Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/1/2014 2:29:20 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/01/2014 12:45 PM Airline & Flight Number : CX807 Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) : Center Scanner-Male in charge Comment : Large male looked to be in charge of scanner area verbally abused myself, my wife and 13 year old daughter when requesting an opt out. All three of us are Global Entry, but we understand that international flights are not included.

10/1/2014 4:15:36 PM

Could you please retrain your staff to be pleasant when someone requests an opt-out. We should not be treated as terrorists. The assists that performed the pat downs were professional-this complaint is specifically for the male in charge at the scanner.

Also, have you thought about offering a lower level of screening to Global Entry participants on international flights?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/1/2014 2:10:11 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am a frequent traveler and over the past 4 years I have encountered some of the worst customer service from TSA agents at many airports. There have been some very friendly and professional agents, but sadly the majority are rude and unprofessional. If the employees at a private company acted in this manner they would no longer be employed, and I am baffled why the TSA culture allows for this rudeness.

10/1/2014 4:15:42 PM

I am trying to get pregnant so a number of times I have asked to be pay down instead of using the machines. Usually I am met with hostility and have to wait a long time for someone to come do the pat down. My personal items are almost always sitting out of sight, and I don't know why this is acceptable when we are not supposed to be away from our personal belongings.
All too often the agents checking the boarding passes will not say hello when you greet them, won't smile, and generally treat travelers like a nuisance. If the TSA training could incorporate friendliness into their job duties, travelers would have a much different opinion of TSA. I understand their job is to keep us safe while traveling, but they could do so with a modicum of interpersonalness.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller: She is a frequent flyer and have metal implants on her legs and also use a service animal. Wanted to know how she can skip a patdown since she cant go through a metal detector.

Advised: Since she can go through the metal detector the last option for a TSO is patdown.

(b)(6) Notes:

Caller flies with a service animal and has metal implants. Caller states that every time she goes through the screening process she is required to go through a patdown. Caller is wanting to know how to alleviate the need for a patdown. Caller is wanting to know if PreCheck will allow her the option to not receive a patdown. Caller is wanting to know if there is a way that she can bypass the lines because she has difficulty standing.

10/1/2014 5:03:20 PM

Advised Caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713™. Even if you are a PreCheck participant, you will still be subject to a patdown if there is an alarm using the AIT.

Travelers who are directed to the TSA Pre\u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line.

From: (b)(6)
Sent: Thursday, October 02, 2014 1:12 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Privacy Infringement

RESENT

Per the instructions given, please find my complaint regarding TSA touching me in public without my permission and not using sterile protective gloves.

Thanks

Attachment:
Complaint Information
Information about the person who experienced the civil rights civil liberties violation

10/2/2014 10:12:51 AM

Name: (b)(6)
Phone#: Cell: (b)(6)
Mailing Address: (b)(6) Pleasant Hill MO 64080
Email: HYPERLINK (b)(6)

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

I was told by the first screening agent that it was not necessary to remove my belt. I proceeded through the full body scanner. Once pass the scanner the second agent without my permission or discussion reached up and grabbed my midsection at my belt line. I immediately told him not to touch me! I don t know TSA policy, but it is my personal private area and he does NOT have my permission to touch me in public without my permission. He said the scanner showed metal object that was clearly my belt buckle. He refused my request to remove the buckle and return back through the scanner. Also identified were the rivet of my blue jeans. It was quite clear that this was an excuse for denying my request and taking liberty of essentully a public pat down

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/2/2014 3:26:40 AM Airport : LAX - Los Angeles International Date/Time of Travel : 10/01/2014 11:40 PM Airline & Flight Number : Aeromexico 758 Checkpoint/Area of Airport : Tsa check point to gate 24 TSA Employee: (If Known) (b)(6) Comment : A quien corresponda:

10/2/2014 10:40:53 AM

(b)(6)

10/1/2014

This incident happened at the Peoria, Ill. Airport on 9/24/14, approx. 7:00 a.m. while checking in for United Fight 5590 departure time 8:50, and was one of the most insulting, embarrassing incidents that I have experienced. I am a small 81 year old woman, had a hip injury a few days before my trip. It was very painful to walk and I had been having to use a wheelchair in the other airports. We did not see a wheelchair when we came into the airport. The airport was virtually empty, so I did make my way slowly to the checkpoint area.

We saw a special wheelchair check in and told the man that I needed a wheelchair for the rest of the way. He brought one , I got in and then instead of going through the wheelchair checkin, I was taken over to the regular checkin, told to take my shoes and jacket off, even though I tried to tell them I was not required to because of my age, was told I didn't look it, and was instructed to go through the scanner. Was then told that I would have to have a pat down. I thought that it was some kind of joke and started laughing. My friend had brought the wheel chair around for me, I got in, but was told I would have get out and stand. By now I couldn't believe it, and was starting to get angry by the stupidity of it all. My friend is a big healthy man and they ignored him, but had to check the little old wheelchair lady. I asked "Why are you doing this, and one replied that I had set everything off. I had several silver bracelets on and said that was probably what did it , and could I just remove them and go through the scanner again and dispense with this. They ignored me.

10/2/2014 2:05:49 PM

I was asked if i wanted to be checked in in private, but I thought it was just a little pat down, and I replied angrily, "Just go ahead and get it over". I was told to hold my arms straight out. The TSA began feeling every inch of my body. She said something about it would take 4 minutes. It was early in the morning, and we were the only travelers in the area, so all of the TSA employees (I believe there were three men and two women were all standing around watching the show.) I asked to see the person in charge. He came out and when I said "This is ridiculous why are you doing this? he just stood there with a dumb look on his face and started watching the show too. When the woman checking me got to the point where she was feeling my breasts and asked me to pull up my blouse, I was so angry and embarrassed that I was almost crying, and looked at the men, and said they could at least have the decency to turn there backs. A couple of them did. She then felt up and down my legs up to my crotch. It was a very embarrassing, frustrating experience, and I thought what is this country becoming? Nazi Germany? When we entered the boarding area, we saw signs for special wheel chair restrooms. Ask if you need help---what a joke! What was the point of it, in this little out of the way town in the midwest? Are they on a little power trip? Are they so bored that they do this for amusement, or is it that they have let the rules overcome their their common sense???

(b)(6)

The caller flew from MCO to SLC with Delta DL303 departing at 6:25am this morning from Gate 78. He checked a bag with a TSA Approved Lock. NOI was present. He indicated that the lock is missing and the zipper were damaged.

He asked what his options are in regard to requesting reimbursement and what is the process.

The caller opted out of AIT. The TSO at the checkpoint stated at the checkpoint that TSA spent millions on the AIT machine. Why don t you use it? He feels like the TSO was rude and aggressive during the patdown, making the caller feel very uncomfortable. The TSO has a shaved head, accent, older gentleman 5 6 , outspoken, more badges than a standard TSO, bad teeth. The caller indicated that he was a bully. He was at the checkpoint between 5:30am and 6am.

10/2/2014 2:50:34 PM

I explained that TSA Recognized Locks are manufactured by Travel Sentry and Safe Skies. These entities provide pass key sets to TSOs that allow them to unlock and relock the lock. If the lock is made by another entity, TSA may not have a passkey set. He is at liberty to file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. I advised that he can have the bag repaired and then request reimbursement for the cost of repair. I advised that he submit supporting documentation such as receipts.

I advised that he complete the claim form and submit it to the CMB. Once received, they will send a letter of acknowledgement along with a claim number. The CMB will review the claim and make a further investigation of the facts if necessary. They will determine to reimburse, settle, or deny the claim.

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

I advised that I would refer the information to the CSM at MCO to make them aware. They would have the means to look into and address this issue. I apologized and explained that TSOs are required to treat passengers with dignity, respect, and courtesy.

Caller is sharing an experiance about flying with a disabled son. On Sept 11th from ONT in CA and works as a traveling aid. Son is mentally disabled and first thing that happened was son had expired ID which upset him before the screening began. Caller is upset because TSO s chose to patdown her son and it really upset him mentally. Terminal 2 was where the situation happened. Caller stated she called the manager at ONT and a lady says the gentleman was unprofessional and seemed to not care about the situation and the caller told the manager to look on the cameras and the manager told her the cameras do not work half the time and at terminal 2 the cameras never work which is a security issue.

Airport - ONT
Date Time - Sep 11th 2014 at 6:40am
Airline - United Airlines
Flight heading to Houston

10/2/2014 6:40:05 PM

Email (b)(6)

Response:

Specifically, you were concerned about screening of passengers with mental disabilities such as dementia or Alzheimer's or mental illness such as schizophrenia.Passengers with mental disabilities or mental illness can be screened without being separated from their traveling companions. Traveling companions should inform the Transportation Security Officer (TSO) conducting the screening of the passenger's needs before screening begins. Traveling companions may offer suggestions on the best way to approach and screen the passenger, especially if it is necessary to touch him or her during screening.

Advised caller I would forward the information to the CSM

Feedback Type : Security Issue
Categories : Other
Current Date/Time : 10/2/2014 11:57:34 PM Airport : SAN - San Diego International Date/Time of Travel : 09/30/2014 6:30 AM Airline & Flight Number : Delta Flt. 1592 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

10/3/2014 8:22:21 AM

Comment : I am a Delta Airlines frequent flier (platinum) and through this status have had TSA precheck status for approximately two years. However, the last two flights I have been on I was not able to check in on-line and had the SSSS code on my boarding pass and had to go through full bag search and pat-down. I'm flying again on 10/3/2014 and tried to check in on-line and again I am not able to check-in on-line due to "security reasons" per the Alaska Airlines website. Can you please tell me why I have gone from TSA precheck status to being flagged for special security screenings everytime I fly? This will be my third flight in less than two weeks where I have been tagged for a special security screening.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

He has TSA Pre business and has a knee replacement.
When he flew the last time, he was made to go through the other line.
This was at RSW, and he was wandering if this was procedure.
At the end of the call he was a little disgruntled and said the program was worthless.

10/3/2014 9:54:53 AM

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

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

The caller wants to know if the officers change their gloves between checking peoples luggage. The callers daughter had a NOI and the caller states that if they are not changing gloves they are spreading germs. The callers daughter from LAS and she took all her clothes to be dry cleaned just to be safe. The caller called and complained and someone was supposed to call him back but he never received a call back. The caller states that this is terrible and he thinks the government does not give a darn and they are spreading germs. The caller states that you cannot request that TSA changes their gloves. The caller states a point is that a person came from Liberia and who knows who inspected his luggage and how many other bags they touched with the same pair of gloves. The caller thinks the CDC should know this. The caller thinks the people in charge are not paying attention.

10/3/2014 4:03:13 PM

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so.

Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I gave the caller the number to the Center for Disease Control Prevention (CDC) 800-232-4636.

I advised the caller that I did not know who was supposed to call him back and apologized that no one returned his call.

10/3/2014 8:18:07 PM

i just want all you guys to know my wife and i will never fly again. we are not going to permit you either to pat us down and grope us, or subject us to the radiation which will be needlessly inflicted on us by one of your scanners. eventually, you guys, and the people who "control" you will "get it," but until they and you do, "so-long," and "so long" to any airline who would make any profit from our purchase of airline tickets. sincerely, really, sincerely.

Submitted on Friday, October 3, 2014 - 19:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Gender Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98106
Other: United States
Email: (b)(6)

10/3/2014 8:18:54 PM

==Incident Information==
When did this happen? 09 30 2014
Where did this happen? NEW YORK - JFK - John F. Kennedy International
What happened?
After going through the Millimeter wave security I was asked if I had any kind of brace, I said I was wearing a binder type brace. I was asked if I would consent to a pat down I said yes. I was then taken to private room and given a full pat down of my torso and arms and explained the type of binder I was wearing. I was then told I would need to remove my shirt. At that point I told them I would not remove my clothing and I that I am transgender female to male and I wearing a chest binder which is the equivalent of spandex sports bra. I supervisor was called and told again I would need to remove my shirt and I told them I

Caller was at security at the airport and she did not want to go through the AIT machine and is concerned about the exposure to the radiation. The TSO didn t give her the option of opting out and she told him she was concerned about and he blew her off and said that it was safe. She does not remember what the TSO looked like or know his name.

Advised:

AIT screening is safe for all passengers and the technology meets national health and safety standards. AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as Transportation Security Officers who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

10/3/2014 8:44:39 PM

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

Let me get some information from you and I can forward this to the CSM at Sacramento.

Airport where the incident occurred: Sacramento
Airline: United
Flight numbers: Unknown
Date and time of incident: September 23, 2014, 0400 am
What terminal or gate? Unknown
Individual s contact information email

10/4/2014 9:04:03 AM

Caller said he just had a bad experience at ATL when he tried to fly this morning at 8:00 to DEN. He was to go to a secure location to evaluate some top basketball players. He said he went through security around 7:59 a.m. He said he was told one of his bags alarmed and they had to recheck his bag and he had a full patdown. He said it only took about 2 minutes. He said they checked his 2nd bag and it also alarmed. They had a security specialist come down then to check his bags again. It took 25 minutes for him to get there. He came there and put the bags back through the xray machine and they did not alarm at that time. That is all he did, just put his bag back through the scanner again and said the specialist said they are ok and he let caller go. Caller said he missed his flight because of this. He said now he will have to fly home with the next available flight with Delta. He said he missed the event completely because you cannot get in unless you are with the whole group. He said he will also be charged for a hotel room he cannot use. He said this trip was work for him. He said he was not satisfied with the TSO he dealt with and the way she spoke to him. He asked if he could go through the priority line but they would not let him. This was when he was in line to get screened. He said there was only 1 person in that line. He was told no you cannot go through that line because it is for those in wheelchairs or that are disabled. He said later the green coat, who works with TSA, took someone else out of another line, women and children, and let them go through the priority line. He said he spoke to the Security Director and they had him fill out a comment card. He said he is very disappointed with that process. He said this is the 2nd time, in 2 weeks, he has had this problem at ATL. He said the security people in ATL don t care if you are going to miss your flight. He said at other Airports they try to help you make your flight, if you tell them you are running late or may miss your flight, they will try to help you. He said at ATL they don t do that. He said other Airports let you use the priority line if there is not many persons in the line.

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

Date and Time of Flight: Oct 4, 2014 Was at security 7:40 a.m. Flight was supposed to depart at: 8:20 a.m. Plane took off at 8:31 a.m.
Gate or Terminal: B 4
Airline: Delta
Flight Number: 1578
Airport: ATL harts
Email: (b)(6)

10/4/2014 7:18:49 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/4/2014 6:38:26 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/20/2014 Airline & Flight Number : AA Checkpoint/Area of Airport : American Airline Terminal (only one checkpoint) TSA Employee: (If Known) :
Comment : TSA,

The TSA screening line was extremely large at the ONT airport in the morning, almost reaching the outside doors at the END of the terminal. While people were frustrated and concerned with the enormous line, there were several visible TSA personnel that appeared to be doing nothing, "standing around", where they could have made efforts to alleviate the situation. I am sure it took many travelers 45 minutes to an hour just to get through the TSA process, plus several people MISSED their flights due to the TSA delays.

Once I finally arrived to the "checking of bags" process, I declined the AIT machine, and knew it will involve a patdown, which is expected. I know there is sometimes a slight delay due to inefficienices, so I informed a TSA personnel (helping with plastic containers), IMMEDIATELY after my ID was checked, so that they could notify the appropriate person. After placing my shoes and items on the belt to be screened, I notified them that I declined the AIT machine. They asked me to wait in a certain spot, which again, is expected. After waiting for a while, and even longer, and seeing many travelers go by, the TSA person standing next to me for SEVERAL minutes finally said the he will do the patdown.

- It didn't appear that he was doing anything significant, or at all, that would warrant the time waiting, especially when I notified them in advance.
- Why couldn't he acknowledge that he would be doing the screening, such as, "I'll be with you in a moment" or something like that.
- I encourage TSA to implement a better more efficient process for those individuals who decline the AIT process.

On a positive note, the TSA person doing the patdown did put on a new set of gloves. When a TSA person puts on new gloves when they look through baggage (touching and handling items) or do a patdown, that is always appreciated.

In summary, please improve the screening process at the airport so that people don't continue to miss flights due to TSA inefficiencies in personnel and/or processes. It is very apparent and clear that TSA is inefficient at that airport when EVEN the airline agents complain and tell their customers/travelers that missed flights are usually due to the TSA delays and that they frequently see TSA personnel "standing around" at certain times. Also, it would be very appreciated if it was mandated for TSA personnel to put on a new set of gloves whenever baggage is opened and items handled and touched, especially in the patdown process.

Regards,

(b)(6)
Would you like a response? : False
Passenger's Name :

Caller said he is angry at TSA at the IND Airport and had an unpleasant experience yesterday at the security checkpoint with the TSA Officers but he does not have their names. He said he is 62 years old and was with his wife and poses no threat to anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other poeple s items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he willl get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport:IND
Airline: United
Flight Number:4112
10/5/2014 11:40:50 AM
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time:Santa Fe at 8 pm
Location: security checkpoint
Terminal: unknown
Gate:A 25
Contact Information (b)(6)

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM.

Response:I advised him that precheck is random for security reasons and based on an individual basis. I advised him that he can not get the leatherman back.

Search Results For:
I gave info from http: apps.tsa.dhs.gov mytsa cib_results.aspx?search=(b)(6)
(b)(6)

Check Only

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 10/5/2014 12:37:44 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 08/12/2014 Airline & Flight Number :
Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :
Comment : My daughter was traveling on her own yet she is under 18. She has a Global Entry card and is a Trusted Traveler. She was told she had to get "extra" screening and go through the X-ray machine. She was never told why. As a still growing child she refused the X-ray machine and was told she had to get a pat-down. No parent with any common sense would let their kids go through an unnecessary X-ray. Don't even respond with a comment that it is safe. It wasn't until the moment before the pat-down that the employee asked "You're over 18, right?" That is completely unacceptable. She finally called someone over to observe but give me a break. Patting kids down like they are criminals?
10/5/2014 1:06:54 PM
If I am not allowed to accompany my child through security then employees should darn well know how to treat them. The reason I paid for the Global Entry for my kids, had them go through the application and interview process, and make sure I enter their numbers on all airline ticket purchases is so they can avoid this treatment. It is unacceptable that we go through these measures and still have to be detained. I expect that all my family go through the expedited screening because Homeland security has all our information and history. How can you justify this? Can you also please tell me why this program is in place if you can randomly ignore it?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 11:36:24 AM Airport : BTV - Burlington International Date/Time of Travel : 09/12/2014 Airline & Flight Number : JetBLUE Checkpoint/Area of Airport : security TSA Employee: (If Known) :
10/5/2014 1:07:12 PM
Comment : I have double knee replacements so of course I set off the alarm. I was told I should have gone through the X-Ray. Not allowed to go back and through it. Subjected to full pat down at every step of my three-year trip. I asked about wanting my knees, was told, "no longer done". Hands in my hair, stabbed for drugs,etc. at every airport. I am 73 years old, had a TSA recheck for part of the trip which didn't matter. On my trip I saw other women in the same situation. A waste of my time and that of the TSA agent when a little common sense could streamline the process. Space doesn't allow me to elaborate but would like to share my whole experience with you. May I just say all agents are not the same. Hoping to hear from you (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

---

Remote Client IP: (b)(6)
Date Time: 10/5/2014 1:44:17 PM

10/5/2014 3:04:33 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):5688/USAir/ILM/6/Only Security Line at 1315 on Oct 5,2015
Comments:I'm 7.5 months pregnant and politely requested a pat down. (I travel at least Biweekly and this has been my routine since advised by my Dr 3 months ago) TSA Agent (b)(6) proceeded to go through his standard communications in not only a condescending tone but when I answered yes "I understand and I would still like a pat down" he proceeded to attempt to argue the safety of the radio waves with my condition. I informed him "I travel at least biweekly and would like a pat down", he sighed and radioed very loudly that "the lady in the red short would like a pat down". I have never ran into a more rude and opinionated TSA agent in all my travel miles and various airports. CDG was even more appropriate and accommodating than tiny ILM's TSA Agent (b)(6). It's difficult enough traveling pregnant for work yet alone to have to deal with rude, condensing, knowing more than educated MD's, TSA Agents that conduct themselves as did Agent (b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 10/6/2014 7:30:25 AM

10/6/2014 8:27:14 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):CMH - C concouse
TPA - E concourse
Comments:In both airports (10/2 for CMH around 10 a.m., TPA on 10/5 around 9:20 a.m.) my wet armpits apparently flagged the MMV machine, which apparently requires a patdown of the impacted area. But on both occasions, both employees touched me without warning or consent. You cannot expect me to hear an instruction when I am 7 feet away with my back to the employee or if multiple employees are barking orders. The employee who needs to touch me needs to face me, state her intent, and obtain consent before touching me or anyone. Otherwise, it's battery(or similar charge) under the color of law in all states. I find it hard to believe that your SOP does not require this, and if it doesn't, it probably needs to - no touching without affirmative consent - and approaching the passenger from the front (or wherever they can see AND hear the employee) and verifying they heard you - not from behind - would correct this deficiency and perceived and actual violation of person. The violations of the 4th amendment are bad enough, but being touched without warning and permission is unacceptable. Thank you.

10/6/2014 8:30:26 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 8:38:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/05/2014 5:00 PM Airline & Flight Number : Southwest Airlines. Flt. 3216 Checkpoint/Area of Airport : Southwest Airlines TSA screening area Terminal 1 TSA Employee: (If Known) : Unknown and not relevant Comment : I am approved for TSA Pre-Check (in addition to Global Entry) and constantly experience issues in the TSA Pre-Check lanes because of my hip replacement. The experience at LAX which is the subject of this complaint is the most recent instance, but by no means an isolated one.
The TSA Pre-Check lane at the Southwest concourse is not equipped with a new technology scanner; they use the standard metal detector, which anyone with a prosthetic hip will activate. By now I am accustomed to proceeding through the TSA Pre-Check lanes with metal detectors because that seems to be generally standard at most US airports. When my hip sets off the metal detector I am subjected to a pat-down, which then requires that I remove my shoes and belt for scanning. Today at LAX I was also then subjected to the hand swabbing process, which I assume was part of the pat-down process. It should be noted at this point that A FEW US airports, among them - Denver and Albuquerque, have the process designed in a manner where passengers like myself can have their boarding passes checked at the Pre-Check entry point and then walk through a scanner in the regular screening lines. That is not the case in the Southwest concourse screening point, nor in our home airport in Phoenix, terminal 4, concourse D.
If the scanners are not going to be installed at all Pre-Check entry points the process should at least be able to comprehend passengers like myself without subjecting us the the pat-down and swabbing processes. It is unnecessarily frustrating and time consuming to be out through those additional steps, especially in light of the fact that Pre-Check passengers and those of us with Global Entry status have, in theory, already been through the requisite background checks that qualified us for the TSA Pre-Check program in the first place. In essence, the manner in which passengers like myself are being handled, it nearly negates any advantage gained by being approved for Pre-Check.
It is clear that the TSA Pre-Check process needs to be updated to take these situations into account, otherwise all that's being accomplished is additional unnecessary screening, steps that should have been eliminated with the advent of the Pre-Check program.
I have brought this issue where the Phoenix airport is concerned to the attention of the airport management in Phoenix. Interestingly enough, since the time I made my complaint to those authorities, the TSA Pre-Check lane in terminal 4, concourse D, has been closed. TSA Pre-Check passengers at that concourse are now screened through the regular screening lanes.
TSA needs to take a hard look at how a process that was supposed to improve the screening experience now adds additional frustrations for those of us with certain medical conditions.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/6/2014 11:11:59 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/06/2014 11:15 AM Airline & Flight Number : 185532916054
Checkpoint/Area of Airport : d checkpoint TSA Employee: (If Known) :

10/6/2014 12:12:34 PM

Comment : My wife and I were detained for more than 20 minutes. Put through full body pat downs, had our luggage pulled apart. My 9month son was taken from his mother and was screaming his head off. We were told no details about why we were going through this or what we did. They would not let me touch and comfort my wife who was very scared and upset. The TSA employee who pat my wife down was rude, heartless and would not tell us any details about what was going on. We were treated like criminals for bringing a baby to the airport.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :(b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller indicated that she flew yesterday on American from ALO to Kalamazoo MI via ORD. She indicated that her checked baggage was physically inspected. Items in her toiletry bag were not repacked as she had them. Items spilled out into her toiletry bag. The bag was very wet on the bottom. Pantyliners were spilled out into the toiletry bag.

The other contents of her bag was disarrayed as well. Her laundry bag was opened and spilled out.

She indicated that she will have to replace everything in the bag.

TSO should put things back as they were. She is very upset in regard to this and something needs to be done about this.

She asked who will be contacting her.

She has metal implants in knee. She meets the AIT guidelines. She doesn t use a mobility device or a wheelchair. She indicated that she normally receives a patdown. She asked if there is something that she can do so that she doesn t a require a patdown. She asked if she requests at check in to be screened. She feels that there should something to accommodate passengers who have metal implants to limit the requirement of a patdown.

10/6/2014 12:37:37 PM

10 5 American 3423 from ALO to ORD departing 3:20pm from Gate 1.
Baggage Claim #(b)(6)
Her suitcase is a bright turquoise with a thin black trim. It has 2 front outside pockets (smaller one and a larger one)

I apologized and advised that I would refer the information to the CSM at ALO to make them aware. They would have the means to look into and address this. I advised that I would include an indication that she would like to be contacted. Once we refer information to the CSM we cannot guarantee what action they will take.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. The information that she needs to complete the claim form and submit it to the CMB will be included in what I am sending.

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

I advised that I have documented her suggestion and TSA does review this information. I advised that she should advise of her metal implant, where it is located, and her level of ability before screening begins which can facilitate screening. In no capacity can we guarantee that a patdown will not be required as they are required to clear alarms and anomalies. She can request the AIT if available and as long as she can stand still with her arms above her head for five to seven seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. They can address these and provide assistance through screening.

TSA Cares can provide assistance through screening for those with disabilities or medical conditions. This assistance will not eliminate the need for a patdown but may help facilitate screening. If she would like to request assistance, she can call with
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 10/6/2014 1:46:57 PM

10/6/2014 4:24:10 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ua1469 Denver to Ord
Comments:(b)(6) was very unprofessional during a recent screening. He decided he needed to lecture me on pat down procedures long after I had complied with the request to remove my belt, shoes, and items in my pockets. He continued to deride me for several minutes after I had passed the metal detector and was waiting for a pat down.

I have been in the pre-check program for 1.5 years and fly weekly.

Most TSA officers are fine examples of dedicated employees working to keep the traveling public safe.(b)(6) at DIA is not among that group.

Hello,

I'd like to speak with a direct supervisor about my experience this afternoon, going through security screening at about 1pm PST at LAX on Monday, October 6, 2014, Terminal 4, to gates 40-49.

After standing in the body scanner for the required time frame, the TSA employee asked me to wait outside of the scanner. My back was to this woman. I was facing a male TSA agent who had both palms facing me in the "stop" position.

After a few seconds, the woman who was overseeing the body scanner approached me from behind. While standing behind me, she said "I need to check your hair. If I don't you can't go anywhere today. I promise I won't mess you up."

Without any time for me to react she placed her gloved hands on my head and started patting down my head. Then she dismissed me.

I have several problems with what happened here:

1/ Being addressed from behind while another TSA agent is holding my attention denies me of an opportunity to engage directly with the person who was about to touch my body. I found this surprising, given the male TSA agent standing in front of me was the one holding my gaze, and I felt like I had been violated and embarrassed after the female TSA agent patted my head down from behind with no direct consent from me.

10/6/2014 6:09:39 PM

I also take issue with her comment that if she didn't proceed, I wouldn't be able to travel. There are alternatives to public pat-downs and none of those were offered to me--I had no time to react before her hands were on my body.

2/ I did not observe any TSA agents in the area patting down the heads of any other person walking through the screening zone. As an African American woman with short, kinky hair, I find this concerning and biased. There were multiple individuals nearby with hair longer and "bigger" than mine, and none of those individuals had their heads patted down. Is it the TSA's position that only short and kinky hair can conceal illegal items?

In addition to speaking with a supervisor about my experience, I would like to know the precise guidelines or legal code that states my type of hair and/or hair style (as opposed to someone else's) could pose a threat that warrants a hands-on search. I request this documentation in writing.

3/ The TSA agent patted down my hair with gloves on, however I question the practice of touching a person's body with gloves that may have touched hundreds of people and/or objects of various origin and health status during the course of her shift. While I appreciate the exposure TSA agents have in dealing with a large population, I reject the notion that only agents have the right to be kept safe throughout the screening process. If it was truly necessary for my hair (and no one else's) to be patted down after going through the body scanner, I would have expected the employee to use fresh gloves out of a labeled box that had not been digging around in other people's belongings, touching equipment or people. Again, I was not given the time to react and could not make a request before her hands were in my hair. I entered my flight wondering what kind of disgusting bacteria had been transferred from her gloves to my hair, with seemingly no concern for me. It's insulting.

Normally I experience organized and respectful treatment when traveling by air, so this incident was not only discomforting, it came as a shock that a TSA representative could be so dismissive and careless. I would like to be contacted by a direct supervisor about this incident. I do not wish to ever leave a TSA screening feeling so gross and dismissively treated ever again.

I have been traveling regularly for over 30 years and since my hip replacement last year, I have been subject to full body pat downs every time I fly. This is time consuming and humiliating.
I read the TSA procedure for requesting an imaging scan but found this in realistic. They are not available in most cases where I fly.
Surely there must be a better alternative than making a person wait and then get a full body search and often a search of my personal belongings.
What I find unbelievable is that there are millions of people with metal joint implants and this us the best TSA can do?
If appreciate the a TSA figuring out better approach.
Thank you.

10/6/2014 6:09:51 PM

Submitted on Monday, October 6, 2014 - 21:16 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: Emglish
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Home Phone
Phone Number (b)(6)
Best Time to Contact : 11:00 am - 1:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday

10/6/2014 10:09:58 PM

PO Box or Street Address (b)(6)
City: Palmer
State: Alaska
Zip Code (Post Code): 99645
Other:
Email (b)(6)

==Incident Information==
When did this happen? 10 03 2014
Where did this happen? ARIZONA - PHX - Phoenix Sky Harbor International
What happened? I set alarm off as I walked into the security area. I immediately said I have an artificial knee. The TSA male yelled out some 3 letters then a female came over and pulled me away from 3 year old daughter as my husband was detained pulling his shoes, wallet, belt and anything in his pockets. Our daughter

Are you guys the same as CSSI firstline, ?
are they your subcontractors?
thanks
(b)(6)

From: HYPERLINK (b)(6)
Sent: Tuesday, October 07, 2014 1:05 PM
To: HYPERLINK (b)(6)
Subject: bag inspection complaint

Re trip to USA bag searches:
On arrival in Las Vegas last month, I discovered you had opened my bag and left a NOI card.

