others. Your stupid rules are not even valid. Your science is off - was it my hand lotion? really, hand lotion gives you permission to assault people? Maybe you should have simply tested my hands again? Oh no, let's fuck with the passengers and traumatize them. What your company did is criminal and I intend to follow through.

I had to get this off my chest because I cannot calm down. You will hear from me again.

(b)(6)
Flight 663 from Las Vegas to Seattle

Caller was at Stewart airport at 415 pm today. She went through the AIT and it set an alarm off. They checked her hands and then they did a patdown. She had a Cervical Biopsy and she felt uncomfortable with them doing it. They were rude and could have handled it more sensitively. Her kids were upset and crying and this whole incident ruined her vacation. TSO (b)(6) performed the patdown and (b)(6) was in the room with her. They did it after testing her hands. They did minimal explanation of what was going on. They could handle families with kids with greater sensitivity.

Advised:

I will forward this information the CSM at Newburgh for them to conduct an investigation into the incident.

4/12/2014 4:41:47 PM

Airport where the incident occurred: Stewart Airport
Airline: US Airways
Flight numbers: 4136
Date and time of incident: April 12 2014, 415 pm
Individual s contact information email
(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: 4/13/2014 3:12:06 AM

4/13/2014 9:50:16 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):10:00 flight from dfw to Miami on American
Comments:My husband has an implanted spinal cord stimulator. He has been told by his physician not to go through ANY scanner. We were traveling to Miami from dfw on March 16th. The TSA agent harassed us repeatedly when he asked for a pat down. He did not want to do a pat down and pushed and pushed us to go through the scanner. He said that he knew it was perfectly safe. I told him that our physician had specifically stated not to go through a scanner. He still insisted that we go through the scanner. It is our understanding that we are allowed to request a medical pat down. We had the device is card but were forced to go through the scanner. His unit has not functioned properly since being forced through the scanner. You need to tell your employees that we are entitled to request a pat down. Your employees are not medical experts and should not attempt to override a physicians orders. Your employee has now caused his unit to malfunction and he may require additional surgery to replace the malfunctioning unit. If we determine that your scanner is in fact the cause of the malfunction we will hold you and your employee responsible since he was adamant that we go through the scanner and that it would not cause any damage. Even though we stated multiple times that his physician had directed him to avoid all scanners.
The caller flew from Norfolk to BOS. She went though screening and she was not happy with the way she was treated. She had lotion on her hands and at 4:30 in the afternoon. She stated that she had to go through a patdown in front of everyone. She stated that the gentleman watching her bags was rude to her and her boyfirend. She stated that the lady in the screening area pulled her into a private room, and she was rude also. She stated that she wanted to strip search her, however the other lady told her that a patdown would suffice. She stated that she thinks that screening technology was messed up yesterday. She stated that her boyfriend took all the items out of his pockets, and the TSOs asked him what he still had in his pocket, and he had nothing. She stated that she does not want anyone else to experience what she experianced yesterday.

I apologized to the caller and explained that we can document her complaint. I will forward the information to the CSM at Norfolk so that they can be aware of the situation. However, we do test for ETD as a screening method, and some everyday household products can cause an alarm. They do have techneiques available to resolve those alarms, however that does not include a strip search.

4/13/2014 10:38:08 AM

The callers flight details are as follow:

Departing Airport: Norfolk
Destination: BOS
Airline: United Airline
Flight Nubmer and Time: 5811 @ 4:27 pm
Gate: 29
Date and Time: 04-13-2014

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 4/14/2014 2:04:24 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/13/2014 4:30 PM Airline & Flight Number : Delta 1789 Checkpoint/Area of Airport : South Checkpoint TSA Employee: (If Known) :
Comment : I travel frequently with a CPAP, humidifier, and distilled water which is required for my device. Every single trip out of Atlanta my water is confiscated and discarded even though I have a prescription. My CPAP is always pulled to the side for additional screening and I am always asked what this device is. This last trip I asked for a supervisor. She retaliated against me asking to keep my distilled water by requiring me to submit to a pat down although I was only wearing socks, shorts and tank top and I told her that I only had 20 minutes left to get to my flight. The supervisor told ne that vendors inside the concourse sell water and kept holdng me up, so I finally agreed to let her throw it away so I could get to my plane. I even attempted to ask how I could get some sort of note that would tell them my water is necessary and why they were causing me potential medical arm by not having the water but all of the personnel were uncaring about the fact they would be contributing to my inability to breathe later while sleeping.

4/14/2014 9:00:30 AM I understand that your employees have rules they must follow. Feeling up a nearly naked woman over a bottle of distilled water required for a CPAP was demeaning and unnecessary. Vendors inside the concourse sell Glaceue water, which is distilled water, to which Nestle adds flavor additives, and is not suitable for medical devices. I had to go to the pharmacy, buy a 1gallon bottle of water, of which I will only use 16.9 oz this trip, and I will have to discard the rest because I can't take it with me through TSA. What a waste of both time and effort from both your employees and myself. Last year I flew 24 flights out of Atlanta and I am likely to fly more this year. On only a few of those trips through TSA did a supervisor who knew what the device was help smooth my passage through security.