10/7/2014 10:04:41 AM

(flying Virgin VS43 from LGW (UK) on 2nd Sept)

I had a TSA compliant combination lock.

Regrettably your agent (ID badge (b)(according to the card) failed to replace the padlock on the zip fastener (he put it on the small side pocket instead).

This means my bag was open both for thieves and to anyone wishing to plant contraband.
Fortunately it still arrived safely and intact on this occasion.

Given I seem to have my bag searched every trip to US , and it was searched AGAIN by TSA on the homeward leg on 16th Sept, AND we were both subject to TSA instigated "random" full body pat down and cabin baggage search at the gate on departure from LGW on 2nd , you'll understand I feel a little concerned and apprehensive.. (only a dozen or so of the 400 passengers were nominated apparently). Is this really just "bad luck"?

(b)(6)
London UK

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

---

Remote Client IP: (b)(6)
Date Time: 10/7/2014 10:11:02 AM

10/7/2014 12:32:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United flight 22 Dublin to Newark, United flight 1521 Newark to Denver Tuesday 30 September 2014 - flight at 9 AM, bags checked by 6:30AM
Comments:Checked 2 bags at counter & one oversize bag with two hurley sticks (sporting equipment) in clear plastic bag. Cleared Customs just fine (CBP gentleman knew what hurleys are and said they were fine to bring home), took two flights, no baggage on arrival. All three of our bags were held by TSA, but only the sports equipment was actually inspected. They were in clear plastic, well marked as sporting equipment on the sticks, which could be seen right through the plastic. Our flight got in at 3 PM in Denver on Tuesday, bags were not delivered until 8 PM on Wednesday, more than 24 hours later! Why would you hold all our bags for something so clearly obvious as sporting equipment? Not happy at all. TSA has been fine on all other trips, inspected bags have always arrived on same flight. But this time, there were over two hours for TSA inspection and you delayed our luggage by 29 hours. Unacceptable; would like an explanation.

To Whom this Concerns:

So, the Known Traveler program is a US Government program designed to help with airport screening processes. It's available to all US citizens who go through an interview process, or all military service members (who are already well screened). I am a Known Traveler thanks to my military service, and my military ID is tied to my airline accounts. However, today, I got the special extra loving screening indicator on my ticket, something Known Travelers don't (or shouldn't) get. I even checked in with my military ID. Then I got the extra pat down, touching, search and all. The one consolation was the screeners were professional, and every agent along the process looked pissed that they had to do this to a military guy. They apologized a lot. When I mentioned my official duty in Yemen, they smirked and mocked the system (again, in a professional manner.

So, with that, why did I get the screening? Because I reside in Yemen and just traveled from there a week ago on R&R (vacation). Why am I in Yemen? Because I'm a service member and credentialed diplomat serving my country at the US mission (embassy) in Sana'a. I understand screening for Yemen tourist travelers or Yemenis (and several other countries), but... a Known Traveler and military/government official who is there on official assignment orders? That trumps Known Traveler?

10/7/2014 2:10:27 PM

I love my service, and my job. I don't care to be contacted about this, and I am not mad at the agents who did the search; they followed orders, and were professional and apologetic about this. And I don't normally expect special treatment as a soldier, I hate when service members feel over entitled. Everyone is open for _random_ screenings. But those serving our government (military and civilian) in harsh areas, especially in those countries who need us... I doubt we are the threats y'all are seeking. And many (if not most) of my embassy colleagues get the extra screening, so it seems _way more_ than just random.

Thanks for your time. In the end, I'd just say the system is what needs adjusting. I know the Known Traveler program is relatively new, so it's a work in progress. It needs to be taken into consideration that those in a place like Yemen on official assignment/duty shouldn't be selected for deep screening due to that assignment.

Have a good day,

(b)(6)

10/7/2014 2:10:40 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 10/7/2014 12:55:27 PM Airport : LAS - McCarran International Date/Time of Travel : 10/06/14 2:00 PM Airline & Flight Number : United 364 Checkpoint/Area of Airport : Terminal 3
Precheck lane TSA Employee: (If Known) :
Comment : Bad experience with several TSA employees. Agent weighing bags chided me to hurry up when I stumbled on my crutches. I was denied the option to do a pat-down instead of body scan, so I was forced to stand without my crutches. I told the agent I would need the crutches back right away, but the agent held one of my crutches for several mi Utes before running it through the X-ray machine while I stood in tears and pain waiting for the crutch. I asked for a chair and was told there wasn't one.
Would you like a response? : False
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very through over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flys, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanded to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

10/7/2014 3:28:05 PM

I explained that any time a passengers goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

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

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

Hi
your response included<<
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.
>>

Departure airport was LGW as stated in the original email . Surely you do not have TSA staff based in UK? As the note inside the bag explicitly said CSSI I can only assume it was searched on arrival at Las Vegas McCarran (direct flight ex UK) .
We departed same airport back to UK.

You didnt clarify who CSSI were..

(b)(6)

10/7/2014 4:01:30 PM

From: HYPERLINK (b)(6)
Sent: Tuesday, October 07, 2014 1:07 PM
To: HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov
Subject: Fw: bag inspection complaint

Are you guys the same as CSSI firstline, ?
are they your subcontractors?
thanks
(b)(6)

From: HYPERLINK (b)(6)
Sent: Tuesday, October 07, 2014 1:05 PM
To: HYPERLINK (b)(6)
Subject: bag inspection complaint

Re trip to USA bag searches:
On arrival in Las Vegas last month, I discovered you had opened my bag and left a NOI card.

Caller wants to file a formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file compliant, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

10/7/2014 5:26:37 PM

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. Twos are trained to conduct these procedures professionally and respectfully.

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Airport: Colorado Springs
Airline: Delta
Flight Number: 4630
Date: October 6, 2014 6:30 and 6:45 a.m. incident
Individual Contact: (b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/7/2014 11:31:57 PM

10/8/2014 8:44:07 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Friday 05 Sept 14 at or about 1745hr ...Long Island/Islip, NY (ISP) .....TSA Gate.
Comments:The supervisor and plain cloths agent were very rude, refused to provided me with their name or ID# and threaten to call the county police to have me removed from the airport. The screening process is very inconsistent at ISP where everyone must go through the scanner. The supervisor refused to allow me to record the pat down by holding my cell phone stating cell phone/cameras can not be used in the screening area. I advised him I just can not recorded the screening equipment. I do have the encounter on video with the supervisor and other TSA employees refusing to ID and being very rude and disrespectful stating I am wasting his time for opting out and taking manpower away.

Caller called about 3 and a half years ago about this. Caller wears a defibrilator with three wire leads going to the heart and she flies once a month and TSA never detects the device. She goes through the WTMD and beeps but it doesn t seem to be a big deal. She is worried that someone could bring a bomb in their body and be able to get through security. She is not happy about that.

10/8/2014 2:36:54 PM

Advised:

Asked the caller if she ever gets a patdown and she says only if she is wearing her watch on her arm. Asked the caller how she knows they don t detect the device and she says she doesn t get a patdown.

Advised the caller that TSA has many layers of security to detect bomb threats including the AIT, WTMD and the ETD testing.

Advised the caller that she should notify the TSO of the device because the screening technology might affect the calibration of the device. The caller says it is safe to be screened that way

This weekend I travelled by air for the first time in many years.

The screening process out of SEA (Seattle Tacoma International) was very smooth and easy.

I am a type 1 diabetic that has an insulin pump attached.

Did not have to take off my shoes, unpack my laptop, take off my belt,(Just my buckle) and they had me go thru the body scanner. Then they did the hand wipe check for explosives before and after the body scan.

When I went to fly home from SMF (Sacramento International) I was asked to have a full pat down, Unpack all my electronics and remove my belt. Take off my shoes and fill four bins instead of three in SEA.

10/8/2014 3:26:46 PM

My Question is why does the TSA not have a standard process for the entire security system that is the same everywhere?

The process out of SEA was efficient and I felt safe and completed the required steps. SMF was the system of 10 years ago and they had all the same equipment. As a person who flies and has a required medical devise, it would be a major plus for the TSA if the process was standard at all check point with the same to follow the same process. I would help the consumer to know what to expect instead of how I felt.

"What does this team Do different?"

Regards,

(b)(6)

Quality Engineer

Disability Description: He has a defibrillator.

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response:I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

10/8/2014 9:46:22 PM

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

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

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the xray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

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

His or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passenges with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can t do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific indcident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, omedical conditions, or devices. Such assistance can faciliate the screening process for the passenger.

10/9/2014 9:18:12 AM

Incident Details: The caller indicated that she had a negative experience on 5 22 at PIT. The TSO swore that insulin pumps were okay to go thrugh the AIT. The TSO threatened her with a full body patdown if she didn t go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA s policy.
United flight 3541 PIT to Chicago departing at 6:35am
The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to i nsulin pumps going through the xray machine. She stated that the verbage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to webiste that she has used for her research in regard to the screening of insulin pumps.

Feedback Type : Request for Information
Categories : Other; Screening
Current Date/Time : 10/9/2014 8:37:46 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I arrived the airport close to midnight, the TSA gate closed to Japan Airlines was closed and I was going to ask the security where the closest one is still open, the Filipino security was very rude by beckoning me to the other side and yelling at me just like bossing around his dog.
I did not appreciate being treated with that kind of attitude and it was very inappropriate.

Second, when I arrived the gate next to the one that is closed, the staff(white gray hair old man wore eye glasses) kept giving me hard time when doing pat down. I was already screened and it has proven I have had nothing inside my clothes, he still kept touching and searching through my clothes.

10/9/2014 10:06:15 AM

I do not understand what is the problem with your staff and machine? I cooperated and he said there were some spots needed to be searched, it was only space created by the gap between skin and clothes. Maybe I did not iron or flat my clothes, but it was ridiculous to search just according to what your machine says.

Your staff will need to learn to respect the passenger, if there is no alarm or nothing unusual, then please let the passenger go.

Pat down is necessary only if you find something suspicious, if you are going to keep giving passenger hard time every single time like that, then nobody is coming back to Hawaii again.
It is not good for the economy and also the image and reputation of Honolulu airport, the Aloha is no longer aloha if passenger is being treated like that all the time.

I have been to other airports and I have no problem with their security screening, I hope you can really work on communication with your staff to make Honolulu airport a safe, comfortable, and nice place for everybody traveling. Thank you!
Would you like a response? : False
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller is Blind and needs to file a complaint

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

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

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

10/9/2014 11:35:04 AM

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

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

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

Your complaint will be handle by the OCRL and I don t have information as how soon you will get a resolution.

Called the caller back to obtain her e-mail address and flight time.

Incident Details: Caller said she needs to file a complaint about an incident on 10 02 14 that happened at ATL she was traveling with US flight# 461 departing at 7:00am.
Her husband is partially blind and she is blind they were selected for precheck she was on the wheelchair was told she could kept her shoes on she heard when her items were screened by tsa and the her dog alarmed the metal detector she said normally the dogs gets check because the harness sets the alarm off but in this day her and her husband were selected for additional screening they both received patdowns in public and feel like they were targeted because of their disability and need to be compensated.

Caller lives in the US and has friends who arrived in the US and dont speak good English, everytime they board a flight in the US they have excess screening. What is the problem?
Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn t sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc.
Caller said at BUF they had to be double checked and they are traveling with small children.
Asked why they are having to have the additional screening?
Caller disconnected the call at 11:47 AM.

10/9/2014 11:35:48 AM

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

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

Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information.
(b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals?
No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights.

10/9/2014 12:06:07 PM

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

No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/9/2014 11:24:47 AM

10/9/2014 12:08:17 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK, going from DL477 from Barcelona to DL2577 (JFK to MSP) on Tuesday, Oct. 7, 2014. About 3:30 pm. I believe this was a security line on the first floor (not the 4th floor precheck) that is for incoming international travelers who are catching a domestic connection. There was one metal scanner at this checkpoint.
Comments:My wife needed a patdown because her artificial knee set off the metal detector, as it always does. No female TSA employee was available. When one showed up, she was very rude to my wife, stating that she had been in the restroom and was entitled to do so. My wife just said we were concerned about making our flight. I was present, and my wife did not speak in a rude or angry fashion. The TSA employee (Agent (b)(6) a female) then told us to talk to her supervisor and walked away! She then went on to stack up bins and then did a patdown on another woman, leaving us just standing there. The supposed supervisor, a male agent named (b)(6) pretty much just laughed at us. It was very clear that the intent was to make us wait or miss our plane. I asked agent (b)(6) for her badge or employee number and she refused to give it to me. She then accused me of trying to interfere with her job duties (of patting down the other woman) because I was asking her for that information. She told me to talk with her supervisor. I asked agent (b)(6) whom I could speak with about this problem and he told me to go upstairs somewhere and find the TSA office. Obviously, this was impossible as my wife had not yet been cleared and we were trying to catch a flight. After about 10 minutes of just standing there, being ignored by all of the TSA agents in the area (clearly intentionally), I told Agent (b)(6) "OK, we give up, we apologize for anything, please just let us get out of here." We got the patdown and we did make our flight.

I have never filed a complaint before and feel that the TSA does a great job and is very professional. This incident amazed me. Agents (b)(6) and (b)(6) should not be doing such a difficult and sensitive job.

To make matters worse, my wife reported that she overheard Agent (b)(6) being rude to another passenger while we were standing there waiting. I did not overhear this, so I can't comment further.
Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger s temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn t on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings.
Should be looked into for everyone s safety and states she is a socially conscious person and concerned for everyone s safety.

She may be flying soon because they are moving down south for health reasons and she has a pet cat which will be in a carrier, is she allowed to travel with the cat?
She has a neuro muscular disease, which requires her to be on Oxygen 24 7 and she will be traveling with a POC, will she be allowed to take the cat and the POC or is that an airline issue?

10/9/2014 12:26:21 PM

Response:
Advised caller no information regarding the additional screenings planned for select airports in the US.

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

The FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. Please visit www.faa.gov about initiatives cabin_safety portable_oxygen to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

To Whom It May Concern:

My name is (b)(6) and my husband (b)(6) and I flew US Airways on Thursday, October 2nd from Atlanta Airport to Charlotte NC and then on to Tampa. The flight left at 7 a.m. (All Information concerning the flight is at the bottom of this email for reference.

The flight number was 461.

When we were brought to security, we were told by an attendant there that we were on what was called precheck. I asked what this was all about. I was informed this meant that I did not have to remove shoes, things from bags, etc. I had chosen to take a wheelchair this time, (I usually do not but was having some breathing issues and thought it best).

10/9/2014 2:10:13 PM

I could hear the scanner as the attendant scanned first my purse and then my computer bag multiple times. I didn t know why because I did not have anything that should not have been taken onto the plane.

Suddenly, I was told to remove my shoes and take everything out of my bags. I did as I was asked and I also asked if I needed to remove my sweater which had no pockets at all. I then got out of the wheelchair and sat my Seeing Eye dog at the beginning of the place where you walk through security as I have always done. I put him on long leash and I went through as usual. I did not alarm the system, but of course my dog did. Usually when this happens the dog is just patted down and let go through. Instead, they called for male and female assistance and we were unaware of what was going to happen. A female came and said how she would give a pat down, did I object. I said that I guessed I did not, what else could I have done? She also asked me if I wanted a private screening of which I did not agree because I know about those things. After the first pat down, she told me I needed to remove my sweater. She went to pat down again, and did some of the places more than once which I did not appreciate.

It was horrific!!!!! I felt very invaded upon, and when the screening was finished and we were boarding the plane the girl who had been helping us was also horrified because we didn t have anything that should have caused this show of what we felt was discrimination. My husband who has partial sight said no one else in the precheck got that, and my friend told me he always goes that way and has never been treated that way.

We feel that we should receive a refund of our airline tickets. We do not want a credit, because we do not ever plan to fly US airways again.
Disability Description: Caller has panic attacks.

Information Request: Caller says last week she was boarding a in Detroit, as she went through the checkpoint. She was pulled aside by an agent because she had left a credit card in her back pocket. She said the agent felt of her back pocket and then screamed fingers and they swabbed her hands. She has a disability it caused her to have a panic attack. She says because this wasnt normal screening it caused her to have a panic attack.
She was given a card to call for help.

Response Details: I explained to her that the credit card had caused an alarm and when there is a alarm they will have to give a patdown to clear the alarm. That is why the agent felt of her back pocket. In addition to a patdown they can test for explosive trace detection, that is the swab they used. They were no putting anything on her but trying to pick up explosives.

If she wanted to make a formal complaint she would have to put it in writing. She did not want the address.

10/9/2014 4:39:04 PM

I told her I could offer their the CSM number and I did and she can ask for a PSS for todays flights for assistance. We need 72 hours in advance to the flight to make the arrangements. She said she was at the airport already but then said in 15 she was leaving for the airport.
Name: (b)(6)
Phone:

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.

She was upset and I ask her again if she wanted to request the assistance for her returned flight and she said she would call back and hoped to speak to someone with more empathy. I tried to offer her a supervisor but she disconnected the call.

Email not sent.

10/10/2014 11:53:30 AM

Caller is at JFK right and she is wanting to speak to someone as to why she was singled out since she is a Female Asian. Caller is wanting to know the standard time they are allowed for a patdown procedure. Caller stated that she missed her flight and she is wanting to know why she was singled out.

Advised caller:
You can ask for a supervisor at the checkpoint. I can forward you to the MB branch for more information regarding a discrimination complaint. I don t work at the airport so I can not determine why you got the patdown. There is not a standard time they have allotted to complete the procedure.

Information from Transferring Agent: The caller is at JFK and would like to speak with someone at the airport. She believes that she was singled out because she is a female Asian and asked why.. She asked how much time was allotted for a patdown as she missed her flight. EID (b)(6)

(b)(6)
The caller was supposed to fly from JFK at 9am this morning. She was selected for a patdown. The TSO ignored her when she mentioned that she was rushing to make her flight and proceed with the patdown. Her flight was to depart in 30 minutes from that time. She is at the TSA podium currently. She indicated that she would speak with the person there and call back when I asked if she had requested to speak with a supervisor at the checkpoint. She ended the call.

Upon, speaking with the caller she was most upset that she missed her flight due to the patdown. She did not indicate that she felt discriminated against because of her sex and ethnicity (race) when I asked specifically if she felt that she had been.

10/10/2014 12:00:36 PM

10/10/2014 4:11:36 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/10/2014 3:16:57 PM Airport : SAN - San Diego International Date/Time of Travel : 10/10/2014 10:30 AM Airline & Flight Number : Delta 4503 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) (b)(6) Comment : My roundtrip to San Diego from ATL for me and my husband was covered by my frequent flyer miles with Delta; therefore, I travel alot. I was going through the check point when the the hispanic girl attendant said to me "wait here". She stated she needed to check me, I stated "change your gloves", she gave me a look and said "please, thank you", I said what, she said you should say please change your gloves, and thank you. I stated that when she asked me to wait here she didn't say please, courtesy happens both ways. She then proceeded very slowly to change her gloves, first she asked the guy attendant working with her for a small pair, then she slowly put them on and said they did not fit. She asked for a medium pair. Because I travel alot I allow for plenty of time to check in and get to the gate; thank goodness I was not in a hurry for a flight. She said hold out your arms and proceeded to give me a full upper body pat down, starring at me.(?) and waved a wand over my hands. I knew that the pat down was unnecessary and she over extended her "power". I know this becasuse the certain bra I was wearing always get "dinged" for a front search, NEVER did i receive a full pat down and my hands checked. She said you can go, then stated if you are going to travel you should not be rude. I stated are you allowed to say anything you want because you are wearing a TSA blue shirt? She ignored me and motioned to the next person to come forward. I asked another person how to file a complaint and she gave me a blue card. The girl attendant came up to the women(I assumed at that time the women was a supervisor) that handed me a blue card and stated to the women that I was rude to her. I stated to the women do you get to hear both sides or just your co-worker? The women stated that I should fill out the blue card to state my complaint. I asked the women for the girl attendant badge number. No apology was given from this women at all. Because I saw the women and girl talking, I handed the blue card to another TSA agent that was not in the checkout area. As stated previously, I travel alot and always ask the TSA agent to change their gloves before I am checked. NEVER have any TSA agent been rude or abused thier "power" as this security girl did. They change thier gloves and proceed with the check. Other TSA agents don't always say "wait here please", I don't mind that, I know they need to move people through the security check point in a fast and safe manner. But when this agent stated that I was rude by not saying please, I was a little baffled. If she wanted courtesy, she should have extended courtesy. Also she should not tried to engage in an arguement with me after i moved through the check point and started to complete the blue TSA complaint card. Her behavior was unacceptable and unprofessional.
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

10/10/2014 4:11:49 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 10/10/2014 2:20:17 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/10/2014 Airline & Flight Number : us airways Checkpoint/Area of Airport : security screening TSA Employee: (If Known)
Comment : I have a TSA pre check and Global entry ID but I was subjected to a full body screen and then a pat down. My age is 80 so I do not understand why this is happening. I experienced the same screen in Austin when I left the previous week. Do I need to contact someone to clarify this issue Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller has a medication that is an injectable liquid and it is in a small vial. The last time he was flying he asked them to check it by hand and they did but the went through his other luggage and gave him a full patdown because he asked them to do that. Is that part of the procedure?

10/10/2014 6:05:03 PM Advised:

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 property may be required, which may include a patdown.

I wish to file a formal complaint about the screening to which I and my luggage was subjected at the Bellingham, WA airport on 28 September at 3:30 am prior to a Horizon Air flight to Seattle.

I am Pre-check and have been almost since the beginning of the program so I was greatly surprised to be pulled aside for what turned into a 20-minute pat-down (including having my waist band pulled out in several places) and full inspection of every item in my carry-on. The agent kept saying the machine was detecting chemicals from her gloves after the pat down and that I must have been near fertilizer or hand lotion--neither of which was true. Indeed I had seen this same agent using cleaning solvent and a sponge to wipe down the counters just prior to the check-point opening in gloves. She also said the same was true of my CPAP machine, although another agent checked the machine and did not detect anything. The second agent also tried to remind the inspecting agent that I was Pre-check but she chose to ignore this. After the second checking of my machine it was placed in the plastic tub precariously on top of my backpack and nearly fell. The only thing that saved it was I noticed the situation and told them to take it off. Had that CPAP machine fallen and been damaged I would not have been able to make my trip and would have been medically disadvantaged until it was replaced which could have taken days.

10/10/2014 6:22:36 PM The second complaint regards the screening of my checked bag. Upon arrival at my destination in New Mexico I found in my bathroom kit a screening notice. Inside the kit I discovered that a bottle of Ibuprofen had had the cap removed and not replaced so that most of the pills had spilled all through my kit (and therefore were ruined). I also discovered that the cap on a tube of antiseptic cream had not been replaced completely and this had leaked--fortunately only into one compartment.

To say I am upset by all this is an understatement. It's bad enough being Pre-check seems to mean nothing but the carelessness and absolute disregard for a passenger's belonging is intolerable.

(b)(6)
Trusted Traveler (b)(6)

Caller left GJT and in her carry on she had a humidifier which had her hearing aids in it and caller did not get them back. Caller was receiving a patdown and did not know if they went through the bag and did not place it back in or if it was just left at the airport. Caller stated she contacted the lost and found. Caller also has pacemaker which was why she had to receive a patdown.
Airport - GJT
Airline - Allegiant Air
Flight# - 413
10/10/2014 6:24:16 PM Date and time - 10-9-14 at 2:45 pm
Description of item - white plastic container, 2 inches in diameter and has a plastic foam which sits on beads in which her hearing aids go in.

Response:
I advised caller that I would send her a claims form and she would receive it in the next 24 hours and it would have the instructions on what to do. I also advised caller that I would forward the information to the CSM and also provided the caller with the CSM number at GJT.
(b)(6)
Phone (b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/11/2014 2:35:06 PM

10/11/2014 3:16:23 PM
Name (b)(6)
Email (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest 2414 Atlanta to Laguardia 10/10/14
Comments:my family was screened for bomb residue. My wife tested positive. Was asked if she used hand lotion. She told them yes. TSA agent said that is why it tested positve. More residue tests were conducted and a private pat down. If you know that this test has issues why are you using that equipment that can't detect the difference between hand lotion and explosive residue and why continue screening same person for such when you know why the Person tested positive using this inferior equipment.

10/11/2014 3:17:20 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/11/2014 1:44:03 PM Airport : BOS - Logan International Date/Time of Travel : 10/11/2014 1:45 PM Airline & Flight Number :
Checkpoint/Area of Airport : terminal 3 security TSA Employee: (If Known) :
Comment : i waited nearly 45 minutes to have a pat down completed when I asked to opt out at security. I nearly missed my flight as a result of the slow process and lack of attention to the fact that I was still waiting. No attempt was made to find someone to complete the screening. I kept being told it would only be a minute and yet I was waiting for 45 minutes. I've never had to wait so long at another airport. If it weren't for my travel companion my belongings would have sat unattended the entire time as well.
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: 10/11/2014 3:34:24 PM

10/11/2014 5:06:01 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight 437 out of Jfk
Comments:I fly often and have never had a problem with an inappropriate pat down. Officer (b)(6) at jfk grabed my breasts and then grabbed my abdomen aggressively. I said ow ow and she nastily said she was doing her job and grabbed harder. I said ow ow louder she pushed me to the side and said good. I am not one to complain but this behavior was grossly inappropriate. I understand why the TSA can get bad media as this was unacceptable. I have a light yellow cardigan on. Nothing bulky. I watched her screen the next person and she was much less aggressive. I would have reported to a manager on site but needed to head to my flight. Thank you in advance for investigating the issue

10/11/2014 7:02:24 PM

I traveled to SFO from MKE last weekend. I had broken my Femur almost 4 weeks ago and had to travel with a wheelchair. When I left Milwaukee I had a TSA member squat down to me to ask a few questions and to explain to me what we needed to do. I was able to Crutch up to the scanner, so the TSA member told me he was going to send my Crutches through the x ray and have a member bring me my crutches. I was able to crutch up to the scanner and hand my crutches back to the member and was able to stand and get scanned. Everything went smoothly and we were on my way.
When I was on my way home in SFO. First the TSA members tried to have me walk through the metal detector while holding a TSA's members hand. I had to explain that I had a metal rod running from my knee to my hip and it wouldn't work. I tried to explain to two members how things were done in Milwaukee and how I was in and out in 5 min. They both said it wasn't in their polices and they couldn't do it. I was sent through to a supervisor to get a pat down. Getting told that each city sets their own polices. How can I feel safe if each city can make up policies? Shouldn't each and every city fallow the same rules? Which city was and is right?
I'm free to talk about this and don't feel like I was treated right. You can reach me at (b)(6)

Thanks,
(b)(6)

10/12/2014 9:26:30 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/11/2014 8:58:02 PM Airport : EWR - Newark International Date/Time of Travel : 10/11/2014 8:30 PM Airline & Flight Number : united 940 Checkpoint/Area of Airport : C TSA Employee: (If Known) (b)(6) Comment : I am a TSA Pre passanger and have had no incidents with TSA in the past. I travel every week and very much have enjoyed the professionalism and respect by which I have been treated by the TSA officers. This change on my last trip on 10/11/2014 as I was proceeding through security. There was one lane open and I was not informed by the officer checking my boarding pass that it was not TSA pre. I left my computer on its bad and was quickly approached by an officer, lets call Officer X (whose name or badge was refused to be disclosed by Officer (b)(6). (b)(6) Badge # (b)(6) and ID on card: (b)(6) to tell me that I had to take my computer out. When I asked to understand why since I was TSA pre, officer X just turned his back and walked away. I asked again, not understanding why and in a condescending tone he told me it was not a TSA pre-lane. Confused as the officer that checked my boarding pass had not mentioned anything about the lane not being TSA-pre, I asked officer X again "not sure I understand". The officer now turned his back to me and proceeded to ignore my requests, when I asked again, he ignored again. That that point i approach him and in a very aggressive tone he jump into my face and proceeded to tell me to shut up. At that point, I asked for his supervisor. A second officer came and start to smile - not very helpful here. I asked if he was his supervisor and he said yes. I was then pulled aside by yet a third officer, this time officer (b)(6) who told me he was the supervisor and asked that I explained the situation. I did and mentioned to Officer (b)(6) I did not want to go through the security late with the officer I had the original exchange - I feared for my safety at this point as that officer was quite upset and was over 100 lbs my weight. As I went through security I told officer (b)(6) I did not want that original officer X to touch me if we had to do a pat down. At that point, Officer X started again to yell at me say "I dont want to touch you, you are not that important". After this, I requested officer (b)(6) a report be filed as OI would be filing a complain. Officer (b)(6) proceeded to make a copy of my passport and my global entry card. Officer (b)(6) refused to disclose Officer x's name or badge and said to only use (b)(6) name in this complain. Throughout this ordeal, Officer (b)(6) was courteous and respectful, exemplary of what I had seen from TSA officers before. Officer X's customer service behavior was quite disappointing.
the reason why I am filing this report is because I truly believe in the excellence service from TSA. I joined TSA-Pre in part to support the organizations efforts, which is critical for the security of our country its travelers. It is quite disappointing when a TSA officer behaves in an exemplary way, at the end both officers and passengers are on the same team: to make our skies safer.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Date: 10-11-2014 Time: 1100 EST Airport: Dulles IAP, VA

Date/Time of Travel: 10-11-2014 1340 EST Airline & Flight Number: US Airways 5007

Checkpoint/Area of Airport: TSA Pre-Checkpoint 52

Compliment/Complaint (Summarize: The initial agent contact prior to going through the magnetometer was polite and instructed/reminded us that, since we were going through pre-check, it was not necessary to remove belts, shoes or laptops from cases. However, upon going through the sensor, the second agent upon seeing the alarm for , immediately made everyone go back and remove belts. She was not very polite. In fact, she was rather curt and a definite difference from the initial agent.

10/12/2014 1:16:24 PM

The direction to remove the belt, go back through the magnetometer, and send the belt through x-ray is at odds with all previous experiences going through pre-check.
Previously, agents have requested that I loosen or unbuckle the belt and a quick pat down resolved the question.

Which is it - belt off and send through x-ray (seems silly as belts large enough to conceal anything are pretty obvious) or not?

Sincerely,

(b)(6)

To Whom It May Concern:
What was a totally exciting vacation for my husband, myself and 40 other travelers in our group was a nightmare when changing planes at JFK airport on October 6, 2014 approximately 3:00 pm. Our plane, Delta 477, and four other planes arriving at the same time to go through customs. We had approximately 55 minutes to get through Customs, re-check bag and go through TSA security checks.

First we were told we didn't need to fill out the Declaration Forms papers, standing in long lines we get to the Customs Kiosks only to find they are down, now we start filling out the paper documents. Kiosks are up, we proceed to enter information for my husband get receipt 1, answer question not traveling alone, enter necessary information for myself. Kiosks goes down, before we get the second receipt, please fill out paper document. There were not enough custom helpers for the volume of people trying to accomplish this task. Kiosks are up again, we clear, our travel agent has all out bags pulled off carousel, collect bags head to re-check. We have 30 minutes to catch flight.

TSA security check, since their were so many of us with a short time to make our connection, we were directed to a line by a JFK employee hoping to help us quickly. To our surprise there were about 200 to 300 hundred passengers trying to do the same thing. There was only ONE TSA agent checking tickets and passports. He told us to get into the other lines, when we told him our plane was leaving in 15 minutes, he showed no emotion or even cared. Some of the other passengers let us go ahead in order for us to make our flight. It seemed the more we protested the slower he worked.

Three or four other agents came over and just stood chatting making jokes with him, nobody opened another line, A TSA Head Officer last name of (b)(6) even came over to talk with him and then calmly walked away. No other agents were called to help out. As a supervisor the situation should have been a priority getting all the passengers accommodated.

10/12/2014 6:08:18 PM

Next, my husband and myself have knee replacements and so did about 10 other people in our group, so we all had to have someone do the Pat Down all over. I had to wait 5 minute for someone to Pat Down, meanwhile time is ticking and the plane is waiting. The gate as it turned out was B 38 that was clear at the other end of the terminal. I went walking as fast as I could in stocking feet because I didn't have time to put shoes on, I got to gate B 23 and finally found a cart to take me to the gate.

My main concerns are:
1. The lack of employees to help in the customs area;
2. The ineptness of the employee at the TSA check desk;
3. The bantering and joking of employees in the whole area of the TSA check in area;
4. A supervisors who should have immediately recognized the problem and tried to resolve the issue;
5. Having to wait for the FRISK when they clearly knew we were on a time crunch.
6. I AM APPALLED THAT GIVEN THE AREA OF THE JFK AIRPORT AND THE PASSENGERS THAT COME THROUGH FROM ALL COUNTRIES, INCLUDING OUR OWN, DOES NOT HAVE A BODY SCANNER SO THAT THEY CAN SEE THE METAL IMPLANTS AND WOULDN'T HAVE TO SLOW DOWN PASSENGERS WITH A FRISK.
7. Why can't they have wands to verify where the metal implants are located, do they get a perverse kick out of having to pat down everyone?

I told the agents I had a knee replacement, when the machine buzzed why didn't they have wands to go over the area to verify it was metal in the knee. I did not have anyone ask me if I wanted to go to another room, they did the pat down in front of all

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/12/2014 4:40:10 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 10/08/2014 11:30 AM Airline & Flight Number : Delta 1570 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My TSA # is (b)(6)

10/12/2014 6:08:48 PM

On Oct. 4th 2014 from New Bern NC airport EWN I had to take off my shoes and also had a complete pat down. Returning from STL on Oct. 8 2014 I had to go thru the same thing NO regard that my boarding pass had PSA Check on it in both places. Whats going on !!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller:

10/12/2014 6:42:14 PM

Flying SEA to Kahului and has some underwater cameras. Can he request a hand inspection?

Advised Caller:
He can request a patdown at the checkpoint.

To Whom It May Concern:
What was a totally exciting vacation for my husband, myself and 40 other travelers in our group was a nightmare when changing planes at JFK airport on October 6, 2014 approximately 3:00 pm. Our plane, Delta 477, and four other planes arriving at the same time to go through customs. We had approximately 55 minutes to get through Customs, re-check bag and go through TSA security checks.

First we were told we didn't need to fill out the Declaration Forms papers, standing in long lines we get to the Customs Kiosks only to find they are down, now we start filling out the paper documents. Kiosks are up, we proceed to enter information for my husband get receipt 1, answer question not traveling alone, enter necessary information for myself. Kiosks goes down, before we get the second receipt, please fill out paper document. There were not enough custom helpers for the volume of people trying to accomplish this task. Kiosks are up again, we clear, our travel agent has all out bags pulled off carousel, collect bags head to re-check. We have 30 minutes to catch flight.

TSA security check, since their were so many of us with a short time to make our connection, we were directed to a line by a JFK employee hoping to help us quickly. To our surprise there were about 200 to 300 hundred passengers trying to do the same thing. There was only ONE TSA agent checking tickets and passports. He told us to get into the other lines, when we told him our plane was leaving in 15 minutes, he showed no emotion or even cared. Some of the other passengers let us go ahead in order for us to make our flight. It seemed the more we protested the slower he worked.

Three or four other agents came over and just stood chatting making jokes with him, nobody opened another line, A TSA Head Officer last name of (b)(6) even came over to talk with him and then calmly walked away. No other agents were called to help out. As a supervisor the situation should have been a priority getting all the passengers accommodated.

10/12/2014 7:03:08 PM

Next, my husband and myself have knee replacements and so did about 10 other people in our group, so we all had to have someone do the Pat Down all over. I had to wait 5 minute for someone to Pat Down, meanwhile time is ticking and the plane is waiting. The gate as it turned out was B 38 that was clear at the other end of the terminal. I went walking as fast as I could in stocking feet because I didn't have time to put shoes on, I got to gate B 23 and finally found a cart to take me to the gate.

My main concerns are:
1. The lack of employees to help in the customs area;
2. The ineptness of the employee at the TSA check desk;
3. The bantering and joking of employees in the whole area of the TSA check in area;
4. A supervisors who should have immediately recognized the problem and tried to resolve the issue;
5. Having to wait for the FRISK when they clearly knew we were on a time crunch.
6. I AM APPALLED THAT GIVEN THE AREA OF THE JFK AIRPORT AND THE PASSENGERS THAT COME THROUGH FROM ALL COUNTRIES, INCLUDING OUR OWN, DOES NOT HAVE A BODY SCANNER SO THAT THEY CAN SEE THE METAL IMPLANTS AND WOULDN'T HAVE TO SLOW DOWN PASSENGERS WITH A FRISK.
7. Why can't they have wands to verify where the metal implants are located, do they get a perverse kick out of having to pat down everyone?

I told the agents I had a knee replacement, when the machine buzzed why didn't they have wands to go over the area to verify it was metal in the knee. I did not have anyone ask me if I wanted to go to another room, they did the pat down in front of all Caller asked if she was speaking to a TSA agent in JAX. Caller stated that yesterday traveling from JAX on JetBlue airlines she was put through the AIT and the bracelet on her wrist gave a problem and would not come off. Caller stated that the machine alarmed and she received a patdown by the same gender TSO there. Caller said the machine does not work properly and she is highly upset that she received a patdown because her privacy was invaded and she does not want to be touched. Caller stated she wanted an apology from JAX. Caller asked if she should contact them directly. Caller asked for my name with spelling and stated she would not stop escalating this until she received an apology from JAX.

Airport: JAX
Airline: JetBlue
Flight Number: B6 610
Date Time: 10 12 14 departing at 12:00pm
Terminal Gate: A1
Contact Information (b)(6)

10/13/2014 9:01:55 AM

Resolution:

I advised the caller that I am from the TCC that is for all the airports and not just JAX.

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

I advised the caller that if the AIT alarms a patdown is required to clear the alarm on all passengers. TSA PreCheck and age does not have a factor in the patdown procedure.

I advised the caller that my name is Skyler and to go right ahead.

10/13/2014 10:10:34 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/12/2014 9:06:09 PM Airport : TPA - Tampa International Date/Time of Travel : 10/12/2014 Airline & Flight Number : United Checkpoint/Area of Airport : TSA Security
TSA Employee: (If Known) :
Comment : My husband and I were on our return flight home. I had a first class ticket with Premier Access and had preprinted our boarding passes. My husbands ticket was TSA Pre approved and evidently mine was not?? We went to the Premier Access line - My husband went right through. My ticket would not scan - so the TSA agent sent me to the other security line. I had to wait behind all the other travelers, remove my shoes, scanned twice and was asked to pat down??? I would appreciate an explanation?
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/13/2014 10:10:56 AM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/12/2014 7:25:33 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/12/2014 5:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : I had a pre check boarding pass but was not allowed through the pre check lane because I asked for a female assist to conduct a pat down. My two co workers did not have pre check boarding passes but we're put through that lane anyway I fly twice a week for work and request a pat down each time because of an implanted medical device. I am quite used to the pat down process and in most cases it goes very smoothly. In this case the young lady who did the pat down did fine. Her supervisor was the problem. (b)(6) was rude and close to combative. She yelled at me for asking questions. Then demanded to see my boarding pass to prove to me I wasnt pre check. But I was. So she got mad and crumpled it up. I was still trying to talk to her when she stomped off yelling at me from across the security area. She has no business in this position.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I recently received the following response to my TSA complaint. Though I appreciate the quick response, it appears my concerns regarding my personal safety and rights does not resolved any of the issued raised in my complaint. I would appreciate a personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, October 02, 2014 12:56 PM
To: (b)(6)
Subject: In Response to your inquiry.

10/13/2014 10:10:59 AM

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

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

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

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

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

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

Caller asked the patdown process and said a friend s Mom got a patdown at Amarillo, TX today and that they put their hands underneath her shirt and touched her breasts. She stated she was shocked and she asked if this is normal procedure. She said she did not want to make a complaint for her but that she is traveling soon and wants to know the process. She requested an email. She declined her name.

10/13/2014 12:10:46 PM

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

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

I advised her that if her friend s Mom wants to make a complaint that she can call us as well and we can send it to the CSM for her.
Submitted on Monday, October 13, 2014 - 13:00 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Fifth Amendment - Due Process
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)

10/13/2014 1:21:56 PM

City: LARKSPUR
State: Colorado
Zip Code (Post Code): 80118
Other:
Email:

==Incident Information==
When did this happen? 09 30 2014
Where did this happen? COLORADO - DEN - Denver International
What happened? At approximately 9:30 am on September 30th, 2014,
TSA Agent (b)(6) refused my right to a private screening
room for a pat down. After passing through the full body scanner
Kristin Dedeaux asked what I had in my back pockets. I told her
I didn t have any pockets anywhere on my clothing. She stated,
I have to touch your buttocks and I asked her what for and

Caller flew from Austin Bergstrom to Portland Oregon. Caller stated he was headed to the precheck line and the screeners asked to screen his hands. Caller stated the screener swabbed his hands and the alarm and the caller stated the screeners couldnt explain what was the screening process. Caller stated he was taken to a room to have a patdown. Caller stated the next screener told him he tested positive for explosives. Caller is upset because the screeners wouldnt tell him what his hands tested for and the caller wants to make changes to that process.

10/13/2014 4:36:50 PM

Advised caller if his hands tested positive for explosive material or if th alarm goes off the passenger could be subject to a patdown to make sure there is nothing going through the checkpoint.

Advised caller if he wants to change the screening procedure he can make that suggestion on our website.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/13/2014 5:06:05 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 10/13/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

10/13/2014 6:11:32 PM

Comment : I'm filing this complaint about the current screening process. On October 13th I was flying out of Austin Bergstrom airport and asked to have my hands scanned by a machine that detects explosive chemicals. I was told an alarm went off on my scan, but I was not told what substance caused the alarm. At that point i was told that I had to have all my property searched and agree to a pat down. If i refused the pat down I would be given to Austin Police and then have a "bad day". All this for a false positive test. I understand the importance of TSA, and I respect and appreciate the reason why this organization exists. However that doesn't mean I have to agree with everything it does. I'm filing this complaint because I would like to see a better process put in place. Invest in technology to give better results of the hand scan. Isolate the "substance" that is causing a positive test . Compare that to known concentrations of that substance in explosive chemicals. Continue to scan the property for those traces. If the customer is not willing to receive a putdown scan the outside of the clothes for traces of the same substance. We should not be in a place where American citizens are treated as criminals, or blatantly have their rights removed. I realize it is a tough and thankless job, and many individuals have put in numerous hours to stand up and run this organization. I just want to see it succeed and still give Americans a sense of privacy.

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

Disability Description: Caller has a complaint.

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:
Have an insulin pump
Need assistance
Have difficulty raising your arms
Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

10/13/2014 6:44:55 PM

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

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

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

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

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the

Caller wants to file a complaint because she flew from JFK to MCO on 9-2 and during screening process the TSO was very rude and told her to keep moving in a nasty way, told her they didn t need anything from her. She was trying to watch her bag because it had a lot of money in it and the bag went through the machine and she didn t see her items because she was having a patdown. She went through the WTMD and had a patdown in the general area. The money was in her purse, she didn t see anyone hand inspect her bag, but, there is $100 missing from her purse. She contacted Jetblue who said they didn t have anything to do with it.
Thinks she went through security at approx. 8AM.
Caller was wearing a scarf and a long dress, solid black dress and she thinks the scarf was pink.

10/14/2014 8:25:29 AM

1. Date and Time of the flight----9-2-14, departed at approx. 9:00 AM going through security, departed at approx.
2. Gate or Terminal----Doesn t remember, thinks terminal 5
3. Baggage description---The purse was a black leather look purse, had zippers and a snap close in the middle, it was closed when she placed in the bin, when she retrieved it was still closed but turned over in the bin.
4. Bag Tag # (10 digit)---Preferred for phone calls.
5. Flight #---Doesn t know, can t remember
6. Airline----Jetblue

Response:
Advised caller information will be provided to the CSM at JFK for review. If additional information is required may be contacted by email.

I have a complaint about going thru Security at Midway Airport this morning, October 13th with my 92years old mother who has Parkinson's disease and was in her own wheelchair.

When I got up to the screening I told the TSA agent that my mother could not get out of wheelchair to walk thru the security. She told me I would have to take her shoes and lightweight jacket off of her so they could pat down her own wheelchair.

It says in your own instructions that

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

10/14/2014 8:47:38 AM

So why did this TSA agent in who called for someone to take her back and pat her down that I had to take her shoes off and lightweight coat off?

When I flew from Columbus Ohio to Midway, Chicago airport last Friday morning 10/10/14 – they let her keep her shoes and coat on. Now this morning when she was sleeping in her chair as I had gotten her up too early this agent made me take her shoes off.

Then afterwards when I had gone thru security I noticed another agent had an elderly gentlemen who was able to keep his shoes on when he brought him thru security to pat him down.

I think you need to train some TSA agents about this program so it doesn't happen again when I fly with my elderly mother.

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

---

Remote Client IP: (b)(6)
Date Time: 10/13/2014 7:07:42 PM

Nam (b)(6)
Ema (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #56 from Barrow, AK (BRW) to Anchorage, AK (ANC) on 10/9/2014.
Comments:Before I begin, let me say that the reason that I am filing this complaint is because I believe and know to be true that any person given the authority to physically invade the space of non-criminalized citizens through physical touch in a public civilian space should be following policy to the letter and should be held accountable for not following such policy to the letter in order for this to be a truly "free" state. TSA does everything outwardly in the name of "safety" and "freedom" but when those persons in positions of authorities act out of line or inconsistently (and dare I say carelessly), TSA places people in an unsafe and particularly un-free situation.

10/14/2014 8:48:21 AM

On October 9, 2014, I was traveling home to Anchorage from Barrow, AK, where I had been covering a story for four days that week. I had traveled from Anchorage to Barrow on Monday, 10/6, and when I had done so, I had presented a paper driver's license issued from the DMV that previous Friday 10/3--my birthday. (It should be noted that this driver's license, I was told by the DMV personnel, would not "flag" TSA or cause any additional screenings when flying--something I asked about as I knew I would be flying sooner or later and likely that next week, as I am a journalist.) I went through security entirely as usual. No additional identification was required, no additional screenings, no pat-down--nothing. I am a non-suspicious citizen traveling on a work assignment, and I was treated with every respect.

On October 9, 2014, however, at the security podium upon entering the security screening area, the TSA agent checking ID's and boarding passes asked to see my credit card. When I asked why, she said that is was because of this DMV-issued (and perfectly legal) paper license. I showed it to her while stating that in Anchorage, this had not been required just a few days before and that she might want to check in with Anchorage as, as she stated herself, Barrow's policies come directly from Anchorage. She handed me my license, credit card, and boarding pass and entirely dismissed what I had said, speaking over me to a TSA supervisory officer who turned out to be incredibly rude, (b)(6) and informing him that I needed the pat-down search.

I objected to this immediately. I am a third-trimester pregnant woman, and thus my personal body is particularly sacrosanct, and, as this had not happened just days earlier in a bigger and more credible airport, I felt that it was an unnecessary violation of my person and the sacred home of my growing baby. (b)(spoke loudly over me at every chance he had instead of looking into the claim I had made that this was not necessary and had not been necessary just days earlier in Anchorage.

The pat-down began, and my bags and belongings were all set at my feet. As a journalist, I announced to (b)(and to the female TSA agent performing the pat-down that I was going to grab my camera and document this incident. I announced this several times and moved slowly as they were already treating me like a criminal and as (b)(had already threatened to call the cops (really?!) and repeatedly told me that I was not going to make my flight unless I complied. When I pulled my camera out of the bag, however, he yelled "back away, back away!" to the female agent performing the pat-down, and told me that I needed to put the camera back in my bag so that all of my already scanned items could be re-scanned again.

Feedback Type : Request for Information
Categories : Other; Screening
Current Date/Time : 10/9/2014 8:37:46 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I arrived the airport close to midnight, the TSA gate closed to Japan Airlines was closed and I was going to ask the security where the closest one is still open, the Filipino security was very rude by beckoning me to the other side and yelling at me just like bossing around his dog.
I did not appreciate being treated with that kind of attitude and it was very inappropriate.

Second, when I arrived the gate next to the one that is closed, the staff(white gray hair old man wore eye glasses) kept giving me hard time when doing pat down. I was already screened and it has proven I have had nothing inside my clothes, he still kept touching and searching through my clothes.

10/14/2014 10:04:16 AM

I do not understand what is the problem with your staff and machine? I cooperated and he said there were some spots needed to be searched, it was only space created by the gap between skin and clothes. Maybe I did not iron or flat my clothes, but it was ridiculous to search just according to what your machine says.

Your staff will need to learn to respect the passenger, if there is no alarm or nothing unusual, then please let the passenger go.

Pat down is necessary only if you find something suspicious, if you are going to keep giving passenger hard time every single time like that, then nobody is coming back to Hawaii again.
It is not good for the economy and also the image and reputation of Honolulu airport, the Aloha is no longer aloha if passenger is being treated like that all the time.

I have been to other airports and I have no problem with their security screening, I hope you can really work on communication with your staff to make Honolulu airport a safe, comfortable, and nice place for everybody traveling. Thank you!
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller went to the happiest place on earth. She went on flight 1095 with SW at 8:30 p.m. to Buffalo from Orlando at 6 approximately. Her bag was emptied and she went through a patdown including ETD. She drove to Toronto from Buffalo. Her daughters earrings were missing. She called the lost and found and they were not found.

Response:
Airport: MCO
Airline: SW
10/14/2014 11:57:42 AM Flight Number: 1095 or 1085
Departure Time: 8:30 pm
Arrival Time: 11:00 p.m.
Specific Location (Terminal-Gate): Gate 126
Individuals Contact Information (phone number-email): Blue mickey mouse earrings
Persons involved (if calling on behalf of someone): 2 women, spanish background about 50, real nice ladies

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 being that he had an NOI, we will send him a claim form. It will have instructions as to what to fill out and where to send it to. It can take up to 24 hours to receive.

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 10/14/2014 2:37:02 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/13/2014 8:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Near US Airways E concourse TSA Employee: (If Known) :
10/14/2014 4:10:50 PM Comment : After going through the TSA line I was asked to wait for a more extensive check of my carry on. In question was a bottle of olive oil which was opaque on the screen. It had been purchased at a duty free shop in the Rome airport in Italy right before take off. The oil was in the labeled duty free bag with a dated receipt and description of purchase. What happened next is what I am questioning. I was taken out of line given a full body pat down including my groin area and under my shirt in the chest area. My purse, carry on, shoes, jacket and coat were again screened and physically examined. I am 65 years old with balance issues and a hearing deficit so some of the physical exam and requests were hard for me to do or understand. I was allowed to hold on to a table after they asked me spread my legs, to facilitate the leg and then groin search. Admittedly, after 22 hours of no sleep and a transatlantic flight, I was not at my best. I started to cry. My husband had already gone ahead to try and hold our flight. At one point, the open carry on was up ended, my hearing aid and battery case fell out on the examiners table. When finally finished, I was asked if I still wanted my olive oil, I replied in the affirmative. I was told, to keep the oil, I needed to get back into, what was now, a long security line. I had only minutes to reach my flight to Milwaukee so I left the oil with the 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 indicated that she is flying next week on 10 22 to Dallas TX and on 1 17 to RSW. She has a pacemaker and hip replacement. She is advised at the airport that AIT is safe for her pacemaker and goes through AIT. She indicated that it is uncomfortable for her spread her legs for the patdown. She is 88. She doesn t understand why she always has to receive a patdown after passing through AIT even after she advises of the pacemaker and hip replacement She resents this and doesn t like being touched between her legs.

She indicated that she is in a wheelchair. She passed through screening once at either DTW or RSW and did not require a patdown. She stated that she did not go through screening. She stated that she doesn t recall if she passed through any machines. She doesn t recall when this occurred or at which airport.

She expressed concern in regard to being separated from her purse.

She asked if there is something that she can do not to be screened.

10/15/2014 11:40:15 AM She asked what happens if she doesn t advise of her pacemaker and hip replacements.

We cannot guarantee that she won t receive a patdown. Also, there is nothing that can be done so that she won t be screened. She has to be screened by TSA before she can board her flight. Patdowns are required to clear anomalies of AIT. I advised that she should advise of the hip replacement and pacemaker before screening begins. She should advise if she has difficulty in raising her arms or remaining the position required for a patdown and if any area of her body is sensitive or painful when touched.

TSA Cares can provide assistance through screening for those with disabilities or medical conditions to facilitate screening. Such assistance does not guarantee that she won t receive a patdown. I advised that she should call at least 72 hours prior to travel to request assistance. She declined.

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

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.

From (b)(6)
Sent: Wednesday, October 15, 2014 11:31 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

Remote Client IP (b)(6)
10/15/2014 12:18:50 PM Date Time: 10/15/2014 11:31:04 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Inconsistent Enforcement of Rules Regarding Expressed Breastmilk

Comments:

Last Friday, October 10, 2014, I had a very distressing interacting with TSA agents at the Denver International Airport. I was traveling for business with my 1 year old son. Because I had him with a sitter at various points throughout the trip and because I work for Piedmont and was going through security, because my crew was deadheading to CLT. I was pat down for no reason. My bag didn't go off, my shoes didn't go off either. I have a known crewmember ID with picture, so could someone please tell me why I was made to be treated like a terrorist? I went through security today, without my uniform on and wasn't pat down. I told one of the regular tsa agents what hapoened and she doesn't know why either. I felt violated, it was borderline criminal I didn't get patted down during 9/11 this bad.

10/15/2014 2:20:19 PM HYPERLINK (b)(6)

Disability Description: Caller is in a wheelchair.

Response Details: Advised caller I will send to the CSM about the patdown complaint. Advised caller to make a formal complaint she will have to send it in writing.

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.

10/16/2014 10:30:12 AM

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

Caller stated she seen the information on the website and she will fill the information out.

Incident Details: Caller is confused about the screening process. Caller stated she is in a wheelchair and wants to know the process to get through the checkpoint. Caller stated she was subject to a patdown and her wheelchair alarmed and the caller stated she was taken to a private room because she had to have evasive screening and the caller stated she was filming the conversation before she went to the room and the screeners said she could record the conversation. Caller feels that she only was taken to a private area because she was in a wheelchair. Caller stated she was speaking to a supervisor by the name of TSM Debbie Gonzales and TSO (b)(6) and they both told her she had to go to a private screening. Caller stated she flew from Albuquerque to Atlanta to DCA on Delta Airlines. Caller wants to know if the evasive patdown in a private screening area is policies and procedures because the passenger asked for the patdown be done in the public. Caller stated her husband went to the private screening area and her children stayed in the airport. Caller wants someone to contact her about the evasive patdown in a private screening area. Caller stated she is a victim of rape and the evasive patdown was difficult for the passenger. Caller wants to know how to make a formal complaint.

Advised caller the following information:

Incident happened 10-12-2014@08:00am
Airport:ABQ
Airline:Delta
Gate Terminal: Terminal AB
Dear Sirs:

I just recently completed travel through Pensacola Airport and had a very bad TSA experience.

NOTE: I am a frequent flier and have a Pre Check authorization as a retire military officer.

10/16/2014 12:08:07 PM

I approached the initial TSA Official, using the Pre Check lane, presented my ticket and DoD ID card and was then directed to the full scan line. Thinking this was a random check, I had no concerns. Following my placing my belongings in the various baskets, I informed the official that I did not want to pass through the Body Scanner and had opted to go through the metal detector instead. When I informed the official, I was told that I did not have the option to pass through the metal scanner, though it was in operation at the time, but would have to go through the Body Scanner or receive a complete "pat-down". When I questioned the removal of the metal detector option, I was given no answer. Not seeing an option I stated that I would rather have the "pat-down" rather than go through the Scanner. I was then asked again if "I really didn't want to go through the Body Scanner"; that it was completely safe and that if I didn't, I would have to go through the "pat-down". I again stated that I was aware of what she was saying and would not go through the Body Scanner. At that time, in a loud voice, the official announced that "We have an opt out" and that I should stand next to the entrance gate. By now all of my scanned items have passed through the scanner, and been on the other side out of my sight, for 2 minutes. After another minute to minute and a half a second official (male) came to the gate and escorted me to the inspection area. I stated that I wanted my belongings at the table and he indicated that he would take care of it, as everything was going to be "thoroughly inspected". At that time, all of my belongings were inspected and checked for residue by 4 individuals. Comments like, "Let's see what we can find" and "I'll show you what to do", where heard. This was in concert with a poorly executed "pat-down" which took 6 minutes. I have now been in this process for approximately 10 minutes; was treated poorly and generally felt like I was used as an example for anyone else to NOT opt out of the body scan.

To the best of my belief, I was not singled out as a RANDOM inspection, but rather was made an example of or used as a training source for new officers. I did not appreciate the treatment and question the mandatory "pat-down" when other options were available. While this may be within the purview of the TSA officials, it shows poor support of the public. The inspection was excessive and not in concert with the established standards of the TSA for a "random" or "routine inspection. I believe a retraining session is warranted and that a verbal counseling should be made.

The supervisor on duty was (b)(6) who though cordial, did not control the process of the inspection at all.

(b)(6)

(b)(6)

Feedback Type : Security Issue
Categories : Other
Current Date/Time : 10/16/2014 1:25:19 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/16/2014 9:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : terminal 7, united TSA Employee: (If Known) :
Comment : Potential infection control issue.

Agent took my belongings out of a bin and screamed "you can't have your shoes in here" and threw them on the cart. I told her that she could have told me and I would have moved them, there was no need for her to touch my belongings given that she has touched everything with her gloves.

10/16/2014 2:18:03 PM

TSA agent (African American female with braids in 20s-30s in terminal 7) snaps back at me cursing about my "nasty a** shoes"... the lady screening joins in the screaming that i "better think about what I'm saying" and the other agents just say "we can touch whatever we want"

I'm trying to point out that they are in contact with everyone's germs and a very effective at spreading all those germs by contacting everyone's belongings and never changing their gloves, I hope you can see how this is an issue and change policy to require gloves be disposed regularly and especially if they are going to pat down an individual or go through their belongings as to prevent the spread of contaminants from other people's belongings or the environment.

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

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 10/16/2014 12:34:14 PM Airport : MCO - Orlando International Date/Time of Travel : 10/10/2014 12:00 PM Airline & Flight Number : DL18 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

10/16/2014 2:18:06 PM

Comment : I was traveling through the airport with a cooler of breastmilk. I declared that I had it with me and put it through the x-ray machine. It was then scanned. I had three bags of milk with me. The guy said that because he could not put the bags in the machine and "Because I want to take it with me" I had to have a search of all of my bags AND a pat-down. I did not want a pat down and offered him several alternatives including me transferring the milk that he had already scanned into a separate container and putting the milk that had not yet been scanned into a bottle so that he could scan it more easily. This was not an option to him. I was then treated to him going through all of my belongings - he was trying to remove the physical pump from the bag which I told him was not possible. He tried to get at it from part of the bag where it is not connected but would not listen to me that if he wanted to see the pump, he had to open a different part of the bag. A person did not come over to give me a pat down for a VERY long period of time; luckily I had plenty of time before my flight. I also asked to speak to a supervisor before this all started and they said that he was correct in the procedure. When I look at the guidelines online, they do NOT align with what I was subjected to. Because my milk did go through the x-ray machine AND I offered to move it to a container that he could scan it in. This note may not sound as extreme as it is to you. I felt very harassed and feel sick to my stomach thinking about this experience 1 week later. My mom was with me and she said that she felt like she should call 911 because of how they were treating me and making me feel. I do understand that precautions need to be taken to make sure we are safe and I am very supportive of the work that you guys do. I just feel like your employees including the supervisor could have made this a better experience. I expect that when I travel I will not feel harassed and that TSA will be trained on the rules - it is clear that the group in Orlando are not and I would like to know what you are doing to fix that.