You should revise the policies of your organization to better educate your employees on medical devices, especially the CPAP given how many people in line I have seen have them screened. I will be filing formal complaints from now with photographs of the employees in question each time my distilled water is confiscated as this is not acceptable.
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,

My sister, (b)(6) and I were traveling from Phoenix to New York John F Kennedy Intl (JFK) this past Saturday, April 12th on US Airways flight 632. We both experienced a terrible process as well as witnessing racial profiling by the TSA staff. We went though security check in Phoenix at approximately 8:00 pm. I should add that at the time, there were no crowds and very few people being processed through security. The terminal at that time was relatively empty.

We feel our rights were violated and were treated poorly by the TSA staff who we feel were "having fun" giving everyone a very hard time! I feel so strongly about our experiences, that I am writing this letter. You must be made aware of the poor situation we encountered. We did not feel it was appropriate to register a complaint with the local TSA for we were concerned it would either delay our flight schedule or add to our anxiety or likely, both. In other words, all we wanted was to get home! The following are just a few details. I would be happy to answer any questions you might have regarding this matter.

1. A elderly African couple were ahead of us in line. Hearing your staff being derogatory towards them (ordering them) to take items off, out of their pockets, take off their shoes, etc etc was very disturbing. They made this poor couple go back and forth several times through the process. Obviously was racially motivated in my honest opinion.

2. Similarly, my sister and I were initially told we did not need to remove our shoes. As we proceeded to the next station, we were asked to show our boarding passes. The TSA agent read my pass and told me to remove my shoes, belt, wallet, everything out of my pockets, to the point where I may as well have just taken off my slacks! I was very annoyed. I'll never forget his face. He was rude, obnoxious and seemed to be having fun making our lives difficult.

4/14/2014 10:25:00 AM 3. After removing all of these items, I stepped into the X-ray unit and then had to be frisked? The TSA agent patted me down to check further. I had a necklace on. That's all. The x-ray machine is that bad that this couldn't be seen? Why bother using it if it requires further pat down and inspections and time?

4. My sister (b)(6) experienced a very similar situation, only worse. We feel it was sexual harrassment. She too had to be patted down after the x-ray machine. She did not have ANY metal on her person! No underwire bar, no metal of any kind! It seemed to her and I that all the TSA agent wanted was a free feel. This is a serious matter.

I respect the TSA and what duty you perform. However in this instance, your agents went entirely overboard. I strongly suggest that you contact the Phoenix TSA, inquire about what TSA agents were on duty at the time and review their personnel file history. I also suggest reviewing all complaints received regarding TSA at Sky Harbor international. I truly would not be emailing such a letter if I did not feel that it was justified. Others in line were also horrified by the performance of the TSA agents on duty that evening.

respectfully,

(b)(6)

Sterling, Ma. 01564
(b)(6)

Caller states that her screening experience was excessive. They took her into a room by herself after they had already gone through her luggage, done a patdown, and she had completed screening. She was pulled into a room by herself with a TSO. She had been traveling for business and she felt humiliated and violated by the way the screening was conducted. It was not a busy airport. She feels like she does not want to travel to the airport again or travel by herself anymore. Caller would like to know if this was typical screening. Caller was pulled into the separate room with a TSA screener by herself, another employee arrived later. Caller states that after the patdown, they swabbed her hands, and the alarm went off so she had to be screened again. She had a second patdown with gloves on. Caller states that she was not told what would happen if she did not pass the screening. She was told that it could be lotion that set off an alarm afterwards. Caller is upset because she was not given any explanation about why this was occurring and felt violated. She was worried because she had no idea what was going to happen and could not communicate with anyone at home in case she was going to miss her flight. Caller traveled with Southwest out of Concourse A. She had screening done around 5:30PM on Saturday. Caller states that the screener was a supervisor when she was pulled in the back room.

Advised caller:

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

4/14/2014 12:25:19 PM

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel. In addition, screening by this method takes a matter of seconds and, therefore, should help to avoid delays.

The list of chemicals that are detected by the test is not made public.

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. This includes explaining procedures.
We track trends and pay attention to areas of repeated complaints. That way specific employees and teams can be modified as necessary.
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.

4/14/2014 12:33:37 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/14/2014 11:09:54 AM Airport : KOA - Keahole Date/Time of Travel : 04/12/2014 12:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 10 TSA Employee: (If Known) : A Lady Comment : My wife had baby formula. TSA lady said they have to test each individual bottle that is SEALED. Once you open them they have to be used right away. We said we couldn't do that since we have to feed our baby on the plane. So her logical choice was to leave the formula completely alone in exchange for a full body pat down of my wife. Absolutely illogical and ridiculous. TSA displays no common sense, how is a body search making it safer for people when the thing in question (the formula) wasn't even touched by the agent? Also, the agent did not use the back of her hand like she said she would on the inner thigh of my wife. Nor did she check her feet or her arms. Once again, absolutely illogical and ridiculous.
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 a NOI. Her shampoo that had been triple ziplocked was not put back appropriately and it dumped out all over clothing and the luggage, ruining the items.