See rule from website here:
If the formula, breast milk and juice cannot be X-rayed or opened, officers may be required to take additional steps to clear the liquid as well as conduct additional screening, which may include a pat-down of the traveler and screening of the remainder of the traveler's accessible property.
NOTE: My milk was x-rayed, offered to open therefore pat down and full search should NOT have been required.
Would you like a response? : True
Passenger's Name (b)(6)
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 went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they padded down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

10/16/2014 7:10:53 PM

RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

RESPONSE: TSA policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can ask them to watch your property during your screening. They will try to accommodate you.

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/16/2014 8:46:54 PM Airport : SAN - San Diego International Date/Time of Travel : 10/12/2014 12:00 PM Airline & Flight Number : SW 446 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My wife, age 75, had knee replacements some years ago. Of course this triggers the sensors. In the latest adverse incident she was kept in a glass enclosure for 5 minutes - totally visible to anyone in the area - like a criminal on display - before anyone came to follow up.

10/16/2014 8:59:53 PM

I do not understand why a hand scanner cannot be used to check for this kind of thing. Full body patdowns seem very excessive to me; the 5 minutes on display was especially outrageous.
Would you like a response? : True
Passenger's Name :
Phone Number :
Ema(b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explaint the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

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

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

10/17/2014 10:39:44 AM

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

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

I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone:

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/17/2014 2:43:54 PM Airport : DEN - Denver International Date/Time of Travel : 10/16/2014 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Being singled out for having a medical implant for a pat down.

10/17/2014 4:22:34 PM

I'm a retired military member and law enforcement officer and I think that a pat down in the pre check line is uncalled for when the officers were told I'd had a full knee replacement earlier this year.

Wanding would have a much quicker and easier process and much less intrusive and embarrassing

I believe there should be an immediate change in the 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 wants to place a complaint for her daughter. Her daughter is disabled and they are at Logan right now. She said before going through screening, an agent asked her daughter if she can raise her arms to go through the AIT machine. Her daughter did raise her arms to show him that she could. Her daughters name is (b)(6) She said at the machine, the TSOs name was (b)(6) when her daughter rose from the chair to go through the machine, as soon as the officer saw her limping, he told her to step back from the AIT. He did not ask her if she was able to raise her arms or go through the machine. He saw her limping and told her not to go in. Then her daughter got back in her chair and they called a lady officer over to assist her. (b)(6) GOT ON THE PHONE AND GAVE SOME MORE INFORMATION: She said they did not tell her what they were going to do. The lady took her in a separate area behind the machine and told her she was going to do a patdown. She said the lady officer was kind and told (b)(6) how she was going to do the patdown. (b)(6) said she was upset and started crying. She said her mom came over and told the lady that she could go through the machine but was not allowed. The first officer said she can go through but the second officer said she cannot. She said then the manager, she thinks, came and he tried to fix things. She said then she was allowed to go through the AIT machine. She said the manager told her how she could file a complaint. She said the manager, (b)(6) was nice. (b)(6) said she would like to file a complaint.

10/18/2014 9:12:24 AM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.
Date and Time of Flight: Oct 18, 2014 Incident Occured between 8:45 a.m. and 9:00 a.m.
Gate or Terminal: Terminal B
Airline: American
Flight Number: 84
Airport: Logan
Email: (b)(6)

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

---

Remote Client IP (b)(6)
Date Time: 10/18/2014 9:09:21 AM

10/18/2014 11:08:23 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LGA
Delta flight DL3409 terminal C gate 28C.
operated by endeavor air
Comments:I went through security and (b)(6) said he was going to touch me. I asked him not to and he touched me anyway. I showed him the chap stick in my pocket and asked if I could take it out and go back into the screener. He said no and had me pull out all my pockets. He continued to touch me in my private area and abdomen even though the screener showed the chap stick on my side nowhere near where he was touching. I feel I was sexually victimized and (b)(6) should be reviewed.

Date of Travel: 10-18-14
Flight Time: 1:33pm
Arrival: 11:00 am
Flight: Delta DL3304

Passenger: (b)(6)

TSA Employee (b)(6) and (b)(6) unknown male TSA agent at start of security.

10/18/2014 1:22:12 PM

I am going to try to keep this short because TSA has taken enough of my time that I can not get back.

I travel for work all the time, with that being said I appreciate the security that goes into keeping us safe. I am however greatly disgusted with how you handle people with medical issue's through security.
I am 32 yrs old, without getting into too much detail I recently had a mastectomy and undergoing reconstruction and other medical surgeries.

When I arrived at the security check point I let the TSA agent (Unknown Male agent) know I needed to opt out and do the pat down due to medical reasons..

He immediately replied back with multiple reasons why I SHOULD be able to go through the scanner in a rude condescending tone. I may not look sick, but I am a human being and a little respect would be nice. He made it very clear all the steps that would be in place for the pat down and immediately I was being treated as if I was if I was a terrorist taking over the airport. I have never felt more uncomfortable. I was being treated as if I was asking for something completely ridiculous and now I was going to have to pay for it because I have medical ports and devices in me that set off the scanner. But I look healthy, so I guess it is completely OK to be treated this way according to TSA.

I then was sent over to the area to be pat down with TSA agent (b)(, she was completely calm and nice. However everyone is trying so hard to stick to guidelines that don't fit everyone. I explained to her my situation and where she could not touch due to my most recent surgery. I then patiently waited while she explained again what she was going to do and again...I felt like I was being treated like a criminal. As much as I fly and as many time as I have had to do this I have never been made to feel this way. I do get patted down but to the extent that (b)(6) was "required" to go was excessive for my situation.
We were almost complete with the serious invasion of privacy on display for the entire airport to see. By this point I was furious and having to keep my arms up for her was causing extreme pain so the situation was just getting better. I was then told she would need to feel around my chest area.(again never had to have this extensive of a "pat down" before) I informed her that she could not do this because of the very recent surgery I had and how it would cause me more pain that she already has. She then called over her supervisor TSA agent (b)(6), (b)(6) then explained to her the situation, she suggested a private room to continue the "pat down". This was about the 4th time this option was offered and due the criminal treatment pat down I was getting and the rude, judgemental and condescending treatment from your wonderful Male TSA agent that I had just dealt with I just lost it.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/18/2014 5:29:42 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/17/2014 7:30 AM Airline & Flight Number : UAL 6479
Checkpoint/Area of Airport : MSP main checkpoint.
TSA Employee: (If Known) :
Comment : My wife and I are both TSA Pre-Check registered (we both carry Global Entry cards from Customs)-- I understand that sometimes the pre-check does not come up because it is random. But I fail to understand why you would do this (allow one and not the other) to an elderly couple, in essence separating them in a busy airport. That's what happened to us in MN yesterday -- my wife was pre-checked approved and I was not. So to avoid being separated in the wild chaos of MSP at 6 am yesterday, we stayed together in the regular line. The agent who checked my wife's credentials said, very kindly, that she did not have to take off her shoes and jacket. We go forward to the screening area and the gal demanded that my wife take off her shoes. We said we were told she didn't have to -- my wife is 73 and has parkinsons and it's not easy for her to comply with this requirement. The gal said where is your boarding pass -- it was in the stuff that went through the scanner so it was already on the other side. Rather than get it and check it (or check with the documents' screening agent, or allow me to go through ahead of my wife and get it), she demanded again that my wife take off her shoes. When my wife got through the scanner, the gal on the other side then demanded that she take everything out of her jacket pockets, even though it was obvious my wife had nothing of consequence in her pockets -- kleexes, some cough drops, ID cards, etc. It was ridiculous, and it was mean. My wife struggled with her shakiness to try and get things out of her pocket, and the gal just kept demanding that she take everything out. I was angry for my wife -- I wanted to tell the lady to back off and leave her alone -- but I kept my cool, even though it was clear that the TSA gal involved was ticked because it was taking my wife so long to comply. It must have taken my wife several minutes to finally please this lady, while common sense and a quick pat down of the pockets could have told her all she needed to know.

10/18/2014 6:18:20 PM

So two things -- why in God's name does your pre-check system separate elderly couples in a busy airport? In fact, why do you pick on elderly couples at all? And where does common sense and human decency come in when dealing with elderly people in the process of screening?

Common sense could have told this TSA gal that my wife was frail and shaky and unsteady on her feet, but instead what I saw was excessive and downright mean treatment. We travel often, and have been in many overcrowded airports, including MSP. We have never been treated like this before, and likely will curtail our future travel because of it. And it was so unnecessary -- we are old people, and we carry Customs Clearance cards to show our "cleanliness" -- why does this happen? Why are we even subjected to this nonsense?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

---

Remote Client IP: (b)(6)
Date Time: 10/18/2014 8:40:48 PM

10/19/2014 9:37:11 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 3542 American Eagle destination Pittsburgh Pa. arriving from Curacao
Comments:I was coming in from Curacao, had to connect at the Miami airport to catch a flight home to Pittsburgh, going through the line my belt rang off an alarm, which then at that point I needed to get a pat down I had to first go through the scanner, as I was in the scanner, I heard the younger African female employee that was getting ready to check me her and her co-worker laughing at the people going through the line, as I was in the scanner I heard her co-worker the young black headed Hispanic guy say to her check the face, they were just having a heck of a time making fun of people and thinking that because they work for TSA they are above the law, this is why we have the problems we have at our airports because of people that don't take their jobs seriously, I have to respect everything they say and do to me on that line and have to take their attitudes, and horse playing around on the job, but I have to keep my mouth shut, thought I'd let you know to have your employees trained more if these are the people you are training to have our skies safer, then I must say we are in trouble with our airport security, there is no need for TSA if you are going to hire people like them.....concerned passenger

10/19/2014 2:32:57 PM

Caller: Caller states she flew from Minneapolis and respects we have to open baggage. Caller states her baggage was opened and her husband had a glass case that is now broken and they had lotion spilled all over their belongings. Caller states officers need to be respectful of peoples belongings. Caller states she has a hip replacement and when she went through Portland it was fine but in Phoenix she would have been embarrassed because of the patdown if she was a person that gets embarrassed. Caller states they need to install AIT like they have in Phoenix. Caller states she does not want to file a claim just wanted tsa to be aware it occurred. Caller asked why is her baggage inspected sometimes and sometimes it is not.

Response: Informed caller that it was the Airport that decides what screening methods are available at airports not tsa. Informed caller that there are numerous reasons why her bag would have been inspected ranging from random selection to her bag triggering an alarm and I did not have any information as to why her bag would have been inspected.

Submitted on Sunday, October 19, 2014 - 22:09 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: Lori
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address (b)(6)
City: Thornton
State: Colorado
Zip Code (Post Code): 80233
Other
Email (b)(6)

10/20/2014 8:26:03 AM (b)(6)

==Incident Information==
When did this happen? 10 19 2014
Where did this happen? COLORADO - DEN - Denver International
What happened? My office booked my ticket under my married name and I have not changed my drivers license yet so my lincense and my ticket did not match. My travel dept called and the airline said if I brought my marraige cert. with me and my license it would be enough to get through security. The TSA employee stated that my paperwork was fine and he believed that I was who I was saying I was. He asked me when I got married and I responded 2006. He said that was unacceptable. He also said that his coworked said it was unacceptable. He told me Get off the phone very rudely when He came back from speaking to someone else about my paperwork. He proceeded to walk me thru the

Caller wants to file a complaint for the events that occurred this morning on her commute to DFW from Houston Hobby. She arrived at the checkpoint around 5:30am. On a previous departure a (b)(6) she was not sure if it was a P or a D) to request him upon arrival, since he was familiar with her and the American Airlines ID that she was issued. After waiting for an extended period for him to arrive she was waived through into the screening area. She alarmed the AIT, as expected since her clothing had some sequins and other decorative embellishments. She was subjected to a thorough full body pat down (during which she was treated rudely). Her luggage and purse were also subjected excessive secondary screening. Her purse, laptop and other belongings were all subjected to ETD, and did not alarm. She was very disturbed that her passport was taken from her purse along with her social security card and Xerox copied. Her belongings were returned to her luggage and her purse, but some loose papers were left out. The TSO made her return to the checkpoint in order to sweep these into the trash, and when some of the papers did not make it into the can they made her walk around to pick them up. All of this appeared to be an intentional delay tactic that did cause her to miss her flight. She requested to talk to a supervisor TSO, and when the first one she encountered came over, she requested a second since he was part of the offending group of TSOs. The supervisor acknowledged that this treatment was not SOP, and the secondary screening she experienced, including the copying of her ID was only reserved for those identified as being a security threat. He did return the original copy to her with her social security card on it and made a second copy of her passport to retain in the file.
She did not get the names of the 2 women TSOs involved and the only other name was a (b)(6) (or (b)(6) who was present the previous trip where (b)(6) had offered assistance. She was very distressed by such rude behavior, especially since she travels from Hobby every Monday morning for the 6am flight to DFW.

10/20/2014 5:32:16 PM

Advised caller

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

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

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

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/20/2014 6:05:03 PM

10/20/2014 6:23:03 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I traveled SEA-GEG on 10/16, and returned GEG-SEA on 10/19. I was traveling with my oldest son, who recently turned 18. He doesn't have a drivers license, only carries a student ID. If we travel internationally he has a passport, which he doesn't carry with him when we travel domestically. When we flew SEA-GEG we were warned by TSA at SEA that he should be carrying some form of ID other than a student ID, but weren't otherwise questioned or stopped. When we returned GEG-SEA, the TSA agents in GEG grilled him for over 1/2 an hour, gave him a full pat down search, and made his mother fill out a lengthy form, saying they were "following protocol" for an adult traveling without a government issued ID. We were unused to this, as until last month my son was under 18, a minor, and his student ID had sufficed at various airports (LAX, SFO, SLC, LAS). In the future he will travel with his passport but my comment is, the inconsistency between SEA and GEG makes TSA look incompetent at one or the other port. If SEA was correct to issue a warning about the ID and let my son pass, it seems overbearing for GEG to treat him as a potential risk and subject him to a lengthy screen. Or if GEG correctly treated him as a potential risk, it makes SEA look a little lax for letting him pass. I hope you see my point.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 4:30:28 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/20/2014 5:15 AM Airline & Flight Number : Frontier 756 to Denver
Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :
Comment : The TSA personell at Phoenix are consistanly rude and unprofessional. Every time I fly out of Phoenix, about twice a year, I have an unpleasant experience with TSA staff. While going through security today, my 75 year old mother inadvertently had a tube of toothpaste in her carry on. The agent lecturered my mother in an unprofessional way about liquids in carry on bags, then proceeded to touch her buttocks and groin in public during a patdown. Please address the consistant incompetence and unprofessionalism at Sky Harbor.

10/20/2014 6:24:44 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 stated on Oct. 2nd she went from LAX to Amsterdam and her carry-on bag was taken by a TSO who searched the bag and stole items from her. Caller stated that her money and items were stolen. Caller stated there were 3-1-1 items inside that were 3.4 ounces or less. Caller stated she went to a desk at LAX and was given this number and told that there are cameras to see. Caller asked if your items are supposed to stay in front of you. Caller stated that the TSO took the items out of her sight when she was putting her shoes on.

Airport: LAX
Airline: KLM
Flight Number: 0602
Date Time: 10 2 14 departing 12:50pm
TSO: A woman
Missing Items: $400-$450 there was money and 3-1-1 items in containers less than 3.4 ounces
Terminal Gate: Caller doesn t have
Email Address: (b)(6)

10/20/2014 6:30:08 PM

Resolution:

You may wish to file a claim for the missing items by completing a Standard Form 95 (claim form). A claim form and cover letter will be sent to you within 24 hours. The cover letter will provide instructions on how to file the claim.

Because the complaint concerns security screening at LAX, I will forward this information to the Customer Support Manager (CSM) at that location for review.

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.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised the caller that she should maintain line-of-sight with her property.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 9:37:30 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/20/2014 9:30 AM Airline & Flight Number : United 1120 Checkpoint/Area of Airport : Hand swabbing station TSA Employee: (If Known) :
Comment : Today while entering the security checkpoint area I was asked to step out of line and have my palms swabbed. The machine showed a bright red light, which said something like, "Explosives Identified." There were two young TSA employees at the station. I asked what happens next and initially got no reply from them. I asked the woman who had performed the swabbing, again, what happened next. She informed me that she would have to call a supervisor. I asked her how long this process would take, since I had a flight to catch. The other employee, a young male, responded and said, "We don't work on your schedule, you follow ours." He then proceeded to lecture me on how they were doing their job to keep me safe and that I was inappropriate to ask how long this was going to take. I informed him that unless he was her supervisor, this did not involve him, and that I would prefer that he remain silent until the supervisor came. He continued to lecture me. I asked his name, at which point he shoved his ID badge in my face and said, "Here." The supervisor arrived several minutes later. She took my boarding pass and walked away but did not say anything. I asked her if I was supposed to come with her, and she indicated yes. I was then taken past the ID check and to the X-ray machine. At no point was I given any instruction as to what I should do. I put my coat, shoes, laptop, etc. through the metal detector. Still, the process was not explained to me, and only when I began to retrieve my belongings was I told that additional screening would be done. The supervisor was extremely courteous and pleasant, but I must say that she did not make it clear what I was to do. When everything had been taken from my carry on and swabbed, and my shoes, belt, jacket, phone, etc had all been swabbed, I then went to retrieve my belongings. Two men then came up and informed me that I was to have a pat down. I was not told or indicated where to go and had to ask. When I went to collect my belongings, they were placed in plastic tubs and carried by the two TSA agents. The older one said, in a very loud voice to the younger one, "Keep him between us." I must admit, I felt like a criminal as I was paraded to the pat down room. Many people were staring, and it was humiliating. I was led into a room and the door closed. The older of the two agents described the pat down procedure, and he spoke extremely fast and was very difficult to understand. I remember hearing the words "beltline, buttocks, sensitive, and medical implants." He then patted me down and was quite thorough but never inappropriate, and I did not feel as though I was ever touched improperly. When he was finished, he stood there looking at me, and I had to ask what next. He then told me I was free to gather my things and go. I asked again what had been detected. He said that he did not know, but that frequently lotions with glycerin will give a positive test.

10/20/2014 10:09:16 PM

This was a horrible experience. I am a 55 year old physician, a 10-year Army veteran, and I have seen and been through a lot in my life. I realize that these people have an important job to do, but there must be a way to do it without making people feel so abused. Frankly, the communication was horrible. I was left to guess what was going to happen and when. When I expressed my concern about the time factor and missing my flight, I was told that my schedule meant nothing to TSA. When I asked what compounds were detected, I received no answer. I asked to see the printout and was refused.
In the interest of continuous improvement, I wish to make a recommendation. At the hand swab station, a sign explaining the process would be very helpful. If a passenger does test positive for compounds being screened, he should receive a printed information sheet describing the rest of the screening procedure, so that the plan is clear. There are plenty of people who may be exposed to compounds which yield a positive test but who are completely innocent of any wrongdoing. They should have their rights honored. I cannot imagine what it would be like to be a young woman traveling with her children and be put through this ordeal.
I suppose that the young man who was so rude to me was tired of people complaining about being screened. I understand that. But he should be better trained. Telling me that I will adhere to his schedule and that TSA doesn't care about mine does little to promote cooperation. If that young man were my employee, today would have been his last day on the job.
Thank you for your consideration. I sincerely hope that my future experiences with TSA will be less traumatic.

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email : (b)(6)

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 10/20/2014 9:11:05 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/20/2014 8:45 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

10/20/2014 10:09:18 PM

Comment : Two security officers, (b)(6) and (b)(6) believed that my husband and I looked suspicious. They took us aside to check us because I had a wrap on my head. They believed we were terrorists and checked through all of my bags and purses. Going through each paper and under garment. I felt harnessed and violated. How dare these two women accuse me and pull me aside to get patted down and check everything because of my religion. There were plenty of WHITE suspicious people that they allowed to move on but US AMERICANS were not accepted. These two ladies were inappropriate, rude and ignorant. One month ago I was there with the same two ladies and wore a hat, not a wrap, and they let us both go. RACISM??? I think so !!!!
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 : 10/21/2014 7:50:48 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/21/2014 8:00 AM Airline & Flight Number : Delta 2165 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

10/21/2014 10:02:36 AM

Comment : I travel very frequently and always opt-out of the machine screening, so I am used to the pat down procedure. This occasion I was a little taken aback and uncomfortable when the TSA official asked me how often I workout in the middle of the pat down procedure...he then continued to tell me I look like I'm in good shape. It may have been innocent conversation, but inappropriate during a pat down. I'll add that it sometimes seems like TSA goes out of there way to make the "opt out" option inconvenient and uncomfortable as to dissuade passengers from using that option.
Would you like a response? : False
Passenger's Name (b)(6) on Twitter Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller has experienced inconsistency with taking formula for her child. She has had a wide range of issues. On the recent trip out of AUS, the screeners would not touch the container of Pediasure and she was forced to open all containers of Pediasure. The liquid bottles screeners are not always offered as an option either. At times the officers seem that they simply do not know how put the bottle up to the scanner the proper way. Caller wants to know why there isn t a consistent policy regarding the screening of formula or Pediasure. As a result of the most recent trip out of AUS, at least one of the bottles of Pediasure will be ruined. Her child has a deficiency in which the liquid is medically necessary. She was offered a patdown in order not to open the containers but refused because she just did not want a patdown.

Advised Caller:
When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. I am sorry she did not want a patdown but she was technically offered an option in order to not have the bottles opened.

10/21/2014 11:17:03 AM

I explained to the caller that I understood her concerns completely; I have a child myself. With that, it is very important to understand that not each checkpoint throughout the country has the exact same screening equipment. Additionally, TSA will always incorporate random and unpredictable screening measures. The liquid is exempt but the screeners have the final say.

I will be sending this complaint to the CSM for AUS. Email request was denied.

Airport: AUS
Airline: JetBlue
Flight #: 512
Date and Time: 10 21 14 @ 10:00 a.m. local time
Location: Gate 25
Contact Information: (b)(6)

She traveled from Miami to Dominican republic. When she went through the checkpoint tsa gave her a patdown. She had some diamond earrings in her pockets and the officer removed them. When she tried to comeback through the checkpoint the officer didnt let her come through to get them back. Wanted to place a claim. She said she called us before but i couldn t find a record by last name nor phone number.

Airport: Miami international
Airline: American airline
10/21/2014 11:51:58 AM Gate: D4
Flight number: AA 1306

Advised: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

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. You can also access claim forms online at TSA's Claims Management Branch Web site at http: www.tsa.gov. You may scan and e-mail your signed claim form to tsaclaimsoffice@tsa.dhs.gov. If you submit your claim via e-mail or fax it to (571) 227-1904, it may help expedite the claims process. Also I will send this complaint to the csm at that airport.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

---

Remote Client IP: (b)(6)
Date Time: 10/21/2014 10:55:35 AM

10/21/2014 12:06:33 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):CAE airport
Comments:TSA screening is very inconsistent airport to Airport. I recently experienced discrimination to the handicapped. I have two knee replacements and two hip replacements. I had a precheck ticket, i asked to opt over to scanner and The TSA representative said no. I said all due respect but I have knees and hips. She just shrugs and said I am the manager. Knowing I will set off metal detector. I did as I was instructed and the alarm sounded. I then had to remove shoes and belt and get the full pat down. this is noway precheck.

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: Fg
Zipcode:

10/21/2014 4:21:39 PM

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

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

Which U.S. airport were you traveling through?

The caller flew from Canton OH to DC and was TSA precheck and he had a random checked where they swiped his hands for explosives. He states that at the first swab it came up positive for explosives so he had to go over to the side and have a patdown. He states that after the patdown he had a second swab and it came back negative. He is asking why one machine would have a positive and the next machine only a few minutes later would not have a detection. He is military and he states that he has used these types of machines in his military experience.

I advised the caller that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. 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.

10/21/2014 5:07:46 PM

I advised the caller that I do not have information on why one machine would give a positive and another would not but I will forward a copy of this record to the CSM at CAK for his review and input.

AIRPORT: Canton
DATE OF TRAVEL: 10-21-14
DEPARTURE TIME: 0630
CHECKED BAGGAGE TIME: 0530
AIRLINE: US Airways
FLIGHT NUMBER: 5096
TERMINAL OR GATE: Gate 3
CONTACT: (b)(6)

On Oct. 21, 2014, at approximately 11:40AM I landed at SEA Terminal S. I was on Delta 198 arriving from ICN. I was transiting through SEA to my final destination. After I cleared Immigration and Customs I went through the security line. At this point I had a terrible interaction with your TSA agent (b)(I do not have her badge number as she shoved it in my face and then stormed away so I couldn't write it down.

I spoke with her manager, (b)(6) badge number (b)(6) and with the supervisor, (b)(6) badge number (b)(

These are the details:

I have a metal hip and also metal hardware in my lumbar spine. I often have to have the pat down when going through security, so I am well-aware of the procedure. When the agent asks if there are any sensitive areas on my body I always make them aware of my hip and tell them that I am tender to touch everywhere on my body due to my hip and back. Usually the agent is respectful and kind.

The experience today with (b)(was the complete opposite. While she was touching me on my body she asked if it was OK. I told her it hurt. Then she made a point of patting me harder and painfully. She asked me to widen my stance and shoved her hands into my vagina. I let her know again that it hurt and that I was a person with feelings.

10/21/2014 6:01:33 PM

When she was finished I asked her for her name and badge number. I asked my husband to take a picture of it since I had nothing to write with. (b)(at first did not want me to see her name or badge. Then she grabbed it off her shirt and shoved it in my face, within 1 inch of my eyes and nose. She then stormed off saying she was taking a break! Her manager (b)(6) referenced above, witnessed the end of this procedure where (b)(shoved the badge rudely in my face, as if she wanted to hit me. I was actually afraid of her at this point.

(b)(6) spoke with me and told me she could not give me (b)(6 badge number, that (b)(would have to do that herself (b)(did not go take a break but was working the other side of the security line at that point and I tried to approach her to get her badge number. So apparently she did not go on break.

(b)(6) then called a supervisor for me. (b)(6) was calm and polite to me while I waited. I waited over 20 minutes for the supervisor, (b)(6 referenced above. When (b)(6 arrived she was very polite and professional.

(b)(6) and (b)(6) spoke with (b)(I gave my email to (b)(6) and she promised that she would look into this situation, write something in (b)(file, and let me know the outcome.

I would like to compliment (b)(6 for being kind to me as I was near tears at this point.

I need an apology from (b)(for her treating me less than human and acting as a prison guard to me, not someone who is paid to protect the public. I also want to make sure this goes into her permanent file as a government employee working for the TSA.

Let me know if you need any more information.

10/21/2014 8:09:35 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/21/2014 5:53:08 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2014 1:00 PM Airline & Flight Number : Southwest 1701 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : 30-40 year old caucasian male with missing lower teeth Comment : I just wanted to report the rude and unprofessional service I received while going through security at Port Columbus. I am 7 months pregnant and was instructed by my physician to avoid the X-Ray screening and opt for a "pat-down". I know this slows the security process down, however I was following the orders of the my doctor and trying to do what is best for my unborn child. As soon as I informed this particular TSA with missing lower teeth that I needed a pat-down he rudely asked me to stand aside and gave me no further instructions as to what I was supposed to do. After waiting for a few minutes with no further instruction from this agent I took it upon myself to find someone else to help me. I told another TSA agent that I needed a pat-down and was immediately helped by him along with a female agent. The original TSA agent with no teeth proceeded to bark at me and tell me that I was instructed to stand "over there" for a reason and that someone would be with me shortly. How long is shortly? How long do I have to stand "over there" with no shoes on? I never once saw or heard this agent radio someone explaining that I needed a pat-down. I know this complaint seems trivial, but this agent was one of the first people I encountered while at Port Columbus. Flying is a stressful and uncomfortable event for some people and having to interact with a grumpy, unprofessional, rude TSA agent only makes it worse. Kindness and professionalism goes a long way in my book. Maybe this agent should be reminded of that.
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

10/22/2014 12:24:45 PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 10/22/2014 11:19:45 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/22/2014 8:30 AM Airline & Flight Number : Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)
Comment : I am a frequent traveler out of BWI airport, flying predominantly to Detroit and usually out of D Gates. Additionally, I often take a morning flight. But regardless of time, the TSA at BWI is failingly understaffed and discourteous. Today, there were screening lines open. One for pre-screened, the other for the over 100 other passengers in an increasing line. The second shift was not scheduled until 9. They arrived and took a long time, until 9:30, to open the second line. I observed them standing around, talking, chitchatting. At 9:20 I informed the person checking IDs that I had already been in line for 40 minutes and that at this rate, I would miss my 9:50 flight. I asked if he could either allow me to go into the other line or help open another line or move me to the top of the line if other passengers were okay with that. He was incredibly rude, did not even make eye contact and told me there is nothing he could do and next time I should come two hours in advance. I asked to speak to his supervisor, a (b)(6) who was increasingly rude. And then his supervisor, a (b)(6) I believe. Additionally, I am pregnant and asked for a female pat down and told (b)(6) ahead of time since it was taking a long time to get up to the front of the line, could he at least have a female assist waiting for me. He rolled his eyes and said a female assist would get there when they got there. Once there, the female assist moved quite slowly and mocked me for being nervous about missing my fight. I understand issues of safety come first. However, I expect TSA, BWI and the government to also address staffing needs professionally. I am not the only passenger who missed her flight today. Another gentleman on my my flight to Detroit also had the same experience as did other passengers. And as I mentioned, this is an ongoing problem at BWI - short-staffed TSA stations regardless of time of day AND ill-tempered, unfriendly staff to boot. I would like to know what TSA and the private companies using taxpayer money are going to do to provide their services in a courteous, efficient and respectful manner at BWI.
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

10/22/2014 2:17:44 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/22/2014 12:04:09 PM Airport : MEM - Memphis International Date/Time of Travel : 10/22/2014 10:30 AM Airline & Flight Number : Southwest 1113 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Officer (b)(6) Comment : We were treated very rudely in the TSA pre-check security point by officer (b)(6) She did not provide a trash receptacle for my coffee cup and split up my family of four (children 10 and 4) as we went through screening. She separated my wife and made her go throughout the body scanner or have a pat down when the children and I all had gone through the metal detector. She was verbally rude to my children as well. What is the point of body scanning a pre-check passenger separating them from the family? We have had our background checks and fly frequently. This was obviously racist harassment. When I asked to speak to the supervisor officer (b)(6) ran over to the desk yelling in her defense. I have never been treated like this before and I fly 2 times per month.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

While taking time from our vacation in Maui this past weekend, my father-in-law, (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I herd over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wanding a 79 year old man is GROSS INCOMPENTENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui. but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) " came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes late the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

10/22/2014 4:15:43 PM

My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

The information contained in this transmission is intended for the personal and confidential use of the individual or entity named above. This information may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you receive this transmission in error, please notify the sender and delete this e-mail. No employee or agent is authorized to conclude any binding agreement on behalf of another party by e-mail.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/22/2014 2:40:59 PM Airport : DEN - Denver International Date/Time of Travel : 09/02/2014 2:00 PM Airline & Flight Number : FR 635 Checkpoint/Area of Airport : Frontier Airlines Area, upper level TSA Employee: (If Known) : Slender middle age br/redish bob styl hair w/glasses Comment : I'm a seasoned traveler for over 35years. I understand the security process however I prefer a pat down vs the body scanner. I have ONLY had problems at DIA. My last experience the female agent was called four times. I watched as I saw this agent talking, laughing. She was available but ignored the request. During the pat, I tried friendly small talk as I always do. She was unresponsive and rude. She took her time and made comments basically saying I was ridiculous for my independent choice of the pat down and she only understands the pat for women who are pregnant.

Two years ago I picked up an unaccompanied minor on a red eye flight. I-70 had construction and I was late. I was the only one at security. The female agent was extremely rude when I told her I knew the procedure so she didn't have to explain. She literally raised her voice and talked down to me. I tried to inform her of the child. She said that she was going to take her time, was now going to start over. She said that she didn't have to let me through. Yes, I should have got her name but I was more concerted for the afraid minor. This was a nervous abused child, flying for the first time and I wasn't there. The Agent was clear that she did not care and enjoyed her abused her Authority.

10/22/2014 4:17:45 PM

DIA TSA Agents need to be retrained and stop trying to take "Their Authority" to another level. I will be flying soon and from now on get ID info.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Hi (b)(6)

It was nice meeting you today, and I appreciate you taking the time to discuss my glasses that were not returned to me after my pat down at San Jose Airport. As I told you, my glasses disappeared while going through security at SJC Terminal B at 9:45AM while I was being patted down by security. As I explained, my Doctor recommends foregoing electronic scanning due to my Thyroid condition.

I appreciate you expending the effort to look for them, but I am utterly dismayed how these glasses have simply vanished. They were expensive, French frame progressive-lense rimless glasses with Varilux lenses that darken in sunlight, and they cost me over $500. They weren't even a year old, and I liked them very much. I simply would not expect them to go in to the X Ray machine and then not be returned to me with my other belongings after my pat down, and I am gravely concerned about the security procedures, inspection machines, and conduct of TSA staff at SJC as a result.

Either someone at TSA must have thrown them away, the XRAY machine must have destroyed them, or someone, either an agent or another passenger must have stolen them. I don't know how there would be any other explanation.

The real problem I see here is that passengers have no option but to trust TSA agents with their belongings when they go through security. The fact is, while under TSA control, I was unable to keep an eye on my possessions, since I was lead away from the Xray area for a pat down and was forbidden to retrieve my items as a result of TSA screening policies. I believe these security procedures are the reason why I am now facing a significant financial loss and I think that the procedures need to be reviewed as a result. No passenger should have to suffer financial loss as a result of TSA screening, ever. Just to explain fully, the loss of my glasses also provided significant difficult in conducing the meeting I had to fly to in LA, since I need my glasses to be able to see clearly past the end of my fingertips.

10/22/2014 9:05:39 PM

Somehow, someway my glasses were taken or destroyed while in the possession of TSA, and this is simply not acceptable. Passengers need to be able to trust TSA to look after their possessions while under TSA control, and in this case, I am out a very expensive pair of glasses that I have to replace. I did not lose my glasses. I placed them on my jacket, in the plastic bin that had my jacket and shoes, and that bin was placed on the conveyer belt. I was lead away from my possessions and my glasses were not returned to me after my pat down. As a result, I am holding TSA at SJC responsible, and I do expect to have them replaced or the purchase amount refunded by TSA.

As far as filling out a claim form, would it be possible to get this form on line or have one mailed to me? I've already spent $8 on parking at SJC today, and I wasted my entire lunch hour visiting the very unhelpful lost and found department as well as meeting with you.

Again, I appreciate you looking for the glasses, but I really need these glasses replaced for me to consider this matter closed. I cannot tell you how disappointed and frustrated I am with TSA at SJC, and will not fly out of SJC for any reason until this matter is resolved to my satisfaction. I know you were not personally responsible, but it is absolutely essential that TSA perform their duties properly with no loss of property for passengers to want to fly SJC.

I'll be contacting SJC airport operations about this as well to see what can be done, but I think I am finding out the reasons why so many Silicon Valley executives avoid SJC if at all possible... unless of course they fly out of SJ Jet Center, but sadly, that's not in my league!!

Cordially

(b)(6)

To Whom It May Concern:

While I am not holding out hope that my concerns regarding the lack of professionalism I was subjected to at Colorado Springs airport on the morning of October 18th will generate any investigation, much less any resolution, I am nevertheless compelled to bring to light this horrific experience in the hopes that someone might pay attention and actually take proactive measures to prevent such an occurrence in the future.

I was travelling on a combination business/personal trip with my 11 year old daughter. Both of us being experienced travellers, we are well aware of the various air travel requirements and expectations and had even reviewed the TSA information site to ensure we were up-to-date on expectations. We arrived at the airport with plenty of time before our flight and breezed through the security checkpoint line in a very timely fashion.

10/23/2014 8:36:29 AM

My concerns did not crop up until I went through the AIT station. My child had entered before me and was cleared to proceed; considering I have done this screening several times before and had removed all necessary/required items prior to entry, I expected to breeze through myself. Upon exiting, a rather large and rude female TSA agent barked at me, 'What's in your back pockets?' I responded nothing, which was both true and accurate. She then felt it was necessary to pat down my rear pockets, no warning, and in front of the entire screening area (and as a sexual assault survivor, her actions were nothing sort of assault; she managed to make my stomach churn and brought back some intense overwhelming negative feelings and memories that I have spend many years trying to put behind me). I was shocked and somewhat horrified. Not finding whatever she felt she should have, she then commanded I hold my hands out for residue screening. I attempted to ask for what and she simply continued to bark commands at me as if I was sub-human, ordering me to hold my hands in front of me. It was not until after she wiped my hands she even advised me what she was doing. She seemed rather smug when she announced that I was then in need of a more thorough pat-down and had to wait for another female agent to come over. I was shocked and horrified...she had essentially assaulted me in public and then proceeded to take great pleasure in ordering me around as if I was beneath her. Meanwhile, my minor child was off to the side, frightened by what was happening, and not only could I not hold her hand and reassure her, this awful example of mankind would not allow me to even talk to her! No one explained anything to my child and I was not allowed to...the horror I felt at my own situation intensified into anger at how thoughtlessly and rudely my child was being treated!

After several minutes of unsuccessfully attempting to grab another female agent's attention (no kidding, two agents looked this nasty woman in the eye and then pointedly turned away when she asked for them to 'take my away' for a further screening). Meanwhile, other passengers were pushing against me to move past because I was not allowed to move out of the area I was in yet I continued to be unable to reassure my child. I tried at least twice to explain to the agent I was a military member and to show her my ID card (which I was not allowed to take from my child who was trying vainly to help me) and her only response was that she did not care who I was, I showed positive on the hand screening and that meant a more in-depth examination.

To Whom It May Concern:

While I am not holding out hope that my concerns regarding the lack of professionalism I was subjected to at Colorado Springs airport on the morning of October 18th will generate any investigation, much less any resolution, I am nevertheless compelled to bring to light this horrific experience in the hopes that someone might pay attention and actually take proactive measures to prevent such an occurrence in the future.

I was travelling on a combination business/personal trip with my 11 year old daughter. Both of us being experienced travellers, we are well aware of the various air travel requirements and expectations and had even reviewed the TSA information site to ensure we were up-to-date on expectations. We arrived at the airport with plenty of time before our flight and breezed through the security checkpoint line in a very timely fashion.

10/23/2014 8:36:29 AM

My concerns did not crop up until I went through the AIT station. My child had entered before me and was cleared to proceed; considering I have done this screening several times before and had removed all necessary/required items prior to entry, I expected to breeze through myself. Upon exiting, a rather large and rude female TSA agent barked at me, 'What's in your back pockets?' I responded nothing, which was both true and accurate. She then felt it was necessary to pat down my rear pockets, no warning, and in front of the entire screening area (and as a sexual assault survivor, her actions were nothing sort of assault; she managed to make my stomach churn and brought back some intense overwhelming negative feelings and memories that I have spend many years trying to put behind me). I was shocked and somewhat horrified. Not finding whatever she felt she should have, she then commanded I hold my hands out for residue screening. I attempted to ask for what and she simply continued to bark commands at me as if I was sub-human, ordering me to hold my hands in front of me. It was not until after she wiped my hands she even advised me what she was doing. She seemed rather smug when she announced that I was then in need of a more thorough pat-down and had to wait for another female agent to come over. I was shocked and horrified...she had essentially assaulted me in public and then proceeded to take great pleasure in ordering me around as if I was beneath her. Meanwhile, my minor child was off to the side, frightened by what was happening, and not only could I not hold her hand and reassure her, this awful example of mankind would not allow me to even talk to her! No one explained anything to my child and I was not allowed to...the horror I felt at my own situation intensified into anger at how thoughtlessly and rudely my child was being treated!

After several minutes of unsuccessfully attempting to grab another female agent's attention (no kidding, two agents looked this nasty woman in the eye and then pointedly turned away when she asked for them to 'take my away' for a further screening). Meanwhile, other passengers were pushing against me to move past because I was not allowed to move out of the area I was in yet I continued to be unable to reassure my child. I tried at least twice to explain to the agent I was a military member and to show her my ID card (which I was not allowed to take from my child who was trying vainly to help me) and her only response was that she did not care who I was, I showed positive on the hand screening and that meant a more in-depth examination.

10/23/2014 8:37:08 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 10/23/2014 7:59:10 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/22/2014 4:00 PM Airline & Flight Number : Southwest flight 613 Checkpoint/Area of Airport : Connecting from Mexico to Pitt via atl. Thru xray TSA Employee: (If Known) : Lane 5 Comment : We have been traveling with our daughter with type 1 diabetes for over 3 years since her diagnoses and have never had a problem. Even in other countries, we always have her letter from her doctor and she has always been patted down and hands checked. Once they even checked our hands which I'm fine with! But the man putting the carry ons thru X-ray was so rude and bullied my daughter trying to get her to go thru metal detector with her insulin pump on. We explained we did not want to take a chance and she always gets patted down. He then tried to intimidate my husband saying she doesn't need to she can go thru. I realize some places think it's ok to use metal detector on with pump but this is what my daughter lives on and I will not take any chance that her devise May malfunction afterwards. It clearly states in your rules -Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.
So it is our right to only do the pat down!! Thankfully the lady working the person screen line was very helpful and after arguing with the guy she took my 9 year old aside and patted down and checked hands. My daughter was upset and we would have stayed to complain then except we almost missed our connecting flight since it took so long thru X-ray and southwest lost one of our bags, but that'll a whole different problem. Needless to say, we will never be connecting thru Atl again. I don't know maybe he just likes to bully kids but my daughter goes thru enough everyday just living with her disease and she shouldn't have to be treated poorly. It was very unprofessional to say the least!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
Sent: Thursday, October 23, 2014 6:51 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

Remote Client IP (b)(6)
10/23/2014 10:06:45 AM Date Time: 10/23/2014 6:50:33 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Security - Bad Experience

Comments:

October 22nd, 2014

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/23/2014 1:14:45 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/14/2014 5:15 AM Airline & Flight Number : UA 3537 (United) Checkpoint/Area of Airport : Body scanner TSA Employee: (If Known) : (b)(6) (first name) Comment : TSA Officer (b)(6) (last name unknown) gave me an unnecessarily hard time when I requested a pat down instead of the body scanner because I am pregnant. He continued to lecture me, in front of everyone present, and told me my "doctor needs to be more informed." He embarrassed me and degraded me. I had to repeat my request numerous times before he allowed me to proceed with the pat down. On the other hand, Officer (b)(6) was courteous and respectful.
10/23/2014 2:26:59 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

I am writing because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

10/23/2014 10:02:16 PM Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you,

(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : Sex
Current Date/Time : 10/24/2014 5:56:29 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 10/24/2014 5:30 AM Airline & Flight Number : AA221 Checkpoint/Area of Airport : Gate 27 checkpoint TSA Employee: (If Known) : Lead Supervisor (b)(6) Comment : I asked for a female opt out and was made to wait more than 10 minutes, in a spot where I could not see my property. When I asked about my property, I was told "it's still there." The two TSA agents who called multiple times for a female assist talked to each other, and said that the female supervisor could do it, but she "wouldn't." After they called for the fifth time, one of those agents took me back, got my property and took me to the area for the pat down. The Lead Supervisor (b)(6) just stood and watched. I am wearing a dress and tights, and when the agent got to my waist, (b)(6) said to raise my dress to check my waistband. I have traveled several times in this type of pat down and I am asked to step one leg forward, and then the other, because I'm wearing a dress. When I said this (b)(6) said to life it or do a private screening. Being in a private screening would make me even more uncomfortable with her, and I was going to miss my flight, so I did. I am a sexual abuse survivor and the way I was treated -- for being a woman and wearing a dress and where someone exerted control because she could -- is shameful. I have never been treated this way by TSA.

10/24/2014 8:21:47 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

The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her iPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:
Have an insulin pump
Need assistance

10/24/2014 3:50:53 PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

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

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

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

TSA Precheck will not negate the necessity of additional screening.

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

10/24/2014 4:10:51 PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:47:56 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/19/2014 10:00 AM Airline & Flight Number : American Airlines #263
Checkpoint/Area of Airport : Domestic TSA Employee: (If Known) : Name unknown. Tall, slim, black female. Dark brown hair in a ponytail.
Comment : I have tried contacting the TSA Manager at IAD and have left two voice messages this week asking for a call back to my phone number. They have not contacted me.

I had a really unpleasant experience with two IAD TSA agents on 10/19/14. As I am pregnant, I opted out of the X-Ray screening and was given a pat-down instead by a female agent. During my pat-down, while patting down my chest, the female agent asked if I was wearing a sports bra as she had some sort of difficulty in the bust area. I answered no and was surprised by her question. She told me she would need to pat down that area again or get a second opinion.

She proceeded to call out to a male agent standing nearby us that she needed a second opinion from a female agent. He asked her what she needed a 2nd opinion on and she didn't tell him. He asked her again and she responded "I need a second opinion on a bra." They both started chuckling and the male agent joked "Bras are not my area of expertise - unfortunately... I can guess a size from looking at it, but I don't know much else about bras...". They continued to laugh and joke while I was still standing there. Finally another female agent came over and asked what the 2nd opinion needed was. The agent explained she had a question about my bust area. The 2nd female agent did a pat-down in my bust area and concluded that everything was fine and I was safe to continue to my gate.

I was highly offended and felt violated by the discussion and laughter of the IAD TSA agents. I was appalled by their lack of professionalism and would like to speak with their manager.

I understand that the TSA takes homeland security and professionalism very seriously - and the performance of the IAD TSA agents does not meet that standard and is really unacceptable.

I would like to be contacted asap by the IAD TSA manager or the superior to the IAD TSA manager.

(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

10/24/2014 4:11:02 PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:00:42 PM Airport : IAG - Niagara Falls International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This situation has been bothering me for a few days now. I was a passenger on a recent flight however do not want to divulge information as I am a frequent person in the airport. I witnessed unnecessary borderline abusive behavior coming from what seemed to be the Manager on Duty;I was able to determine this from the additional bars on her shoulder. I was behind a father and a daughter who clearly went through the detectors with no alarms or problems. She was 12 (I heard them ask which seemed strange)since she went through with out alarms, buzzers, etc. At this time they pulled both her father and daughter aside for what I hear them (TSA) refer to as a "pat down" from direction of this supervisor. The father was fine as he is an adult and could comprehend what was going on. This abrupt supervisor who stood larger in stature, intimidated the young traveler to the point as seemingly visibly upset and shaken. The father had to keep assuring her it was ok.
As he continued to get more furious and the "groping" continued he finally said audibly for all to hear that he is lodging a complaint as his family are frequent flyers and has never encountered this. I concur with him. I have young children and this was appalling. I do know there are safety standards however I also know from researching policy, since this has disturbed me, it is not policy to search someone 12 and under unless given multiple opportunities to go through detectors because of alarm, this wasn't the case on either accord.
I feel like this was a blatant authoritative move taken to the extreme. This women wasn't even calming to the girl or compassionate to the age. I, as an adult would have felt awkward being touched in the abrupt manner that she was.
I also feel like this behavior could at least be justified if a new trainee didn't know better but for a supervisor to be the initiator, what kind of example is this showing; that they don't know their own rules and that they feel "above the law". This is a horrible reflection on the representation of the Federal Government. The other TSA agents stood their in disbelief, it was written all over their face; that's how I knew this was wrong.
I advise that something be said as this airport has minimal travel to begin with, a public display of unprofessionalism would absolutely be cause to drive 45 minutes to the Buffalo Airport, where I visually watch professionalism and respect.
I can't stop thinking about this little girl and her face, and also worry that this fearful treatment will linger with he as she has many travel years ahead of her 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; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:00:42 PM Airport : IAG - Niagara Falls International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : This situation has been bothering me for a few days now. I was a passenger on a recent flight however do not want to divulge information as I am a frequent person in the airport. I witnessed unnecessary borderline abusive behavior coming from what seemed to be the Manager on Duty;I was able to determine this from the additional bars on her shoulder. I was behind a father and a daughter who clearly went through the detectors with no alarms or problems. She was 12 (I heard them ask which seemed strange)since she went through with out alarms, buzzers, etc. At this time they pulled both her father and daughter aside for what I hear them (TSA) refer to as a "pat down" from direction of this supervisor. The father was fine as he is an adult and could comprehend what was going on. This abrupt supervisor who stood larger in stature, intimidated the young traveler to the point as seemingly visibly upset and shaken. The father had to keep assuring her it was ok.

10/24/2014 4:11:02 PM

As he continued to get more furious and the "groping" continued he finally said audibly for all to hear that he is lodging a complaint as his family are frequent flyers and has never encountered this. I concur with him. I have young children and this was appalling. I do know there are safety standards however I also know from researching policy, since this has disturbed me, it is not policy to search someone 12 and under unless given multiple opportunities to go through detectors because of alarm, this wasn't the case on either accord.
I feel like this was a blatant authoritative move taken to the extreme. This women wasn't even calming to the girl or compassionate to the age. I, as an adult would have felt awkward being touched in the abrupt manner that she was.
I also feel like this behavior could at least be justified if a new trainee didn't know better but for a supervisor to be the initiator, what kind of example is this showing; that they don't know their own rules and that they feel "above the law". This is a horrible reflection on the representation of the Federal Government. The other TSA agents stood their in disbelief, it was written all over their face; that's how I knew this was wrong.
I advise that something be said as this airport has minimal travel to begin with, a public display of unprofessionalism would absolutely be cause to drive 45 minutes to the Buffalo Airport, where I visually watch professionalism and respect.
I can't stop thinking about this little girl and her face, and also worry that this fearful treatment will linger with he as she has many travel years ahead of her Would you like a response? : True Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that when he came through DFW he was told that they could care less that he was on the GE list. Caller stated that he told them that he had metal knee replacement and a incontinence pad several times and he even ended up having to say it loud enough for everyone at the checkpoint to hear. Caller stated that they embarrassed him and their actions were totally uncalled for. Caller stated that he went through 3 different screenings AIT, limited patdown and a full patdown. Caller stated that the officers were verbally abusive from the time he entered the checkpoint and he was treated like a criminal. Caller stated that the individuals there are a disgrace and they do not represent the government or TSA well. Caller stated that he is a boss of 33 employees and he would fire everyone one of them if they ever treated a client like they did him today. Caller was not really upset with the screening process he was upset due to the customer service at the airport. He did not feel this had to due with his medical conditions.

Advised caller:
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.

10/24/2014 7:38:49 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.

Airport: DFW
Airline: Qantas
Flight number: 8
Departing time: 8:45 pm
Date and time of incident: 10 24 2014 06:15 pm
Gate or terminal of incident: Checkpoint close to 12-15

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/24/2014 6:53:59 PM

10/24/2014 8:07:13 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA1503/SFO/Terminal 3
Comments:I was flagged by your "Explosive Detector" going through security and I noticed that several other people going through after me also showed up positive. That looks like a high false positive rate to me. But the weird thing was the follow up search and screen, which came up negative (big surprise) and the unnecessary second pat-down in a private room for no obvious reason. In all that time, no one asked me such obvious questions as, "Have you recently fired a gun?" or "Have you been in a laboratory?" You know, things that might be relevant. And I suspect that the answer is that you guys know that the "Explosive Detector" is wildly inaccurate. If the false positive rate I saw is pretty standard, then I have grave doubts as to whether this TSA toy is worth your time or mine.

10/24/2014 10:04:07 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/24/2014 9:29:17 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 10/24/2014 8:20 PM Airline & Flight Number : American 1105 Checkpoint/Area of Airport : Terminal c TSA Employee: (If Known) : Woman, African American, doing pat down Comment : I just had the rudest woman pat me down. I told her I knew she was going to use the backs of her hands for the sensitive areas, since I've done this a million times, and she said so rudely, "you done? Because I STILL have to tell you everything". You guys need to train your agents better- you think I want to be pat down every time I go to the airport?!? Then I have to deal with surly, rude agents who hate life? What terrible customer service.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/25/2014 9:17:12 AM

Hello,

Firstly, I expect the courtesy of a reply immediately.

I will outline the problems I had with a TSA agent last night (24 October 2014) at Las Vegas airport at approximately 7-7.30 p.m.

I will not go through the milliwave scanners so I requested a patdown.

The agent that provided the paldown was obnoxious, obscene, rude, belligerent and SHE THREATENED ME. She was an overweight black woman

And nobody will get away with threatening ME.

I suggest that this person is terminated immediately and when I requested her name her exact words were * It's OFFICER to you*

She would not provide me her name but I requested it from another agent and he told me it began with (b)

I am sending a copy of this letter to EVERY major newspaper in the United States of America as well as here in Canada.

No bloody wonder your country is despised the world over. I am also going to complain to the highest levels of your government until this mentally impaired, authoritative cow is removed from her job.

Kind Regards,

(b)(6)

Dear TSA,

I had read about TSA Cares on a few Type I diabetes blogs, and decided to try to use it this past summer, as I knew I would be traveling from Newark, NJ to Denver, CO and back. My concern was that I always need to request a pat-down, since my insulin pump manufacturer will void the warranty on its pump if the wearer subjects this $6,000 pump to any radiation. Usually the TSA agents say that body scanners do not emit radiation, but Medtronic swears that they do, from their own testing of these devices.

Despite my having called TSA Cares in advance of both flights, the TSA personnel had no idea to expect me. It was as though no record had been made of my calls to them. (Or, perhaps, that they made a written record, but no one acted on it.)

Because I am single and usually travel alone, I worry very much when I must put my bag on the conveyor belt so it can go through the X-Ray machine, and then I lose sight of that bag while they are trying to find a female TSA agent to do the pat-down. This past summer, at BOTH Newark and Denver airports, the wait for a female agent was much too long (at least 10 minutes) and I was rightfully scared that someone would grab my bag, containing not only money and credit cards, but all the insulin and medical supplies that I need in order to stay alive and live healthfully with Type I diabetes. I was not pleased with the attitudes of the TSA agents at either airport, but especially at Newark, when I told them I was worried about losing my bag. In Denver, at least, the nice man standing by the X-Ray machine overheard me, and said "I will put your bag right here ON TOP of the X-Ray machine, so you can see it!" I truly appreciated that!

10/25/2014 11:12:16 AM

I will be flying from Newark to Denver again, next month, and will again place a call to TSA Cares in advance. I hope that, this time, it will seem as though TSA does truly care. I really got the impression that they didn't, last summer.

Sincerely,

(b)(6)
Montvale, NJ

Caller wants to speak with a person about a serious complaint. She is a Canadian and British citizen, that will never step foot back in to the US because of the way she was treated at Mccaran Airport. She then requested a Supervisor.

(b)(6) Notes

Caller flew from LAS and she states that she was treated like dirt. Caller states that the female that screened her refused to go through the AIT. Caller states that she requested a patdown and the female TSO made it as difficult as she possibly could. Caller states that the TSO was verbally abusive to her. Caller states that she requested the officers name and the officer refused. Caller states that she wants the femnale TSO fired. Caller describes the female as black, over weight and short. Caller states that her hair was above her shoulders. Caller states that she spoke to another TSO and they advised that the female TSOs name began with an (b) Caller states that the female asked her if she was listening and the caller states that she was. Caller states that the female told her that she would send her to the beginning of the line. Caller states that the officer was requesting her in a ridiculous manner to enter and maintain the stance for a patdown.

Airline: West Jet
Flight #: 1489
Date Time: 10 24 2014 at or around 1630-1930
Gate Terminal: Gate E8 Terminal 3

10/25/2014 4:21:25 PM

Advised Caller:

I am going to send a copy of the compalint to the CSM at LAS for their review.

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

10/25/2014 5:02:40 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 10/25/2014 4:47:15 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 09/18/2014 9:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal 2
TSA Employee: (If Known) :
Comment : First, you should know that I'm frustrated by being treated like a terrorist every time I want to travel by air (a few times a year). TSA seems to take the approach that you are a terrorist until you've proven yourself innocent. Not nice.

Specifically, on the date in question, I was given a pat-down (frequent occurrence, even though I'm very thin and take off all outer clothing). On this occasion I forgot to remove my belt, so that may have made me "suspect"...but no one had reminded me about that, either. Anyway, after the pat-down, I then had my hands checked for explosives.

Here's the problem: When I asked to remove my possessions from the belt before the explosives check, that request was refused. I was told I could turn around and look at them. Since I carry anything of value with me on the plane, what kind of help would that be if someone snatched my possessions and fled? We all know that theft happens at airports. Fortunately, my husband was with me, so it wasn't a problem that time.

BTW: I am female, over 75, and always remove my shoes and outerwear, to avoid the hassle of arguing with TSA personnel about this (which happened once). It would make me look suspect to them, wouldn't it!
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/25/2014 5:02:42 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/25/2014 4:41:05 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/25/2014 3:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : United Security Check TSA Employee: (If Known) : (b)(6)
Comment : It is my custom to ask for a pat-down when I go through the screening process. As a seasoned traveler, I am aware of this procedure. My husband was going through a different line so that we could meet on the other side. As is also customary, I do not push my carry-on items through the screening machine until my 'female assist' has arrived and my husband is on the other side. My complaint is that the TSA lady (quite tersely) told me that she would not even begin to call for my female assist until AFTER I had pushed my items through for screening. As it is my right to have another person watch my pat down - per your website FAQ "All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice." I needed to wait for him to be on the other side. There was also no one behind me at the time as we arrived early as usual. When I would not push my items through, she walked away saying she would not call for my assist and I could leave. Once my husband was on the other side to witness the pat-down, I pushed my items through. (There was still no one behind me). I asked my pat-down lady for the name of the lady who called for her. She told me it was (b)(6) No passenger should be told they must allow their personal belongings to go to the other side of security until their own body is also ready for transfer to the other side.
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) Honolulu, HI

10/26/2014 9:34:51 AM

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

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

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

What was the date and approximate time of the incident?

Submitted on Saturday, October 25, 2014 - 19:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Profiling
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Right to breastfeed pump - i was refused the right to use my breast pump when I needed to - not pumping within a reasonable amount of time can lead to discomfort or even mastitis

Infant child right to be supplied with adequate nutrition- the TSA agents would not allow me to use the breast milk in question to feed my 3 month old infant when she was crying for food and that was the only food I had with me to feed her

Profiling (was singled out because had breast milk even though containers were less than 3.4 ounces) Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

10/26/2014 9:34:53 AM

First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Omaha
State: Nebraska
Zip Code (Post Code): 68114
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 10 19 2014
Where did this happen? VIRGINIA - DCA - Washington Reagan National
What happened? This past weekend I few from Regan Airport in Washington D.C. back to Omaha, Nebraska with my 3 month old

Listen folks,

EVERY SINGLE TIME my bags get inspected by airport TSA a zipper handle gets broken. I am SICK AND TIRED of TSA and your complete disrespect for citizens luggage! It's bad enough that we citizens of the U.S.A have to endure your never-ending groping and invasion of our privacy, now it is a common occurrence that your "agents" are not only costing me more money to travel, but BREAKING MY LUGGAGE! Photo attached of my last piece broken. This occurred inside checked baggage at ORD. Oh, and my luggage did not arrive at my destination due to this inspection as well. So not only do I have to deal with uniformed TSA wish bad attitudes at the personnel inspection point, but also slow inspections which results in my luggage not being on the same freaking plane as me! I am retired U.S. Army Special Forces, and We the People do not want your agency's help with our security. Let me remind you that the number of terrorists TSA has caught = ZERO! I will be contacting my congressmen about this habitual lack of respect by TSA of travelers luggage. This insanity must stop! Your agency's existence is not worth the cost and hassle to citizens that your amateur agents revel in.

10/26/2014 1:05:55 PM

If you'd like to talk to me about this feel free to call me at (b)(6)

Feeling like a citizen of Nazi Germany,

(b)(6)

10/26/2014 5:09:05 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 10/26/2014 4:08:24 PM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 10/24/2014 3:00 PM Airline & Flight Number : AA 382 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am TSA pre check but have a prothesis that goes to the hip so I get a yellow card and go through the scanner which is easier for everyone rather than going through a metal detector and getting a full pat down etc. Everyplace but OKC checks my hands and prothesis for chemicals. In OKC they do my shoes as well which one time picked up traces of something (previous complaint in which I believe it was a failure of your machine since it did not work after that). I was told emphatically shoes had to be checked however I travel every week and last week was through DFW and ORD and they never swabbed my shoes. In the last month I was in LGA, DCA, IAH along with DFW and ORD and the only place that ever swabbed shoes was OKC. Is this required? If so you better inform all the major airports they are doing it wrong. If not please inform OKC of that fact. I'm sure the nice agent who just checked my hands and prothesis got yelled at because she did not check my shoes. I was ordered to halt and have my shoes done. I respect the job TSA does and 95% of my interactions are very positive. This is my third complaint to OKC in 4 weeks. I've probably made 4 in the last 4 years for other issues. Thank You!
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/27/2014 9:58:08 AM

Caller stated that yesterday she was in LGA to travel to Cleveland. Caller stated that she has a new knee and hip. Caller stated that she set off an alarm and a patdown procedure and ETD followed. Caller is very upset because of the secondary screening and because the gloves were not changed per her request. Caller stated she then had a snow globe that was not permitted and she had to go through the screening process again and the same thing happened. Caller is very upset over the screening process. Caller stated that if she provides information that I will place her on a watch list.