Airport: ILG
Airline: Frontier
Flight Number: 379
Date and Time: April
Baggage Claim Number (b)(6)
Description of Bag: Large Travel Pro Black soft sided with four wheels
NOI: Nothing stamped or handwritten on it
Location: There is only one.

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours. The CMB will handle the claim so their phone number and email address will be included. I will also send this to the CSM for review.

4/14/2014 6:51:00 PM she asked how the claim is handled. I told her she will fill out the claim and send it in. Once the CMB receives the claim, they will send her a claim number that she can use to check its status. I told her to put as much detail in the claim as possible. If she has pictures she can send them, too. She said she does not have pictures. I told her that was okay.

Caller also stated that she was very uncomfortable about the screening she received at the checkpoint. She told them she had her baby s diaper rash cream and a caucasion female TSO screened it. She motioned for another TSO to come over. That female African American 20-30 year old heavy set TSO stated, You are not supposed to put it (the cream) in there. Now we have to do a patdown. She explained to the caller that the caller cannot touch anything in the bin until her patdown was complete. Her husband did not hear her say that and reached into the bin to get their boarding passes out.
The African American TSO smacked her husband s hand and told him not to touch the items.

Caller said she did not get any explanation of what was happening and was in shock by it all. The way they handled things was very inappropriate and very unprofessional.

I explained to the caller that the patdown was most likely handled appropriately, but since she was not expecting it, that may have been what caused the shock. Caller agreed that was probably true, but the rest of the screening was very unprofessional and she wants the CSM to know what happened.

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: 4/14/2014 7:48:58 PM

Name (b)(6)
Email (b)(6)
4/14/2014 8:32:08 PM Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Orange County Airport/California
Comments:Last October I filed a complaint about physical assault by one of your screeners. On 08 October 2013 I received an E-Mail confirming the receipt of my complaint and informing me, that my complaint had been forwarded to the TSA manager at the Orange County Airport.

Since then I haven't heard anything further. I would appreciate more communication since the TSA screener did assault me. This is a serious offense. I have the impression, that the TSA doesn't want to take any action. Physical assault is a crime! Please let me know how my case is being handled. Doing nothing is not an acceptable outcome considering what happened.

Sincerely,

(b)(6)

Caller says for the last 2 months Delta and Southwest he has gotten PreCheck on his boarding pass. He has a pacemaker and does have to have a patdown sometimes. He says today its not on his boarding pass. He says when he made the reservations it has a new box instead of the Redress box. He is traveling on Delta tomorrow.

4/15/2014 12:11:43 PM
Told caller
I ask if he had a number to use, if he had paid a fee or anything like that? He has a frequent flyer number.
I explained to him that some airlines can invite passengers in for PreCheck
There are two other ways to be eligible to participate in PreCheck, you can be abe a member of one of CBP's trusted
travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.
No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system.
This program works like a lottery. it is very random.
There wasnt a way to be eligible for PreCheck everytime he travels
I explained to him that if he continues not to get it he should contact the airline to make sure he was still invited in for PreCheck.
Caller flew April 6 from EWR to Aruba. Her toiletries bag was opened and everything in it was damaged. Boxes of soap were crushed, Tylenol and Advil were strewn all over her bag and a $93 hairdryer was cracked.

Also, the TSO at the checkpoint was not using the back of her hand for the patdown and she was actually pushing her sister through the line. She was very rude. Caller said she did not get the name of the TSO, but this incident along with the damaged items made her experience with TSA very frustrating.

4/15/2014 1:48:20 PM
Airport: EWR
airline: United
Date and Time: April 6 at 9am
Flight Number:1040
Baggage Claim Number: She does not have this
Description of Bag: Medium size Canvas Forecast brand Navy with two compartments in front and two wheels
NOI: Nothing stamped or handwritten on it
Location: 26 or 27

I apologized to the caller, emailed the claim and the instructions which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this information to the CSM for review.

Sent from my LG Optimus G Pro™, an AT&T 4G LTE smartphone

I fail to give the airport I was located at on my last email.

5:30 flight to Dallas.

George Bush Airport Houston Texas.

4/15/2014 4:47:50 PM
Your TSA representative ask for my ID that I did not have. I understood but had my W2 & credit cards with my name.

instead of giving me the option of a pat down I later learned after going back and forth to American Airlines. Id was not needed so my flight was missed.

at this point American Airlines helped me on getting a new flight the next morning no charge i was so grateful .

Even though its my fault for not having my id , I had no idea of my options of a pat down. I thought Pat down was for suspicious People. I guess I became with no id. Lesson learned.