Airport: LGA
Airline: Southwest
Flight Number: Caller does not have
Date Time: 10 26 14 departing 3:30pm
Terminal Gate: B8
Email Address: Caller did not want to provide

In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas. It is a secondary screening method for all passengers.

A patdown is required to clear every alarm. You were re-screened because you had to leave the checkpoint. I advised the caller that I will forward the information to the CSM at LGA for review. I advised the caller that I could not place someone on a watch list from the TCC.

10/27/2014 10:13:47 AM

Feedback Type : Security Issue
Categories : Duration of Screening Process; Other Current Date/Time : 10/27/2014 8:05:57 AM Airport : MDW - Chicago Midway Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why does Midway allow non-precheck passengers through the precheck security lines? I'm precheck and end up getting a pat down everytime at that airport.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

10/27/2014 10:16:45 AM

Date and Time: 10 25 14 11:05
Airport: BWI
Airline: Southwest 4407
Gate or Terminal: D 13
Officers Name: He did not get it

Resolution:

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

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

10/27/2014 11:24:14 AM

Caller wants to know why TSA screeners at MSP are not educated better on insulin pumps and AIT machines as the caller states her manufacturer advised her not to go through the AIT machine as it could damage her insulin pump. Caller states on a recent screening experience the TSO on duty advised her AIT will not harm her pump.

Resolution:

Advised caller we encourage callers to contact the manufacturer of their insulin pump to determine if it can safely undergo x-ray screening. Screening via AIT is optional and you may request a thorough pat-down rather than using any screening technology. Advised caller if she wants to know why the TSO s are not better educated on insulin pumps she can contact TSA Headquarters at:

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

Also provided caller information on how to contact the MSP CSM by selecting option 5 through our IVR.

Disability Description: Caller uses a cane and has a metal implant.

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

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

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

He can request a private screening of the money if he has concerns.

The most familiar of TSA s risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

10/27/2014 2:49:27 PM

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

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

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

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having touble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO

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) Boise ID
Zipcode: 83706

10/27/2014 4:23:39 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?
Westchester County Airport

tsa,

i was traveling via las vegas airport on sunday, oct 26 and was screened at approximately 7:00am at the concourse c agents (southwest).

i am recovering from a hernia operation. after noticing there is no where to sit to remove my shoes to comply with regulations, i approached the agent and asked either for a pat down or a chair. he was extremely insensitive and said that i could just lean against a conveyer that was not in use. i told him that was inappropriate. i asked for a supervisor that went and got a chair, let me take off my shoes, and put it back. on the exit side of security, there was no chair to put on shoes so i had to exit security area and find a place to sit.

10/27/2014 6:31:19 PM

i am just informing you that 1) the agent was extremely insensitive when told me to just lean against the conveyor even when described my problem. 2) there is no seating and 3) refusing a pat down rather than the scanner on request. all three are things that should have not occurred.

good luck. all my best.

(b)(6)

Feedback Type : Security Issue
Categories : Other
Current Date/Time : 10/27/2014 4:05:55 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/27/2014 Airline & Flight Number : delta 2269 Checkpoint/Area of Airport : initial check in TSA Employee: (If Known) : dk
Comment : My hands were swabbed when I reached the agent to show my boarding pass and ID and she never looked at my ID or boarding pass. I had just washed my hands at the airport with airport soap. I went through the screening machine and the pat down. Nothing was detected. They looked at everything in my computer bag and wiped it down. However, they never looked at anything in my purse and noone ever asked to see my ID and Boarding pass. I am not objecting to the fact that the soap must have had something in it, but am concerned that no one asked to see my ID and boarding pass.

10/27/2014 6:32:07 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

10/27/2014 10:05:32 PM

I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of this year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my medically issued joint replacement identification care was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

Believe me when I say I understand security, but I also understand abuse of power and a violation of the Fourth Amendment of the Constitution of this great country.

All of this stated, what would it take to obtain a REAL trusted traveler registration. Something that recognizes that people like myself have served their country for decades and should be able to pass through check points like they did BEFORE the terrorists won. Yes, the very actions taken in the name of our safety indicates that they have accomplished what they intended from the beginning. They have changed our way of life in a negative manner.

Sincerely,

(b)(6)

10/27/2014 10:05:32 PM

I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of this year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my medically issued joint replacement identification care was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

Believe me when I say I understand security, but I also understand abuse of power and a violation of the Fourth Amendment of the Constitution of this great country.

All of this stated, what would it take to obtain a REAL trusted traveler registration. Something that recognizes that people like myself have served their country for decades and should be able to pass through check points like they did BEFORE the terrorists won. Yes, the very actions taken in the name of our safety indicates that they have accomplished what they intended from the beginning. They have changed our way of life in a negative manner.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/27/2014 9:15:30 PM Airport : CMH - Port Columbus International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Screening
TSA Employee: (If Known) :

10/27/2014 10:05:36 PM

Comment : I went through the scanner because I did not want to be patted down. I have Crohns Disease and wear undergarments in case of accidents during travel. They announced to everyone in line that I was wearing a diaper then sent me to also be patted down. The lady groped my genital area. This was far and beyond anything I have ever experienced. It was a horrible experience. Also, when I finally got to the luggage area to pick up my items the computer I was traveling with was sent through the machine outside of the bin I had placed it in and the hinge was broken. I just got it back from Micro Center and the bill was 200.00 to fix the hinge and replace the cable that gives signal and power to my screen. I HATE TSA! I feel like I was raped and made fun of for having an illness. One of the men asked if I needed a bottle to go with my diapy!!! FUCK YOUR EMPLOYESS! I hope they all rot and die slow painful deaths of ebola! FUCK YOU ALL!
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 : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/27/2014 9:15:30 PM Airport : CMH - Port Columbus International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : Screening
TSA Employee: (If Known) :

10/27/2014 10:05:36 PM

Comment : I went through the scanner because I did not want to be patted down. I have Crohns Disease and wear undergarments in case of accidents during travel. They announced to everyone in line that I was wearing a diaper then sent me to also be patted down. The lady groped my genital area. This was far and beyond anything I have ever experienced. It was a horrible experience. Also, when I finally got to the luggage area to pick up my items the computer I was traveling with was sent through the machine outside of the bin I had placed it in and the hinge was broken. I just got it back from Micro Center and the bill was 200.00 to fix the hinge and replace the cable that gives signal and power to my screen. I HATE TSA! I feel like I was raped and made fun of for having an illness. One of the men asked if I needed a bottle to go with my diapy!!! FUCK YOUR EMPLOYESS! I hope they all rot and die slow painful deaths of ebola! FUCK YOU ALL!
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

(b)(6)

Houston, Texas 77207-2267
(b)(6)

On 10/27/2014, I Opted-out from the Scanner from BWI at approximately 5p.m. (B Pier). It was apparent that Lead Officer (b)(6) didn't agree with my decision.

My encounter this evening with TSA and/or Officer (b)(6) was not only embarrassing in the view of other passengers, TSA employees' but in the the presences of my parents!

His demeanor was confrontational, Unprofessional, and Antagonizing!!!

10/28/2014 8:22:07 AM

I informed Officer (b)(6) that I was uncomfortable with him giving me a pat down and I wanted to speak to a Supervisor; His response was "I am a Supervisor and I will be doing the pat down"!

I was able to speak to Supervisor (b)(6) (not by officer (b)(6) choice). I informed him of the situation and I was declined my request to have a pat down by another officer. We agreed that since I was uncomfortable with Officer (b)(6) I would exit that Security and and re-enter through a different Security Check-point.

After re-entering Security I informed the TSA manager on duty of the incident and that I will make a formal complaint. I request for to investigate this matter as I am very well aware that the camera footage can be viewed.

For the record, I would like to thank Supervisor (b)(6) for his professionalism. :-)

Thank you for your time and look forward to your response,

(b)(6)

10/28/2014 10:03:44 AM

Caller:

For Richmond, they have moved the AIT machine. She is a member of GE and has a pacemaker, which means she can only go through AIT and a patdown. When going through PreCheck, she has actually had to go to the regular line which has resulted in not being able to take advantage of PreCheck benefits.

For Hartford, she was individually taken to the AIT machine and screened. This, she states made more sense than having two employees do a private patdown.

Advised Caller:

That I am documenting this information for her. Thanked her for taking the time to call in; we are always looking for ways to improve processes.

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

---

Remote Client IP (b)(6)

Date Time: 10/28/2014 8:52:03 AM

10/28/2014 10:10:38 AM

Name (b)(6)

Email (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd

Terminal B, Concourse A

Comments:To Whom It Should Concern,

On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air Canada 7735 scheduled to depart at 20:25. We were at the airport in plenty of time for the scheduled time of departure but the flight was delayed many times over due to and you can take your pick here; mechanical difficulties with the inbound aircraft, weather conditions at LaGuardia, etc., etc. In order to establish contact with Air Canada staff who'd deserted the secure area we were forced to leave the secure area and return to the concourse and at the time I wasn't worried about clearing security again as there is a scanner which I'd already gone through once that day. As a sexual assault survivor and owner of an artificial hip due to serious injury I prefer the scanner and as a matter of course I only fly into and out of airports that have scanners. This limits my travel options but I'll live with it.

When we finally returned to security to wait for our flight I was informed by the young man manning the security area that the scanner had been shut off at 8:30 p.m. and I would have to submit to a pat down. He called for a female TSO as he was the only person past the metal detector at the time and after some minutes she showed up.

She asked all the correct questions about privacy (I would never volunteer to go to an enclosed space with a complete stranger regardless of whether my husband was present or not in order for that stranger to touch me) and about sensitive areas (my hip was extremely painful by this time from walking all over NYC as well as the airport). I told her my hip was very sensitive. She asked me if I'd ever had a pat down as well, she didn't say 'enhanced pat down' just pat down which I have had before many years ago and it didn't involve touching my genitals or mauling my breasts so I had no idea what she was going to do. Had she used the term 'enhanced pat down' I would have asked some questions. She didn't explain anything as far as I remember except when she was sticking her fingers in my pants. What followed was a sexual assault.

Feet shoulder width apart, arms up with palms facing the ceiling as she ran her latex encased fingers through my hair, over my shoulders and over my face. Her fingers then delved roughly between my breasts running under all the edges of my bra through my sweater with a firm squeeze here and there then I was allowed to lower my arms. She lifted my sweater and ran her fingers next to my skin under the waistband of my pants front and back and then she went lower, hands roaming aggressively and roughly up both legs front and back, actually they went everywhere eventually banging hard against my genitals and I do mean hard. It hurt all the way up to my very painful hip.

The final indignity of course was when she tested her gloves as I stood there waiting while nightmarish memories resurfaced and my husband was forced to stand by unable to help me. I'm very proud she didn't reduce me to tears while I stood there; they came as soon as we started walking towards our gate.

I am a slim, fit fifty five year old woman who has never had more than a speeding ticket and that was when I was seventeen. As a matter of fact the reason for our trip to NYC was to celebrate my 55th.

I fully understand the need for security measures and am happy to pass through the scanner but what I don't understand is why I was sexually assaulted (and that's what is was no matter how you cut it) by a sullen young woman when a perfectly functional scanner is right there within reach. Perhaps it can't be turned on easily, I have no idea but would have been willing to wait had the option been given to me. At no time was I rude to her, at no time did I raise my voice to her; I cooperated fully

Transgender Travelers verses disabled travelers. Why are there different rules for a Transgender traveler and a disabled traveler? I have to be degraded and lift my pant leg to show my prosthetic leg but per your web site a Transgender traveler does not have too???? Per your website under Transgender traveler.

10/28/2014 4:07:22 PM

Prosthetics: Travelers should neither be asked to nor agree to lift, remove, or raise any article of clothing to reveal a prosthetic and should not be asked to remove it.

Then under, Passengers with Prosthetics

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. If a passenger voluntarily removes his or her prosthetic during screening, it will be screened by X-ray.

Can you please explain why there are to different standards?

Caller said she is in Austin right now. She said TSA would not accept her temporary license. She said on the website it says that a license would be acceptable. She said they did not ask for a second ID from her and did not ask her to complete the Certification of Identity form. She said she thought the lady officer just wanted to touch her. She said they just went straight to padding her down and opening her bag. The officers name was (b)(She said the officer just looked at her temporary ID and told her to wait in the corner. After the patdown, the caller said she talked to the Supervisor and told him she did not appreciate the officer feeling her up. She said she is not sure what his name was as he did not speak clear and did not show his badge. Caller said she is a 27 year old white female traveling alone.

10/28/2014 7:09:18 PM

RESPONSE: Advised caller that the temporary license may not have been accepted as a valid form of ID. It is that final decision of the TSO to allow anyone to get on the plane. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

10/28/2014 8:07:06 PM

Date and Time of Flight: Oct 28th, 2014 Was at security around 5:30 p.m. Her flight was schedule to leave at 7:30 p.m.
Gate or Terminal: Gate 3
Airline: Frontier
Flight Number: 221
Airport: Austin to DEN
Email:(b)(6)
Hi,
We travel through various airports and find the rules on baby food to be inconsistent. Recently, Saturday October 25, we traveled from Ft. Myers, FL to Denver, CO. We had a few pouches of baby food for our 11 month old daughter. When TSA scanned the items they said anything over 3.4 oz was prohibited. Information on the TSA website states contrary to what we were told. They only allowed us to carry the items on board after I agreed to receive a "pat down".
Agents reacted with comments such as , " are you asking for special treatment?" when my wife asked why the rules seem to be enforced differently at various airports.
Several agents were involved (nine by the time it was over) and all seemed to be unaware that your website states that baby food is allowed as a general rule.
Ft Myers TSA supervisors should be made aware of this incident.
Thank you,
(b)(6)

Sent from my iPad

10/28/2014 8:07:38 PM

Feedback Type : Request for Information
Categories : Other; Screening
Current Date/Time : 10/28/2014 6:42:16 PM Airport : DCA - Washington Reagan National Date/Time of Travel
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hello, I was flying from Reagan National Airport in Arlington County, Virginia. I was heading to Houston International Airport in Houston, TX on that same day. During the security screening, I opted out of the Full body scanner machine that is in place at the airport. I was given a pat down by a black male TSA agent, name I cannot recall. After the patdown, the supervisor of the section, TSA agent officer (b)(6) said I needed to go to the back room of the security screening for a more thorough screening of me and my luggage. This was because their alarm in the security screening went off and they were suspicious that I might have touched something that could have a detection of explosives on it, at least according to Officer (b)(6) All of my luggage was taken, they made a copy of my boarding pass and then took me and my luggage to the backroom where they shut the door. 4 TSA agents were inside the room while officer (b)(6) did a more thorough pat down and rubbed the bottom of my feet to check for traces of explosives. The entire process took about an hour from what I recall. The test came out negative and they said I was cleared to fly. They think I might have touched some lotion or some cream that made the alarm go off. I do have some questions about what has happened about this:
1) Since they made a copy of my boarding pass, will I need to present the original boarding pass for my next flight wherever it may be?
2) I know that TSA has created a new law which states that additional screening of passengers will carry a penalty of up to 5000 dollars as well as an additional fine of possibly 1000 dollars if the additional screening goes over 10 minutes long, which it did in my case. Will I need to pay this? If so, I will be paying by check. Do I write out to TSA or another agency?
3) I did not speak to any TSA agents asking why they were taking me to the backroom out of fear of what they would say. I understand that there is talk of a possible fine for asking a TSA agent a question or talking to them in general. Can you tell me what that fine is?
Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 10/28/2014 11:21:27 PM Airport : EWR - Newark International Date/Time of Travel : 10/20/2014 5:00 PM Airline & Flight Number : Alaska 7 Checkpoint/Area of Airport : Terminal A, Gate 30 to 39 TSA Employee: (If Known) :
Comment : My husband and I traveled by air on Oct 20, 2014 from EWR, NJ, passing through TSA around 5:00 PM to 5:40 PM. We were on Alaska flight 7 from EWR to SEA. It departed from terminal A, Gate 33.

When we got to the terminal A TSA checkpoint for gates 30 through 39, we used the Pre-check line since both of us travel frequently and have global entry cards. We had printed our Alaska air tickets at home. However, because the TSA machine could not read them, we were told that we had to go back to the airline check-in hall to reprint our tickets. This was the first time we have encountered such a problem. We asked what if that resulted in our missing our flight, to our surprise there was no special line to come back. We were told that if that happened, we would just miss our flight. We suggest that TSA allow people who need to reprint tickets to return directly to the front of the line, so they will not miss their flights.

10/29/2014 9:07:02 AM

After we got through the x-ray screening, our lunch box was singled out for a hand check. They just put the box above the scanner, and let it sit there. While we were waiting, we witnessed a man and a TSA worker arguing. We only heard that the traveler repeatedly requested to see the supervisor. When the supervisor showed up, he crossed his arms in front of his chest and looked quite intimidating. We overheard the traveler complaining that the TSA worker was damaging his electronics, and the supervisor did not try to help solve the problem. Instead he told the traveler he had the authority to put him behind bars. The man finally told them he was the chairman of US Airways. Only then did TSA begin to re-scan his carry-on, and they parted very angrily. Meanwhile, our lunch box sat there waiting. TSA workers were just talking among themselves. So I asked a female TSA worker if she could examine our lunch box, she said, "Can't you see I'm busy," in a very unfriendly tone. So I went to the group of TSA workers who were talking among themselves, and asked if one of them could be so kind as to examine our lunch box. They said they would come over soon. I complained to my husband about how rude that female TSA worker was. She overhead that, became very angry, and then rebutted it. A male TSA worker came to take our lunch box, and asked me to follow him. He asked me what it was, I told him it was a lunch box. He asked me if there were any liquids inside, I said "no." He asked me again, I said "no." He asked the same question again, I said "no." I asked him if he had heard I had said "no" so many times. He said he could ask me as many times as he wished. So he asked me again, I said "no" loudly. He asked me why was I so mad, I told him I thought he was not doing his job right. I asked to see his supervisor. He told me that our lunch box set his machine off, so as a result they had to re-examine all my carry-ons. I had to take off my shoes and vest, and they had to give me a pat-down as well, and I said fine. A female TSA worker showed up with a tray and asked me to put my things inside. I threw my shoes into the tray. She was very offended, and asked me to take out my shoes and to put them back again, which I did. I paid attention not to threw them into the tray this time. She was not happy, and asked me to do it again, which I did. She still was not happy, and asked me to do it again. I simply could not believe what she was doing to me. Meanwhile, I kept asking to see their supervisor. Finally, the supervisor came and asked us why we wanted to see him. My husband told him that the female worker was harassing me. He did not ask how, nor did he apologize for what had happened. He simply asked the worker to go back to work, and walked away. I could not believe what was going on. I felt I was not on US soil, and I was not a US citizen. I really felt as if I were in a Nazi concentration camp during the Second World War. At that point, I was more sad than angry. I thought if only terrorists could see this, they would be more than happy. The TSA workers at that location were terrorizing US citizens in a major US airport which no terrorists could ever do. While I was waiting for them to give me a pat-down I told that male TSA worker it was OK to give me a pat-down, but the TSA worker giving it had to be anyone but that person who had harassed me. He said OK. So he went there to tell her to send another female worker over. She laughed as if she really enjoyed abusing people. Another female worker came to asked me if I preferred to be patted-down in private or public. At that point, I feared the TSA far more than any public eyes, and I insisted I wanted to be patted down under the public's eyes. I don't know the procedure, but she ordered me to have my arms out with my palms up, and then again arms out with my palms down. I could not understand why doing that would give them more information. It seemed unnecessary to me. I suggest TSA have a procedure posted, so people know what will be done in a pat-down and for what purpose. In the end, they told me that I was free to go. I said that I

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 08/06/2014. 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,

10/29/2014 9:07:07 AM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6), Tustin, CA 92780

Phone Number (b)(6)

Comments submitted to Redress (DHS TRIP):
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 10/29/2014 9:55:16 AM

10/29/2014 10:17:07 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:Lubbock, TX.
I have Global entry,TSA Precheck, my Passport, and an run through the screening device, all my jewelry off my shoes off ,everything but my panties, sports bra, a sleeveless all stretchy travel top,stretchy pants,and no privacy as I am patted down. What the heck is this all about!!! I passed through this machine 4 times at least and it continued to go aff

Caller travels with Jet Blue. She thinks she was at Buffalo and was randomly screened for explosives. She is wondering why they choose to randomly twice in the same year.

Advised caller

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

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

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

10/29/2014 5:20:17 PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives.

Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost $30 worth of jewelry It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

Advised caller: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fail out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

The caller is a FF and he flys a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

10/29/2014 5:42:41 PM

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

Escalation Notes: (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

10/29/2014 6:07:06 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 5:32:59 PM Airport : SFO - San Francisco International Date/Time of Travel : 10/26/2014 Airline & Flight Number :
Checkpoint/Area of Airport : SFO international TSA Employee: (If Known) (b)(6) Comment : I was travelling from SFO to Houston .I am pre TSA certified .I had a 3 -4 oz bottle of contact lens soution in my bag so i had to go through additional security which I understand and I have no problem with that .The person who had to do pat down was extremely rude , barking out instruction like I was deaf and could not understand her.I think the same instructions can be given in milder tone , more corteous and with dignity and respect .Most people coming through like myself are highly educated and do not need to be talked down and disrespected .I just do not understand the need to be rude or intimidating .You are doing your job and I get it
Would you like a response? : True Passenger's Name : (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller is upset about the patdown she got at the Las Vegas airport. She wanted to speak to the supervisor. She is pregnant and refused to go through the AIT so she ask to use the WTMD. She was told she cant ask for the WTMD and was told she could not use it and she would have to have a patdown. She was asked about areas that were tender or painful to touch. She says she told the agent about the tender areas, yet the agent was very rough. She said the agent stuck her hand in her pants for screening, the caller was very upset about this. The patdown was done between the conveyor belts and was very embarrassing to her. It was in front of all the other passengers.

She would like for the agents to have more education and if something can be done for the staff. She says the officer did not tell her she were going to put her hands in her pants. She had to remove her belt and she did not have her pants buttoned since she was pregnant so she was standing there with her cloths undone infront of other passengers. She said she wasnt told they were going to stick their hands in her pants, just that she would feel a tug. She was told if she refused the patdown by the agent she would have to have someone else come over to give her a patdown.

10/29/2014 6:18:43 PM

Told caller:
I was sorry for her experience.
I can take her complaint and send it to the CSM so they can be aware of this for her.

Airport: McCarren
Airline: Alaska
Terminal or Gate: Terminal 3 Gate E
Date and time: 10-29-14 She was at screening about 3 and her flight is scheduled to depart at 5.

I ask if she had gotten the agents name, she had not.
She did have a description of the agent, she thought she was hispanic, about 5 3 or 5 4 or so, she had her hair pulled back and did not have on glasses, she was a more stockier lady.

10/29/2014 9:02:16 PM

Feedback Type : Complaint
Categories : Other; TSA Pre?™
Current Date/Time : 10/29/2014 8:37:58 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/24/2014 8:00 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : American Airlines Terminal 4 Precheck area
TSA Employee: (If Known) :
Comment : I was TSA Pre checked and I was carrying a soft cooler with frozen food and the TSA agent wanted to search the cooler, and I was fine with that, my problem is why I needed to have a complete pat-down? I never set the alarm off as I passed through.
I traveled from Honolulu Airport through Hawaiian Airlines and had no problem with going through the precheck lane with the same cooler.
Would you like a response? : True
Passenger's Name: (b)(6)
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 : 10/30/2014 2:33:55 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 10/28/2014 2:25 PM Airline & Flight Number : Southwest 561 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) and (b)(6) Comment : I was travelling on Tuesday, October 28th returning home from being at the Cleveland Clinic the entire time of my stay. I received my security document from the Southwest ticket counter proceed to TSA security. The agent at the ticket counter told me that the employee line is the handicapped line. When I arrived at the line I did not see a sign that says TSA Pre so I proceeded to the employee line. When I reached the first TSA agent I asked him if this was also the line for TSA Pre and the TSA agent told me yes. So I proceeded forward to the luggage belt and put my luggage and coat on the belt.

The second TSA agent we ran into advised me and my sister that we have to take off our shoes and coat which I did not have a coat on, it was already in the bin. So my sister and I both turned around and told the TSA agent that we were TSA Pre. The second TSA agent told us we were in the wrong line and that we needed to be in the line all the way over to the left. So we told her that we were told that we can go through the employee lane. The TSA agent advised that if we want to go in this lane we would have to take off our shoes and coat. So my sister and I proceeded to take off our shoes and coat and end up receiving a pat down search.

Like I said before I have been at the Cleveland Clinic taking a series of test from head to toe so when the third TSA agent did the search she squeezed my head which I was already in pain, made it worse.

I proceeded to the belt to gather my belongings. I was upset at the fact that I was told to proceed in the employee line to go through security when we were already TSA Pre. If I had known that we were not in the correct line then I would have made a decision to either stay in the employee or get in the TSA Pre line which we did not see a sign indicating that there is such a line.

10/30/2014 8:30:49 AM

By this time I wanted to speak with a supervisor on duty but the agent who searched me advised that there were busy taking care of another customer but she did mention that they had comments cards I could mail in.

So I told the TSA agent I would take a card. Basically I just had a simple question to ask the supervisor. The TSA agent could not find the comment cards and by the time she was trying to locate one the supervisor came out and asked me how may he help me.

I began telling TSA agent (b)(6) what the problem was but before I could finish asking the question he rudely interrupt me by telling me I came through the regular line which I came through the employee lane. Once again I started to ask him my question and (b)(6) interrupted my a second time before I could finish asking him my questions. Once again he started telling me that I came through the regular lane and I did not have my uniform on. I proceeded the third time to ask my questions and TSA agent (b)(6) interrupted my a third time before I could ask my questions.

By this time I am very irritated because I could not ask my questions due to the interruptions by TSA Supervisor (b)(6) My questions had nothing to do with me having my uniform on and coming through the regular lane. All I wanted to know is why we were told one it was ok to go through the employee lane with the TSA Pre and why we weren't directed or shown where the TSA Pre lane is? Not every city has the same location of employee and TSA lane. Every city is different. Not everyone leaving the Cleveland airport is from Cleveland so we were not familiar with the airport.

By this time I am tired, hungry and in pain and I wanted to sit down. TSA agent (b)(6) asked me for my security document and I gave it to him. The TSA (b)(6) proceeded by telling me I was yelling. I was not yelling. I do not have 100% hearing in both ears so unless I am looking directly at you I may not hear what you are saying. With this being said I have a tendency to speak loud and this is because I cannot hear very well.

Caller flew from Charleston to ME on 10 10 2014. He went through the checkpoint at approximately 3 pm. He wanted to make a complaint about his screening. He is a veteran and showed paperwork to two TSA agents before his screening. One of the papers said that he has shrapnel and will set off the alarm. He also showed them a paper showing that he has a purple heart. He said that a white haired gentleman with glasses told him to go over there for screening as soon as he saw his navy hat. He said that he put his bag through the screening. He stated that a young kid searched him in front of everyone in the line. He was told to raise his arms. He told the TSO that he could not raise his arms that high. He said that he was told that was okay just raise them as high as he could. He was given a patdown. He explained to the TSO that he has a knee replacement. He is 75 years old and had a cane with him. He had prescription medication and a regular sized tube of toothpaste in his carry-on. He said that his carry-on was never searched. He wanted to know why he is getting additional screening. He said this has happened for the last 25 years. Caller said that he set off an alarm. He also said that he was made to go through the AIT three times before he got a patdown. He said that there were five TSA agents standing there watching the kid take him apart. He said that the kid panicked when he came across metal and he did not know what to do about it. He stated that the kid did explain the process to him. He did not get the names of the TSA agents. He would like to be contacted by the CSM. He wanted to know where I am located.

10/30/2014 11:30:46 AM

I told him that if he set off the alarm he will have to undergo additional screening to clear the alarm. I told him that I am in London, KY.

I advised him that I would forward his record to the CSM at Charleston County International for review.

10/31/2014 12:06:12 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 10/31/2014 11:03:25 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:15 AM Airline & Flight Number :
Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) (b)(6) & another female agent Comment : I went through precheck at checkpoint 2 at SeaTac. I walked through the metal detector and went to collect my belongings. Because I have type 1 diabetes, I have a small bag of juice boxes (4.23 oz each) that I travel with. As a courtesy to make screening for TSA easier, I had that ziplock bag of juice separately in a tray that went through the metal detector after my 2 carry on bags. Both my bags came through without a problem. The agent at the X-Ray ran my juice boxes through the machine again, with me notifying him that it was medical liquid for diabetes. After they came through again, he asked an agent to screen the juice. The agent (b)(6) said I needed a full pat down and told me to take off my shoes and coat. She then asked for another person to assist her. The other person mentioned screening me and using the back of her hands etc..then started the screening. This other agent was in the process of patting down my backside when I told them both that I didn't need it, but that they were supposed to offer me a private screening. They stopped and asked me if I wanted one (I said no again) and if I wanted her to start the pat down over. I said no and she continued. Meanwhile, agent (b)(6) looked at my juice boxes and then started screening my shoes; my laptop; and then proceeded to pull things out of my laptop bag and screen the entirety of my laptop bag. For some reason, she then moved to my carry on suitcase and screened it including opening it and digging through it. Again, nothing was flagged or alarmed on the X-ray and I did not alarm on the metal detector. The other agent screened my hands after the patdown. The other agent walked away. (b)(6) then walked away without saying that she was done or that I was free to go. I heard her ask my fiancée (who was standing by and watching this experience) why he was looking at her name tag.

This experience was disrespectful from the beginning (agent doing my patdown said dismissively "I know what that is, I see them all the time" when I pointed out my insulin pump when she asked about sensitive areas on my body), and violated my rights as a traveler when I was not offered a private screening. I am also pretty sure it is inconsistent with TSA screening policies - since I did not alarm in the metal detector and my bags cleared screening, why was I given a) a full body patdown and b) all of my belongings searched when I had a small bag of medical liquids that were easily screened without having to go through any of this?

I am a frequent traveller through SEATAC and I am frustrated at this experience, especially because it is an outcome of a medical condition. Not to mention that I am a participant in TSA's pre-check program and have already been thoroughly screened.

Please train your agents in TSA on actual TSA policies, including respecting the rights of travelers and always offering private screening; plus knowing how to handle medical liquids.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/31/2014 12:06:17 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/31/2014 10:56:30 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:00 AM Airline & Flight Number : DL108 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) (b)(6) Comment : In the Seattle checkpoint 2 (The one serving A and S gates) pre-check line, (b)(6) separated and declared her quart-size bag of medical liquids (juice boxes for type 1 diabetes / hypoglycemia). Agent (b)(6) was called over to check the liquids. Despite no other alarms on the metal detector or X-ray, she additionally decided to give (b)(6) a full pat-down, in public, without offering a private screening. After (b)(6) courteously mentioned that, while it didn't matter to (b)(, (b)(6) should've offered a private screening, (b)(6) further decided to do a full manual inspection of all (b)(6) belongings (which had not alarmed on X-ray). When she finished that, she failed to indicate that (b)(6) was free to leave. Further, when I decided I needed to get (b)(6) name for this report, she demanded to know why I was looking at her name tag.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

10/31/2014 9:02:58 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/31/2014 8:34:02 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 10/29/2014 6:45 AM Airline & Flight Number : DL 2423 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : I fly about three times a year and have generally good to tolerable experiences with TSA screening. Oct 29 was the exception. I am 4'10" tall, 67 years old and walk with a cane. My husband nor I had neither the benefit of coffee or breakfast when we went through screening at DTW around 6:30 AM. I put my cane, coat and handbag on the conveyer (no tubs available). My husband had my carryon with my CPAP machine in it. When we departed SEA on Oct 18, I was told to take the CPAP machine and its attachments out of the carryon so it could be inspected. At DTW I remembered that and began opening my carryon. The first TSA agent barked at me--"what are you doing?" I said I was getting my CPAP machine out for inspection. She barked "don't do that--put the carryon on the belt". I admit I was not very sharp, but I paused for her words to sink in. She barked again. And again. I put the bag on the belt. Then I realized I had a banana in my pants pocket. Knowing I could not carry it through the scanner, I attempted to put it with my coat--but my items were long gone into the bag scanner. She continued to bark at me and told me to "just walk through the scanner". I moved to the scanner only to have the TSA agent on the other side bark at me "just walk through!" I walked through only to be told I needed more checking. I'm passed of to another TSA agent who barks "step into the X-ray." I'm a bit unsteady when I stand with feet apart, hands over head. I guess I was too slow, so the barking began again. I was beginning to feel like a pin ball being bounced from device to device. I then was subject to a physical pat-down--shoulders, arms, hips and backs of my legs. At that point, I still needed to have my visible insulin pump and hands tested. That finally done, I'm pretty much left alone to get my personal effects and get out of the way asap. I had four agents deal with me within the estimated two minutes of this event and every one barked at me and implied that I was not responding fast enough. I am sympathetic to the role of TSA agents and the job they do. I've generally been treated with respect in the past. This experience was by far the most unpleasant experience I've ever had in an airport. It put a pall over me for the next couple of hours. I'm a cooperative and friendly person, hardly a threat. I treat everyone I encounter as an adult. I'm not used to being treated as a child and resent the lack of respect. There is a need for training at DTW TSA.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Feedback Type : Complaint
Categories : Permitted Items
Current Date/Time : 10/31/2014 10:05:29 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/28/2014 2:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : TSA pre check checkpoint TSA Employee: (If Known) :
Comment : My husband and I were traveling with our 13 month old daughter. Due to the lack of age appropriate food available on our long flights to Hawaii, my husband brought a few pouches of baby food with us. We have travelled numerous times with our daughter and her baby food, and we were always just asked to place the baby food in the bin for security and we would likely be subject to a pat down or opening of the container. However, this time, the TSA agent told my husband that she was allowing it through as an exception after having her manager clear them, and that we really shouldn't have brought them in the first place as they were over 3 ounces (and this all happened after she spilled most of our daughters milk while opening the cup).

11/1/2014 9:10:06 AM

According to your website, this reads that I am in fact allowed to bring a reasonable amount of baby food through security...

'Medically required liquids, such as baby formula and food, breast milk and medications are allowed in excess of 3.4 ounces in reasonable quantities for the flight. It is not necessary to place medically required liquids in a zip-top bag. However, you must tell the Transportation Security Officer that you have medically necessary liquids at the beginning of the screening checkpoint process. Medically required liquids will be subjected to additional screening that could include being asked to open the container. We recommend, but do not require, that medication be labeled to facilitate the security process.'

Please clarify what the official policy regarding baby food is as we travel with our daughter frequently and would like to avoid security hassles while also keeping our daughter fed and happy.
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 as I have not received any response from you regarding my request for assistance for my son's medical needs as we return to Sacramento from LA.

It was a very unpleasant screening process as compared to what TSA has extended to us in Sacramento.

As explained my son needs to bring his medicines and high calorie food as he has food aversion as a result of being born with heart defect.

Unfortunately, the process was very impersonal and not logical even. Why removed the ice packs when the medicines need to be refrigerated. Two, why go through very uncomfortable pat down to be able to bring a yogurt for my son. There seem to be no connection between the food and the bodily patting down. We travel early in the morning and he has to have nourishment through the yogurt. We can't just buy any yogurt. Kids with medical food aversion are very selective in what they eat.

11/1/2014 11:06:30 AM

I certainly want to know why the difference and what then for our future flights, i.e. To Canada for the holidays.

Thank you,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 11/1/2014 10:36:34 AM Airport : LAX - Los Angeles International Date/Time of Travel : 11/01/2014 6:45 AM Airline & Flight Number : Delta 4701 Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) :
Comment : Good morning, I am writing as I have not received any response from you regarding my request for assistance for my son's medical needs as we return to Sacramento from LA.

It was a very unpleasant screening process as compared to what TSA has extended to us in Sacramento.

As explained my son needs to bring his medicines and high calorie food as he has food aversion as a result of being born with heart defect.

Unfortunately, the process was very impersonal and not logical even. Why removed the ice packs when the medicines need to be refrigerated. Two, why go through very uncomfortable pat down to be able to bring a yogurt for my son. There seem to be no connection between the food and the bodily patting down. We travel early in the morning and he has to have nourishment through the yogurt. We can't just buy any yogurt. Kids with medical food aversion are very selective in what they eat.

11/1/2014 11:06:57 AM

I certainly want to know why the difference and what then for our future flights, i.e. To Canada for the holidays.

Thank you.

(b)(6)

Sent from my iPhone

Sent from my iPhone
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 : 11/1/2014 12:27:32 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 11/01/2014 11:00 AM Airline & Flight Number : Delta 3436 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :
Comment : Due to TSA security delays in Savannah airport four people missed their flight to JFK. This is despite having arrived over an hour prior to the flight with no checked luggage. When we asked if we could move up in the line we were told that it was up to the passengers ahead of us and the TSA could not assist. They called other flights but made no effort to call our specific flight for unclear reasons. What we find most egregious is that when my pregnant wife asked to be screened with a patdown she was told that this would further delay her ability to get to her flight. The TSA should never make a pregnant woman feel that it is wrong to opt out of an imaging scan. We are seasoned travelers, and have never seen a TSA as an inefficient as the one in Savannah airport.

11/1/2014 1:07:40 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

My name: (b)(6)
Phone: HYPERLINK tel(b)(6) \n(b)(6)
Address: (b)(6) Fremont, CA 94555

My appearance:
Brown skin tone, 5 8 , traveling alone, carrying a backpack.

TSA officer (b)(6) badge # (b)(6)
TSA assistant #1 (b)(6) #2 (b)(6) #3 (b)(6) I don t recall the last names of (b)(6)

Where: Chicago, IL, MDW airport
When: 16:10, 10 30 14

Incident:

11/1/2014 6:05:31 PM

After my boarding pass was screened, I walked towards the security clearance area where Officer (b)(6) suddenly moved the retractable belt fencing barrier to divert me to another area. Choose any of those lines, he said.

As I was about to put my luggage on the conveyor belt, I looked back and saw him entering my line, keeping an eye on me. As I went in the TSA X-ray scanner, he was already on the other end. I beeped as usual over the zippers on my travel pants. Instead of a pat over the 4 red-highlighted boxes over my pants zipper pockets as is usually done, Officer (b)(6) whispered something in the ears of the screeners, at which point I was asked to step aside.

I was escorted to a separate table where 2 other officers joined us. I received a thorough pat down. Then at the next table, Officer (b)(6) asked me to concentrate on my luggage as it was thoroughly checked and while he asked me questions.

He asked me about 10-20 questions. He found out that I was an Emergency and Family Practice Physician from California on my way home from an Emergency Medicine conference in Chicago, my activities during the week, where I work and live in California, my mode of transport to the airport, my hotel name, where I attended medical school, etc.

When asked why I attracted his attention, he said that this was typical screening. He asked (b)(6) to copy my boarding pass and driver s license.

Then he called the Chicago Police and whispered to them over the phone. The police arrived and he spoke to them away from me. I did overhear the Police Officer asking Officer (b)(6) so do you want to keep him from flying?

Then the Police Officer telephoned my driver s license and over the speaker phone my name and address was confirmed. The Police Officer told Officer (b)(6) that he checks out.

Then Officer (b)(6) tells me that he needs to clear me with his boss. After 5 minutes he returns from an office and tells me I m cleared.

11/1/2014 7:02:19 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/1/2014 6:33:04 PM Airport : LAS - McCarran International Date/Time of Travel : 11/01/2014 6:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Terminal B TSA approved traveler line TSA Employee: (If Known) : Female dark hair Comment : I wear an insulin pump with a glucose monitoring system and transmitter. The company who has recently developed my pump gave strict instructions not to go through any scanning devices at any airport as this may damage my devices. I asked to be patted down as I know I have the right. The female officer continued to argue that many people who wear insulin pumps go through the scanners. I continued to argue that I did not want to go through the scanners. She finally brought me through the whole body scanner (without it closing the doors) instead of allowing me to walk around still arguing that I could go through it. She took me to a roped off area loudly shouting instructions. I told her she did not have to be so rude but she began berating me even louder. It's embarrasing to have to request a pat down but I understand it's something that needs to be done. The last thing anyone needs is to be treated so rudely and disrespectfully. It was as though she couldn't be bothered to do her job even if it was a little out of the norm. Please find and train this security officer in how to treat people with respect or find another line of work. In hind sight I wish I had gotten her name but I didnt. I've been through hundreds of airports and never had to argue with someone when I requested a pat down. I understand security is needed in airports but respect is also 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

11/2/2014 1:05:42 PM

TSA- today, November 2, 2014 at 9:50am in Houston Texas, George Bush Airport, United terminal, planning to leave on United flight 373 from Houston to Dulles, boarding to begin at 11:05. The TSA supervisor for the TSA pre-check area who would not give me her name, was very physically rough in a body pat down. Not only was I precheck but I advised the agent on the line I was wearing a knee brace prior to going through the metal detector. I was directed to the body scan machine which I went to with no complaint. I understand the need for security and I have never complained about the body scan machine. Once the brace appears on the screen, most agents simply feel to check that a brace is present. This women insisted I remove my pants to show her the brace which I was NOT going to do in line. Once I explained that I could not remove my pants she proceeded to very roughly manipulate my knee brace from both sides repeatedly. I told her I would scream if she continued, she pushed the brace one more time and actually moved my kneecap within the brace. This caused tremendous pain and left me limping to a chair crying so hard I could hardly see. Unfortunately, she WAS the supervisor so there was no one else to complain to, although she did hand me the complaint form as I was trying to walk out of the area. If I was not a known traveler, with Pre-check, whose palms had already been swiped, perhaps some excuse could be made for some of her behavior. If I were not heading out of town immediately, I would have contacted the police to swear out a warrant for an assault and battery. There is no excuse for physically causing such incredible pain to a passenger. I would like to be advised of the action taken to discipline this agent. I have also copied a fellow traveler who witnessed much of the abuse, on this email.

(b)(6)

Ashburn, VA 20148

Sent from my iPhone

NOTICE:

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

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

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

11/2/2014 3:12:10 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?

Upon arriving on United 973 and clearing Customs, on above mentioned date and airport, I proceeded to terminal 2/gates Eand F and entered security. It was approx 2:23 PM +/- 5 min.

First, I was told I was in the wrong line. How was I to know I was pre-screened? Last year when returning at the same time I got the FULL pat down.

Second, the man at the metal detection station was not professional nor customer-minded. All I had was a purse and a phone that needed to go through x-ray. I was also the only person in line. He told me to put the purse directly on the (dirty) conveyor belt. I stated that it was a new purse and the belt was dirty; I wanted to use a bin. A stack was in sight, but not reachable from my side of the scanner. He refused to give me a bin so I was forced to lay my new purse on the conveyor.

I did not ask for his name or badge number as I did not want to be detained by him. He had a salt and pepper beard and was very overweight. Given the description, location and time provided, I am sure it will be simple to check out what man was working; the other attendants were all female.

11/2/2014 5:09:25 PM

He does not represent the TSA well at all. I understand the importance of the job and fully support and appreciate the TSA, but even you must have a code of conduct. I hope this feedback is reviewed and entered into his file. He should not be considered for a raise, promotion or act as a trainer.

Sincerely,
(b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/2/2014 5:41:01 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 11/02/2014 2:00 PM Airline & Flight Number : American 2361 Checkpoint/Area of Airport : Checkpoint 3 TSA Employee: (If Known) : (b)(6) Badge No (b)(6)) Comment : November 2, 2014

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 2:00 pm PST on November 2, 2014, I entered Security Checkpoint 3 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 2361 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

11/2/2014 6:04:59 PM

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, 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 : 11/2/2014 10:19:39 PM Airport : GEG - Spokane International Date/Time of Travel : 11/01/2014 1:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : TSA Screening Area at GEG TSA Employee: (If Known) (b)(6) Comment : Commissioner John S. Pistole:

I am writing to you to voice my complaint about an employee of the Transportation Security Administration (TSA).

On November 01, 2014, I was traveling from Spokane International Airport; when I had an encounter with a TSA employee named (b)(6) who exhibited gross unprofessionalism.

I travel frequently with my work and have concerns about the safety of the ProVision ATD. As such, I have decided to opt out and submit to an "enhanced" pat-down. However, when I did this time, I was immediately met with the opposition:

It started when a TSA employee named (b)(6) approached me and demanded to know why I was opting out.

11/3/2014 8:39:24 AM

(b)(6) said, "I need to know why you opting out?"

I responded, "I didn't think a reason was required to opt-out."

(b)(6) replied, "We'll if you're concerned about radiation, we no longer use X-Ray Technology."

I replied, "I'm not interested in arguing - you believe it's safe, but I have done quite a bit of research, and I happen to think the TSA is ignorant of the facts."

(b)(6) replied, "By the looks of you, I think you're the ignorant one"

I replied, "Wow, that's nice."

As I waited, she continued to speak under her breath, all I could make out was bits of words, and the sense of her disgust for me.

Next, she directed me to stand next to the Provision ATD. At this point, I said, "(b)(6) you should know that I'm going to speak to your Supervisor about your behavior here today."

(b)(6) replied, "Go ahead and talk with my Supervisor, I don't care." Then she said, "You called me ignorant, so I called you ignorant." "I think you're the ignorant one and I'm not afraid to say it."

Good morning,

I want to tell you about two separate instances where I have found TSA to either be incompetent or uneducated when it comes to the presentation of identification.

In July, at Houston Hobby airport (7/25/14) and at Long Beach airport on 10/31/14, I have never felt more anger, embarrassment, and even discrimated against, over a NAME CHANGE!

I understand that there is a job to be done, and safety is of the utmost importance, and I am fine with searches, pat downs, and any other necessary procedures. HOWEVER, I think there needs to be some kind of mandatory training so that EVERY airport follows the same procedures, because I have taken 10 trips this year, and only twice have been subjected to the pat down....over my divorce/name change.

In both instances, when I presented my ticket to the counter, I gave the TSA agent my PA Driver's license, and the Driver's License Update card, issued by the Commonwealth of PA, to reflect my name change. The update card is merely a piece of paper, but it is clearly issued by the State, and the information matches everything on the plastic photo ID, except for the name change. When I fly out of Pittsburgh (my home) and airports such as Philadelphia, Newark, LaGuardia, Washington DC.....it appears everyone is familiar with PA's paper update card, and they usually smile, and congratulate me on my special day....and then send me on my way. But in Houston and Long Beach, I was asked to provide additional information to prove the name change....so I gave them my work ID, which included my correct legal name, which is on the Commonwealth Update card, as well as the court issued document (notarized!!!) that grants the name change. And I still get patted down over a NAME CHANGE????

11/3/2014 12:11:10 PM

I work in the financial services industry and Bank Secrecy and Anti-Money Laundering is one of my key responsibilities. There is much talk about Enhanced Due Diligence. And it is the job of the financial institution to do that....so if there is a name discrepancy, they can run checks through LexisNexis, and request additional information from the customer to prove the name change. Even a bank will accept the paper update card along with the plastic photo ID and court document without issue!

Changing a name in this country is common when a woman gets married or divorced. I think a pat down over a simple name change, especially when additional proof is provided, is not warranted. If I could have just provided my work identification with photo ID and legal name attached to it, I would, and maybe none of this would have happened. But the work ID does not contain any identifying information that would prove I am who I say I am--Just a name and a picture. The driver's license and update card have the SAME ID number, birthdate and address information, and the court document indicated the effective date of the name change.

Please take some time to familiarize your employees with the different types of identification issued by the states when it comes to driver's licenses and other identifying information. There is no reason ANY woman should have to be patted down simply because she changed her name.

Thank you,
(b)(6)

Feedback Type : Compliment
Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 11/3/2014 11:05:09 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/26/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Employee: (If Known) :
Comment : Thank you TSA for keeping America safe.

I understand how dangerous my 81 year old mother can be. I should be no surprise to anyone that you escort this great grandmother to a room for interrogation and pat down. Your three employees completed there task of intimidation of my parents in a little over 30 min. No explanation as to whey my mother was detained was given to either my mother or father who was left standing alone in the corridor wondering what has happened to his wife. By the time you released my mother the transportation cart they needed to ride (because neither my parents can walk vary well) was not able to arrive and transport my parents to the gate to make there flight. Of course it's obvious my parents ability to make there light is of no concern to you. It's also no concern of the airlines either. Delta airlines eventually place my folks on standby for a flight departing two hours later. This was totally avoidable with the exception your work force doesn't care.

11/3/2014 12:11:33 PM

As I listened to my parents experience words cannot describe how concerned I am about your methods and lack of reasonable thinking or decency. You had an 81 year old great grandma detained in a room by herself with no explanation to either of my parents, that you separated. You made my mother standup place her hands on the wall and subject her to a pat down. What kind of intimidating fool acts this way?

I was not present during your abuse of my parents. After hearing of there treatment received by your workforce I'm disturbed enough to file a complaint of you ridiculous actions.

Regards
(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

11/3/2014 2:22:40 PM

To Whom it May Concern:

During my security check-in today, Monday, November 3, I feel I was treated extremely poorly by one of your employees, named (b)(6) at the Dallas Fort Worth Airport. I am a frequent flyer on Delta airlines with Diamond status and am 71 years old. I had a Pre-TSA clearance and entered the Pre-TSA area at E18 at about 11:10 pm. Upon arrival to the desk for the passport and boarding card check, TSA worker (b)(6) informed me that I could not go through the Pre-TSA security check due to the fact that there was not enough personnel to give me a pat down. (I have had a knee replacement and have a pacemaker, therefore being unable to pass through the magnetic booths.) She insisted that I go through the regular security which is literally about twenty feet from the Pre-TSA security checkpoint. I told her that I have never had a problem in any other airport or with any other TSA employee with going through the Pre-TSA security and being followed up with a pat down. She rudely told me that I could not go through that security and needed to go to the other checkpoint directly next to the Pre-TSA security check. When I got in the other line, and was ready for the pat down, they called for a male assist. The male assist TSA worker came over from the Pre-TSA security checkpoint, the one in which I was told I could not go through.
I was treated rudely and felt that TSA worker (b)(6) treated me poorly due to my disability of having a pacemaker and a knee replacement. This is unacceptable!
I would appreciate (b)(6) being spoken to about her treatment of elderly, disabled travelers.

Sincerely,
(b)(6)

11/3/2014 2:24:27 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/3/2014 11:57:05 AM Airport : OGG - Kahului Date/Time of Travel : 11/02/2014 Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : ID screening TSA Employee: (If Known) :
Comment : My wife and I were recently married. I booked our flights under my wife's new married name, but her passport still had her maiden name on it. Thus, I brought the original certified marriage certificate to corroborate the name information. We had no problem whatsoever when we left on our trip from Reno. Coming back home through the Kahului airport was much different, though. The screening agent wouldn't even look at the marriage certificate to match my wife's names. She was then put through a laborious pat down and all of her carry-on baggage was scanned for explosives in a process that took over 15 minutes. She felt like she was treated as a criminal. This could have easily been averted if the screening agent just took the time to review the correct documents that we brought with us (a valid US passport with the original marriage certificate). I had even gone on the TSA website prior to flying to check on acceptable ID. Why is her ID accepted at the Reno airport, but not at the Kahului airport? Why is there such a difference in screening from one airport to another? We were not pleased with the way things were handled. I expressed my disdain to the agent screening for the explosives. She told me that it was necessary because her "passport was expired." Once I told her that was not the case, I think she was embarrassed, not really knowing why she was doing her job. We feel that this process should be more uniform from airport to airport.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/4/2014 8:20:58 AM

As a proud American citizen, I take pride in exercising my rights and freedoms. I travel the world frequently and have passed through countless airports. At every one, I opt out of electronic screening.

After finally getting through Miami's security, I can say this is the first airport where it wasn't realistically possible. I've had to wait before, but not while all of my exposed valuables sat in trays out of my view. And not this long.

No two airport procedures are entirely alike. Some insist that I notify an agent after I put my baggage through the line. Others are opposite. If there is a policy for this, IT SHOULD BE POSTED and clearly visible. If there is not, then a passenger should be able to watch his or her items while waiting for a pat down.

I realize that opting out is not an expedited process, but it should be timely enough to be a realistic option. After waiting over 15 minutes, with agents telling me it's my fault for not having notified them sooner (then laughing when I thought an approaching male agent was coming to assist me), I finally gave up and walked through the scanner. Procedures not clearly posted can't be followed and taking so long that passengers are left with little choice IS NOT ACCEPTABLE. Nor is it right.

It is my belief that the TSA wants to phase out the opt out process by making it more difficult and less known. This type of experience reinforces that idea. Myself and many other Americans will continue to exercise this right and demand a realistic alternative to a procedure that is ineffective and corroding to freedoms.

This is entirely unacceptable from an American agency funded by taxpayers. I expect and demand a better experience in the future. I am a passenger contributing to the agents that serve me, not a criminal. I will be treated as such.

Regards,

(b)(6)

11/4/2014 8:24:34 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/3/2014 9:52:01 PM Airport : BDL - Bradley International Date/Time of Travel : 10/27/2014 5:00 PM Airline & Flight Number : Southwest 3677 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I declined the scanner at the security checkpoint, and the agent giving me the pat down was insulting, disrespectful, and visibly angry. As far as I can tell, the source of his anger and frustration was seemingly due to the large number of passengers moving through the security checkpoint at that time. I was told: "you can have a private room and all that happy horse shit." I always decline the scanning machine, so I've had many pat downs to compare to. This agent was overly and unnecessarily rough and aggressive with the pat down, especially in private areas. Furthermore, the agent did not use the back of his hands when checking private/sensitive areas. Being sworn at, sexually harassed, and roughly handled is completely unacceptable.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/4/2014 12:09:14 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2014 11:02:54 AM Airport : DLH - Duluth International Date/Time of Travel : 11/03/2014 6:00 AM Airline & Flight Number : Delta 2385 Checkpoint/Area of Airport : TSA security check TSA Employee: (If Known) : supervisor Comment : I was held for 40 minutes after passing through the metal detector (prosthetic knee, which I mentioned to the TSA agent)apparently because a faulty machine registered false positives about me and my carry-on after pat-down. (I was told by an FAA employee that the machine was faulty.) The supervisor made no effort to correct this problem, being absorbed in some problem of his own. I was patted down and my carry-on carefully visually examined after X-ray but continued to be held nevertheless, as I stood within six feet of the supervisor, who carefully ignored me, and was then patted down again but more thoroughly for no reason that I can detect. I should add that the entire area was chaotic and improperly organized, without clear direction. The agents acted as if they were trying to figure out what to do next, in the absence of any supervision. This is a disfuntional security point and I think the disfunction is the direct result of poor supervision. I had nearly an hour to evaluate what I saw as I was processed and then detained.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/4/2014 12:27:29 PM

Caller had a bad experience with TSA just now.
She said she used the A-word while doing a patdown.
Someone approached her and embarassed her in front of everyone. She was called loud. She feels she was profiled because of loudness.
She said she was insulted by the officer. A supervisor was sitting there and she says she was ganged up on by TSA. She wants to put in a formal complaint.

Airport: PHX
Airline: American
Flight: 1135
Gate: B12
Date and Time: Today, Nov 4 11:30AMEST
Names of Agents (b)(6) and the other was (b)(6)
Email (b)(6)

11/4/2014 1:52:55 PM

Caller Advised:
I will forward this complaint to the Customer Support Manager to let them know about the incident. I regret to hear of any mistreatment you ve received.
They may follow up with you so keep an eye out on your email.
Caller is wanting a address where to send a written complaint on the new castle county TSA, She says she is 91 years old and was humiliated because she was pat would in front of thousands of people.

Advised.
If subject to a pat down, There is now way to opt out. However, You can ask to be screened privately.
There is not an address to send a complaint directly to the new castle county TSA, If you want to send a written complaint then it must be sent to this address.

Transportation Security Administration
601 South 12th Street
TSA-33
Arlington, VA 20598Thank you.

Feedback Type : Civil Rights/Liberties
Categories : Disability
Current Date/Time : 11/4/2014 12:46:52 PM Airport : PIA - Greater Peoria Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

11/4/2014 4:07:59 PM

TSA Employee: (If Known) :
Comment : I would like to talk to someone about how people with disabilities are screened. It is totally unacceptable what the TSA puts handicap people through. I liken it to legalized groping. The rules need to be revamped immediately. I have GOES and pre-tsa and it does no good because I cannot walk through the metal detector.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/4/2014 6:12:31 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/4/2014 5:10:20 PM Airport : LAX - Los Angeles International Date/Time of Travel : 11/04/2014 1:00 PM Airline & Flight Number : 406 Checkpoint/Area of Airport : Unsure- security nearest Frontier ticketing TSA Employee: (If Known) : Unknown Comment : My name is (b)(6) and I am 30 weeks pregnant. Today I was traveling with my husband and brother. We are from Iowa but were on vacation in L.A. I asked a kind TSA man if I could have a pat down rather than going through the body screening machine. I have a more risky pregnancy and this was recommended to me by my doctors. The man nodded kindly and asked me to step aside for a moment. I obliged and actually waited for quite some time (which I didn't mind!) for a female worker to escort me to the pat down area. In the meantime, my brother heard a female employee mutter sarcastically under her breath, "she won't step through even though it's perfectly safe!" I am normally not one to complain and I like to avoid confrontation and show kindness to whoever I can, but I am having trouble understanding how a TSA employee would think it was okay to say this sarcastic comment. I'm sure that the machines are perfectly safe. I'm sure that it is an annoyance to have someone request a pat down- it requires more work for TSA employees. However, my decision to protect my unborn child from any potential risk should not be mocked or made fun of. I'm appalled by these comments as I believe that any moms and dads would be!
Would you like a response? : True
Passenger's Name (b)(6)
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:

11/5/2014 8:45:34 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?

Caller says she flew November 1st from Ponce Puerto Rico to JFK and she was stopped and searched. They said they wanted to know if she was carrying drugs and they did a search and put a liquid on her hands and searched her body and bags. She didn t want them to do a patdown in the middle of the airport and the lady told her then that she would have to wait. A few minutes later they put her in a room and searched her body. She felt humiliated by the incident. Caller believes they were TSA and it was 3 ladies and a man at the checkpoint.

Advised:

11/5/2014 10:34:15 AM If you can provide me with some information I can send it to the CSM at Ponce to notify them of what happened and they can investigate the matter.

Airport where the incident occurred: Ponce Puerto Rico
Airline: Jetblue
Flight numbers: 746
Date and time of incident: November 1, 2014, 445 am
What terminal or gate? Gate 1
Individual s contact information email
(b)(6)

11/5/2014 2:10:53 PM Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/5/2014 12:18:18 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 11/05/2014 8:00 AM Airline & Flight Number : DL 2381 Checkpoint/Area of Airport : checkpoint 6 TSA Employee: (If Known) :
Comment : This morning at Security Checkpoint #6 before our flight a series of events occurred that warrant a review and change of procedures of how you screen handicap and debilitated passengers. My father was diagnosed with terminal cancer this week and is in a wheelchair. He is hardly coherent but I needed to fly him to his home in Ft. Myers today for end of life care. The situation alone is very stressful. Normally we both are TSA Pre check. I am a diamond member of Delta's SkyMile program so I am an experienced traveler and supportive of TSAs policies and procedures. My father was not given TSA precheck today for an unknown reason. I was but obviously could not go through precheck as I needed to escort him through security. We were both flying on paid first class tickets with the intention to make the situation as easy as possible. At the checkpoint, I was told to go through the screener and that my father would be pushed through by a TSA employee. I was unaware that this would require a full TSA pat down. While he was waiting to go through the screening, our backpack was flagged because I was carrying two bottles of Ensure (an approved medically needed drink for his condition). Because of the bottles, I was given a full pat down and security screening. During my patdown, I looked over and my father is being told to stand up in his wheelchair for a full pat down. I was not consulted and common sense would have informed anyone in that situation that it was not safe for him to stand up unassisted. None of this should have happened without my guidance and a discussion with me. When I informed the TSA employee to put him back in his wheelchair, he was rude and informed me that my father said it was okay. Again, common sense should have been applied as my father cannot look a screener in the eye and can hardly form a sentence. I asked for a supervisor to oversee the now ridiculous situation and she was very nice and told me he was just about done. She was apologetic which was appreciated but this situation should never have happened. She was kind enough to tell me what I should do next time but the unfortunate situation is that there will not be a next time as this will be his last flight. I am extremely upset by how the TSA staff handled an extremely sick traveler.
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:
Just went through a checkpoint and is visually impaired. She was told another female would be conducting the patdown and the TSO that came to her, caller states was gay. She does not have a problem with gay people but that the officer did not seem like it was a woman.
States that she feels as though the TSO grabbed her in a sensitive area and is just upset at what has occurred.

Advised Caller:
11/5/2014 3:08:55 PM That I will be documenting her complaint and sending this on to the CSM for LAS. While it is not certain that the CSM will call her back, the complaint will be documented and I thanked her for taking the time to call in with this information.

For CSM @ LAS-
Airport: LAS
Airline: Virgin America
Flight #: 251
Date and Time: 11 5 14 @ 1145
Location: Terminal 3 flying out of Gate 9

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/5/2014 3:18:44 PM Airport : TPA - Tampa International Date/Time of Travel : 11/05/2014 1:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My parents today are flying from Tampa back home to Maryland, and were caused to miss their flight because the TSA agents at security in Tampa refused to listen to my father regarding my mother's Alzheimer's disease, and did not allow my dad to assist either them or her through the security screenings.

11/5/2014 4:05:47 PM

My dad got a wheelchair for my mother as they got to the airport because it is much easier to transport her through the airport in a wheelchair and so that all of the agents and staff clearly understand that she has a disability. On the first leg of the trip, agents were able to pat her down while she was still in the chair, allowing my dad to assist my mom in leaning forward so they could check and pat down her back. I have since read that this is a right that all disabled passengers in a wheelchair have - to be able to be screened while sitting in the chair. My mother is is not able to understand or communicate anymore, although she can talk (which might be confusing). She cannot understand instructions or respond. My dad explained this as they got to the screening area. Although he requested that they allow her to stay in the wheelchair, they insisted on making her stand and walk through the walk through screener. He was not allowed to stay by her side through this, and so she obviously could not follow the agents' instructions. When the alarm went off, and the agents said that she needed to be pat down, they would not allow my dad to accompany her. In addition to this, when the alarm went off, agents surrounded my mom, no doubt frightening her and sparking her to become agitated. My dad was trying to explain to the agents through all of this that she has Alzheimer's and could not understand or communicate. She was lead off to the side for a pat down, alone, and predictably became agitated. Because my dad was not allowed to stay with her, I do not know what transpired during this pat down. Either way, it makes me extremely uncomfortable to know that my mother had to be on her own through this. She is unable to give consent herself for any part of the pat down procedure and they would not allow a companion to be present to give consent for her. She needs constant care, which is something that we give her as a family. The fact your agents refused to listen to my father through this, thinking that they know better how to interact with someone who has mid-late stage Alzheimer's is infuriating.

My dad was separated from my mom for quite a while during this pat down, watching the time pass by as their flight time got closer. When she was brought back from the pat down, it took a while to get her back into the wheelchair, as she was agitated and confused by all of this, and not ready to be cooperative. When he did manage to get her back into the wheelchair, he rushed as best he could to the gate (he himself has a serious heart condition, and my mother started dragging her feet under the wheelchair preventing him from pushing her smoothly. They missed their flight by a few minutes.

Their flight was at 1:30pm, and they now have to wait for the 4:30pm flight. As an added consequence, my mother will have to take more sedative medication to ensure that she doesn't become agitated during this long wait in the airport and on the plane. The sedative that she takes, Ativan, is a very strong medication and its use should be limited. It is dangerous for her to take it too often, but this will be necessary today so that she does not cause a scene in public that will be difficult for my dad to control in the public area of the gate.

My father is now completely discouraged from flying at all. I am outraged at the treatment that they received, although I am not surprised. I myself have received gate passes in the past to help get my mom through TSA security and have always been surprised at how completely unhelpful, even impolite, gate and TSA agents are towards my family and mom, when we are doing our best to navigate the system with her. It's just unacceptable and I would hope that you take my complaint seriously and escalate it to the appropriate authority and staff.

I will also be filing a complaint directly with the TSA authorities at the Tampa airport.

11/6/2014 8:20:47 AM

Dear TSA, I traveled Tuesday 11/4/14 @ 6pm from the Salt Lake City Utah airport going towards gate C. I informed the agents I had an insulin pump on. I have grown accustomed to the hand check thing that they all do, but this particular incident the agent, an older lady decided she needed to pat me down, because she "saw something" on my stomach. I tried to inform her this is where my insulin pump is attached & I even lifted my shirt to show her. She proceeded with her harassing pat down . This is so harassing to think each time I fly I could be faced with this ignorant harassment simply because I wear an insulin pump. This woman was harassing and nothing else. She wasn't protecting any plane flight, she was ignorantly harassing. Thank you for your time. (b)(6)

Sent from my HTC One max on the Verizon Wireless 4G LTE network.

11/6/2014 8:57:36 AM

The caller indicated that she is flying tomorrow from MSP with Frontier to DEN at 2pm. She asked if there is someone who can assist her to the gate. She indicated that she recently had a cardiac event and would like transportation to navigate the airport that will include her nine year old son. She doesn t want him to have to walk behind the wheelchair. I mentioned that TSA Cares can provide assistance through screening for those with disabilities or medical conditions. She indicated that she does not require assistance through screening.

She asked if she should advise of her defibulator before screening begins and if snacks are permitted through screening.

I advised that she would need to contact the airline in regard to assistance in navigating the airport and getting from point A to B. I advised that they may be able to provide some type of transportation or cart.

She should advise of the defibulator before screening begins.

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

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Her son can walk through the WTMD on his own.

Solid food Items are permitted in carry on. They should be securely wrapped or in a spill proof container.and must undergo xray screening.

Disability Description: Caller has problems standing, removing her shoes, lifting her arm, and also has metal implants.

Response Details: Response:
Apologized to caller and explained.
(TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger s sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.
TSOs should also 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 to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

11/6/2014 9:11:06 AM

If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor while at the checkpoint.

Provided to caller if she needs assistance in the future:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.
Advised to contact 72 hrs. prior to departure.

Incident Details: Caller flew on Tues., 11-4, Flight SW #1880 from MDW to PHL and had an incident with TSA screening. She is 79 yrs. old and handicapped, she was taken from the area where she checked her bag by a attendant in a wheelchair to security in Terminal B. She was unable to raise her right arm over her head to go through the screening process (AIT), needs a shoulder replacement and has 2 replacement knees. The person taking her through told her a female agent would be requested to perform a patdown and she had to wait approx. 20 minutes for a female agent to arrive. She had trouble standing and her breathing was labored at that point. When the agent came over she was told she had to remove her shoes and the agent yelled at her to take her shoes off. Caller told the agent it was her understanding she didn t have to remove her shoes because of her age and at that point the agent got very upset. The agent took her to an area where they have the machine where they check for gun powder residue and her shoes were checked. Caller said that s where the problem arose, when the agent checked the area around her waist and inside her panties she was appalled by it, but, thought it was a normal screening. Caller said the agent went around the inside waist of her jeans and then her panties. She was embarrassed at the invasiveness of the inspection.
The Agent was a heavy set African American and approx. 5 7 or 8, short dark hair, late 30s or early 40s.
The male agent that was helping her to get to the screening area didn t think it would be an issue because she was unable to raise her arms and had the knee implants. Stated she never had a screening that was a concern to her in all the years of her traveling, until now.
Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

11/6/2014 10:09:53 AM

While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6) The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)

Caller saud it has been 18 months since he has come from Germany where he lives in Europe to the US.
Nothing really went wrong but he said when you have to go through the scanners while your things are going through you cannot see your things and that upsets him.
He said he has noticed how busy it is at JFK and someone could run off with your wallet.
Caller asked why the AIT is not facing the other way.
He said he does not like standing with his hands up for the AIT like a criminal and asked if he can have his wallet in his pocket or hand during that screening.

Caller would not admit that most of the time his belongings come off the conveyor just as he finishes the AIT. He quipped his things are are at the other end about 30 seconds before he gets there.

Caller was nice at the end and said thanks for putting up with him.

RESPONSE:

11/6/2014 4:18:46 PM

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

I asked if most of the time his belongings come off the conveyor just as he comes through the other side of the AIT.
Told him I want him to answer my question because unless you are taken aside for additional screening you are usually going to arrive at the end about the same time as your belongings.

I cannot tell you why the AIT faces the way the do.

You cannot walk through the AIT with your wallet in your hand.

Told he could ask for a private screening of his belongings and if the Supervisor on duty feels a manual screening is sufficient that may be allowed.
You will receive a Patdown of course.

11/6/2014 5:59:01 PM

Caller just had a harassing experience at IAH during the screening at the checkpoint. He presented his AL temporary paper drivers license that has his photo on it. He has used this ID when flying for the last three weeks. He was told that he would not be permitted to access the screening checkpoint with this document and he ask the officer why this ID was not accepted at this airport since it was accepted at all of the other airports. He requested to speak with a supervisor and the other officer said that they dont need to get a supervisor he just wont be flying today. He stated that another officer went and got a supervisor and was told that he could use the license with another form of ID but the caller did not want to show his second form of ID. A second supervisor came and checked his license and stated that he would be able to access the screening checkpoint but he would have to go through a patdown screening if he does not want to present a second form of ID. He stated that the officers then conducted an inspection on his carry on bag and found another ID and was able to allow him through since they found his second form of ID at the checkpoint during the screening of his items and he was permitted through due to the second form of ID. The officer that was being rude at the checkpoint and went through his bag and found his other ID was Badge #(b)(6) 4:40pm STSO (b)(6) Terminal B.
He is also needing to know if an officer is permitted to go through is bag and use an ID that he did not present to the officers as an ID at the checkpoint without the passenger confirming that it is his ID.

He stated that he flew out of the following airports and was able to use his paper ID without being ask to present a second form of ID Charlotte, Fayetteville, Wilmington, Huntsville, ORD and LAX.
He is wanting his complaint sent to the CSM and he also wants the contact number for the CSM so he can speak with them directly.
Name:(b)(6)
Phone:(b)(6)
I advised him that he can use the temporary ID as an alternative ID at the screening checkpoint but will need to present another form of ID. If our officers have any questions about the ID that he presents they will ask him to complete a certification of identity form which will ask for his name current address and a few additional questions so we will be able to confirm his identity. Once this is complete he will be permitted to enter the screening checkpoint. However he may have to go through additional screening which would include a patdown so we do recommend arriving at the airport 2 hours early so he will have enough time to get through the screening and to board his flight.

Good afternoon.

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

Evelyn Webb

Program Assistant

11/6/2014 6:01:10 PM

Civil Rights Division, TSA-6

From: (b)(6)
Sent: Thursday, November 06, 2014 3:56 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

---

Remote Client IP (b)(6)
Date Time: 11/6/2014 3:55:46 PM

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don t do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: (b)(6) She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

11/6/2014 6:06:33 PM

RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Hello my name is (b)(6) the incident below that you are about to read transpired Tuesday November 4, 2014 between 4:00-4:40pm. I would like for someone to contact me pertaining my horrific experience at ATL airport by a female TSA agent. I was patted down in front of my children for a unknown reason cause no one explained to me why? While having my VAGINA grabbed by the lady who did it! When I asked her is grabbing my VAGINA a part of this pat down she did not reapond! When she got to my left leg she didnt go up my leg to grop me again. I asked for her name an ID number an all she was able to tell me was fill out a complaint card. I believe her name was (b)(6) early forties african american female at Southwest check point. I asked for her supervisor name she did not give it to me but responded her comes ones now. At this point tears are forming in my eyes from my anger of being sexually assaulted. She tells her supervisor in a unprofessional way I want to talk to him I just yelled at him saying having my vaginia grabbed is not a part of being checked so why she do it. Her explanation to her supervisor was oh it must have happened when I was checking around her thighs.. thats unacceptable I was running late to my frlight thats whybi wasnt able to talk to the supervisor and why im reaching out now befor this becomes a big deal llease contact me

11/7/2014 8:35:05 AM

(b)(6)

Sent from my Samsung Epic™ 4G Touch

Disability Description: Caller is a disabled vet who was sexually assaulted so she has PTSD. She had a bad experience at SAN.

Response Details: I advised the caller that you cannot request the WTMD in lieu of the AIT, or patdown.

I advised the caller that I will send her the information and I could forward this to the appropriate office to the CSM at the airport.

I empathized with the caller and explained that it is standard operating policy and procedure that passenger s even with disabilities may not request the WTMD in lieu of the AIT, or patdown.

11/7/2014 10:10:20 AM

Incident Details: Airport: SAN to Bull Head City, AZ
Airline: Republic
Flight Number: Caller does not know
Date Time: 11 3 14 departing 4:30pm
Terminal Gate: 34
Email Address (b)(6)
Person Involved: STSO (b)(6)

Caller went through the checkpoint and was forced to either go through the AIT, or a patdown procedure. Caller stated that she is a disabled veteran who was sexually assaulted and has PTSD. Caller stated that going through the AIT, or patdown causes symptoms of the PTSD. Caller stated that she presented her card and explained the situation and was not permitted the option to go through the WTMD. Caller stated that she frequently has TSA PreCheck and goes through the WTMD with no problems. Caller stated that she was told by the STSO (b)(6) at the checkpoint that she must either go through the AIT, patdown procedure, or leave the checkpoint. Caller stated that at other airports she has went to the WTMD just fine and they have offered that to her. Caller stated that when she gave her disability information and showed her card she should have been presented with other options that did not cause her stress.

Caller is disabled and she has arthritis and a lot of other medical complications. She uses a walker. She cant walk long distances. She requested a wheelchair with the airline. She flew from FLL to AZ with US Air. She paid a gentleman to take her bag to the check in desk. He gave her her tickets and one had her name while the other had a different name. She was told to go to the airline ticket counter to have that changed. She did. They told her they couldn t give her a ticket but they gave her a paper so that she wouldn t have issues. TSA did a patdown at the security screening due to her disability. She mentioned her ability and they did a patdown. It took about 15 minutes. She could not see her bag during that time. The money was not in her bag when she tried to tip the girl assisting her. She does not know where her money is. When she arrived to her destination, her bag was missing. They brought her a similar bag, baggage claim did, but it was not hers. Her son said it was hers because it had her name on it. She found out her bag was in Reno and they were going to send it to her the next morning. All her medication was in it. She checked the medication because she wanted to avoid hassle with security. She went all night without her medication. It was noon when she was going to receive it. She ended in the ER. Now she has a hospital bill, she is missing money and her medication was missing. She wants to know if there is anything we can do to help her like check footage to see who might have taken the money or have someone compensate her. She had 6 bottles of medications.

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

11/7/2014 2:09:11 PM

Airport: FLL
Airline: US Air
Flight Number: 627
Departure Time: 4:45 p.m.
Arrival Time: 7:00 p.m.
Individuals Contact Information (phone number-email): Jamaican TSO that had a bigger built complexion and was about 5 8. The girl with the airline was holding her purse before and after screening. She was about 5 2, African American and had medium complexion, curly hair and was pretty.

For the lost bag and in case the missing money had to do with something out of TSA, she may want to call 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.

Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened.
Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

She can also call TSA Cares for assistance on a future flight to hopefully avoid problems at security.

She said she is about to board the plane now at Charlotte and at the checkpoint they said her things had explosive residue on them and she had extra screening and was in a rush and it caused her to drop her computer.
She wants to know what can be done about her computer.
She was put a really long screening and does not know what caused the ETD reading but after a partial screening in the public area they forced her to go to a private area and completed it and finally cleared her.
She also asked how to avoid having that happen or what caused the ETD reading.

11/7/2014 4:43:22 PM

RESPONSE:

Told her I am sorry her computer is broken but nothing will be done about her computer because she dropped it herself and I cannot offer her any hope TSA would reinburse her on a claim or offer her a form.

Many things could have caused the ETD to pick up something on your things--perhaps dry cleaning chemicals or household chemicals but I really cannot really say what caused it.
When that happens the TSO must do the Patdown to be sure you do not have anything concealed.
The caller s teenager is 17 and she was flying from Reno to LAS alone and the plane is departing during this call. At 1840 the daughter was stopped at a check point and the machine beeped so she passed through again and she beeped again and she was patted down. After she was patted down she wanted to call her mother and she was told that she would have to go into a private room and get undressed and she would not be allowed to call her mother. The caller states that the daughter was hysterical when she called her mother. The TSO was a white lady with brown hair medium build about 5 feet 4 and 5 feet 7. The main issue is that this child had anxiety issues and asked to call her mother during the screening process and she was not allowed to.

11/7/2014 10:15:26 PM

AIRPORT: Reno
DATE OF TRAVEL: 11-07-14
DEPARTURE TIME: 1915
CHECKED BAGGAGE TIME: 1840
AIRLINE: SWA
TERMINAL OR GATE: B3
CONTACT: (b)(6)

I advised the caller that it is common procedure for a passenger that sets off an alarm during screening to have to have a patdown to clear the alarm because the TSOs cannot allow a passenger into the sterile area of the airport without resolving the alarms. As for the reason that they would not allow her to make a phone call to her mom and the statement regarding she would have to go to a room and take her clothes off I cannot answer to these since I was not at the airport. I provided the caller with the CSM name and contact because she wants answers to these questions.

Name: (b)(6)
Phone:

I advised the caller that I will forward a copy of this record to the CSM at Reno for their review.

11/8/2014 9:19:34 AM

The last time I flew I was completely humiliated because I was told I had to receive a pat down after going through the imaging device. I felt completely violated and disgusted by the entire experience. I am a very private person and I do not like being touched like that. I was never given a reason for having to undergo both screenings. I was wondering is there anyway to just go through a metal detector? I am being forced to fly this December and I am dreading it. I had an appointment with T S A pre check but it wasn't 45 days before my flight. Will I be forced to through the imaging scanner? Some people didn't the last time I flew. Will I have to have a pat down? Will someone explain why I have to have both? I absolutely hate that because of the incidents of the past I must be treated like garbage. Please answer my questions. Thank you.

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 11/8/2014 2:09:33 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)

11/8/2014 9:20:32 AM

Comment : An incredibly racist TSA employee singled out my niece when she refused to have a male employee pat her down. She was led down a long hall into a small windowless room and told she would be arrested if she didn't consent. She was roughly groped, mocked and even robbed of the $200 she was carrying by the TSA employee. She was told if she tried to be an "uppity bitch" and complain about it she would find herself and her whole "raghead family" on the suspected terrorists list.

At this point, if I ever get the opportunity I will murder every TSA agent I can.
Would you like a response? : False
Passenger's Name : Refuse to Provide
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/8/2014 9:20:32 AM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 11/8/2014 2:09:33 AM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6)
Comment : An incredibly racist TSA employee singled out my niece when she refused to have a male employee pat her down. She was led down a long hall into a small windowless room and told she would be arrested if she didn't consent. She was roughly groped, mocked and even robbed of the $200 she was carrying by the TSA employee. She was told if she tried to be an "uppity bitch" and complain about it she would find herself and her whole "raghead family" on the suspected terrorists list.

At this point, if I ever get the opportunity I will murder every TSA agent I can.
Would you like a response? : False
Passenger's Name : Refuse to Provide
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/8/2014 5:05:14 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 11/8/2014 3:57:59 PM Airport : EWR - Newark International Date/Time of Travel : 11/08/2014 5:06 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A (checkpoint to go to gate A23) TSA Employee: (If Known) :
Comment : When exercising my right to opt out of the full body scan the TSA officer who was directing people through the scanner rolled his eyes and shouted very loudly 'FEMALE OPT OUT HERE! WE GOT A FEMALE OPT OUT.'

I think the shouting and eye roll was unprofessional, embarrassing, intimidating and used as a way to take his frustrations out about my decision to opt out. People who choose to opt out should not be subjected to what in my eyes amounts to public shaming. Many people stared at me during my pat down as a result of the agent drawing attention to my choice.

I will say that the woman performing my pat down was polite and professional. I have absolutely no complaint relating to her handling of the situation.

I thank you for continuing to hear people's complaints and trying to create a safe, comfortable environment for people traveling through airports. I just think that as many people who opt out do so due to privacy, shouting for everyone within a 20 foot radius to hear is offensive and unprofessional. All passengers should be treated with dignity and respect by employees just as I treat all employees with the respect that they are due.
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

11/8/2014 6:09:28 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/8/2014 5:55:39 PM Airport : SJC - San Jose International Date/Time of Travel : 11/07/2014 12:45 PM Airline & Flight Number : DL 2175 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The security checkpoint at SJC was incredibly disorganized. There was no explanation as to what the PreCheck line was, or who could be in it. As a result, the line was very long, and most people in it were told they had to wait in the "regular line". Furthermore, after the ID/ticket verification, the Precheck line merged with a regular line, and the screeners seemed very unaware, or willing to adjust. Some people were taking belts and shoes (etc) off, while others were leaving them on, and the screeners seemed confused as to why people were doing one or the other. In reality, the travelers were generally doing what they thought they were supposed to...Precheck travelers left laptops in their bags, and others did not. The screeners did not seem to be able to explain what anyone in the line was supposed to do. They couldn't agree on which "protocol" to follow (precheck/regular). I have an insulin pump that I always declare, and expect to be checked for explosives (nearly 100% of the time). The screener seemed to have no idea what this was, nor did she care to test it.

Additionally, my wife was traveling with our 9 month old (not through precheck), and the screener wanted her to open every single sealed bottle/formula/food container in her carry-on. This would have negated any sterilization process the food had been through. After talking to the screener for several minutes, it was determined that an external explosives test (of each individual item), and a patdown would be sufficient.

All-in-all, there were no significant issues, but the environment seemed to be one of the most disorganized I have seen at a security checkpoint. The purpose of this is not to get anyone in trouble, but merely to suggest that some additional training is necessary.
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

11/9/2014 9:34:30 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/8/2014 11:28:25 PM Airport : LWS - Lewiston - Nez Perce County Date/Time of Travel : 11/08/2014 Airline & Flight Number : Alaska 2218 Checkpoint/Area of Airport : tsa checkpoint TSA Employee: (If Known) : supervisor (b)(6) female Comment : this officer separated me from my child for 20 plus minutes while performing a pat down. Was extremely invasive placing her hands inside my pants and underwear. She could clearly see I didn't have anything on me but still insisted on touching me on my bare skin inside of my clothing around my waist over and over again. I told her I had to assist my elderly ill husband with my 10 month old baby but would not let me help them. I even took off my clothes so she didn't have to touch me but she insisted it was necessary and detained me for well over 20 minutes away from my child.

The girl that watched the private screening knew how distressed I was from being away from my son. Her name was (b)(6) She saw it was excessive and that her supervisor was treating me harshly and felt like it was wrong but was clearly afraid to say anything against her supervisor.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

11/9/2014 1:08:50 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/9/2014 10:42:29 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/08/2014 3:30 PM Airline & Flight Number : VS046 Checkpoint/Area of Airport : SECURITY CHECK TERMINAL 4 TSA Employee: (If Known) :
Comment : ON 8 NOVEMBER I ENTERED THE TSA PRECHECK AREA FOR SCREENING IN TERMINAL 4. I HAVE A PLATE IN MY WRIST AND THE FEMALE EMPLOYEE WHO SWAB TESTED MY WRIST SPLINT WAS THE MOST MISERABLE AND UNPLEASANT TSA EMPLOYEE I HAVE EVER MET. THE WOMAN IN FRONT OF ME IN THE LINE COMMENTED ON HER MISERABLE ATTITUDE, AND SHE REPLIED 'I DONT HAVE TO SMILE, I'M DOING MY JOB!' SO I SAID IT WAS NOT A VERY PLEASANT EXPERIENCE FOR US TRAVELLERS FOR HER TO HAVE AN ATTITUDE LIKE THAT. SHE THEN PROCEEDED TO GO INTO A RANT ABOUT HOW GOOD SHE WAS AT HER JOB, AND UNBELIEVABLY ACTUALLY SHOUTED AT ME FROM ABOUT 20 FEET AWAY AS I WALKED OVER TO HAVE A PAT DOWN, WHICH OF COURSE WAS FINE.
I AM A 68 YEAR OLD WOMAN AND I HAVE TRAVELLED INTERNATIONALLY FOR 50 YEARS BUT HAVE NEVER MET SUCH A RUDE AND AGGRESSIVE EMPLOYEE IN THE SECURITY AREA IN ANY AIRPORT WORLDWIDE.
SHE IS NOT A CREDIT TO TSA, AND I WOULD SUGGEST THIS IS EITHER A RETRAINING ISSUE, OR SHE SHOULD BE MOVED TO A LOCATION WHERE SHE DOES NOT COME INTO DIRECT CONTACT WITH TRAVELLERS.
I DID NOT SEE HER NAME BUT I WILL DESCRIBE HER AS A YOUNG BLACK WOMAN, QUITE TALL WITH STRAIGHTISH HAIR. IT WAS QUITE A SPECTACLE SO I'M SURE THE GIRL WHO TOOK ME FOR A PAT DOWN WILL BE ABLE TO IDENTIFY HER.
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 (b)(6)

I would like to share an experience that occurred while passing through security screening at John Wayne Airport (Orange County/Santa Ana) in California on Friday, November 7, 2014 at 12:15 pm. I was scheduled to depart John Wayne Airport at 1:45 pm on Southwest flight number 2591. I appreciate the work TSA does every day to maintain safety in air travel, and safety is of the utmost importance.

11/10/2014 8:42:41 AM

During my experience at John Wayne Airport, I was returning from vacation with my husband and young son. While having our boarding passes and IDs checked, the TSA agent informed me that I was "pre-screened" and that I did not need to remove my shoes at the next step in security screening. After placing my carry on items on the x-ray conveyer belt, I proceeded to walk towards the metal detector with my son. I encountered TSA agent (b)(6) who informed me that I needed to remove my sandals. I communicated that I was prescreened and informed by the prior agent that I did not need to remove my shoes. He insisted that without my boarding pass, I must remove my sandals. I was unaware that I needed to present my boarding pass. I asked him if he could reach my bag that contained my boarding pass before it went into the x-ray machine so that I could obtain my boarding pass. He stated that he would not. He informed me that my only option was to remove my sandals to proceed through security. I told (b)(6) that I did not want to expose my bare feet on the floor due to health risks of walking barefoot in public settings. I again asked to have my bag. He was adamant that this was against the rules and said that under no circumstance could he retrieve my bag, which was now on the other side of the x-ray machine. I asked a third time and he again said that he would not assist. At that point, I was very upset. I informed (b)(6) that passengers need to be told to hold onto their boarding passes when "pre-screened" and I wanted to communicate this feedback. (b)(6) response was condescending, rude and he simply smirked at me. Ultimately, (b)(6) stated that I had to walk through security barefoot or I would not be permitted through security. I felt bullied and humiliated.

After proceeding through security barefoot, I was so upset by this experience that I asked to speak with a TSA supervisor. I met with a supervisor who was calm, respectful and he apologized on behalf of TSA agent (b)(6) noting that my request was reasonable and should have been accommodated. I am sorry that I do not have this supervisor's name and would like to thank him for his professionalism, sense of reason and kindness.

I am a physician. I am very aware of the health dangers of walking barefoot in public settings. I take precautions to NEVER walk through security barefoot by carrying a pair of socks with me (which were also in my bag, along with my boarding pass). I am now at risk for developing infections (athlete's foot, common plantar warts, etc.) as a result of walking through security barefoot.

I have several concerns about this experience and how I was treated, which highlight systems failures:

The caller indicated that he flew yesterday and received expedited screening. The TSOs advised that he remove his jacket. The caller requested a bin to place his jacket in so that it wouldn t get dirty. The TSOs would not provide a bin for him to put his coat in. The TSO stated that if he wanted a bin he should go through the standard screening. This occurred at MSY yesterday at 4:30am. He was traveling on a Delta flight departing at 6am to ALT. He indicated that he was at the checkpoint to the far right. The TSO was female, African American. He indicated that she had 3 stripes on her collar which he took to mean the person in charge at the checkpoint. He indicated that the TSO was very rude.

11/10/2014 9:18:53 AM

He flew from ATL yesterday as well. He normally passes through screening with his wallet in his back pocket, however his wallet was in his hand prior to passing through AIT. He was advised that his wallet was too big and that he would have to go through x ray. The caller explained that he always passes through screening with his wallet in his pocket. The TSO asked if he did not speak English and took his wallet and placed on the belt to the opposite side (right) of where the passenger was. After exiting the AIT and undergoing a patdown, he cut in front of someone to get to his wallet so that he could return to the other belt and collect his other belongings. A group of TSOs advised that it was rude of him to cut in front of the passenger. This occurred at the checkpoint at 5:30pm. He indicated that he went through the Delta Sky Priority Lane. The Precheck lane was on the other side of him. The flight from ATL to MSY was on Delta departing at 7:19 PM. The TSO that took the wallet and made the comment is male, caucasian. The group of TSOs consisted of 2 African American male TSOs (one stripe), and a female. He indicated that a TSO with 3 stripes did come over but didn t say anything.

His complaint is that the TSOs were rude and has always been able to pass through screening with his wallet in his back pocket but was unable to this time.

TSOS are trained to treat each passenger with dignity respect and courtesy and apologized if that was not his experience. TSA screening procedures are the same at all airports, however interpretation of the procedure may vary from airport to airport and from situation to situation.

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

11/10/2014 9:31:16 AM	The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The callers wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the callers wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO. Flight Information: Date and Time of Flight: November 9, 2014; 5:45 PM Departure Airport: LAS Airline: American Airlines Flight Number: Not Provided. Terminal and Gate Number: D11 Name of TSO: Philece Early or Farly Time of Incident: Around 3:00 or 3:15 PM Advised Caller: Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
11/10/2014 10:02:26 AM	Caller had an incident at JFK yesterday at about 12:30 pm. She was in the Precheck line. Her three friends were not. As she got up to the agent she handed her the South Carolina ID she had. The TSO did not like the way it looked. She called her supervisor and asked several questions. It is a floppy license. It is open at one end. Several supervisors were looking at it. Then they made her have a patdown. She was there 30 to 45 minutes. Her friends had no idea where she was. She is 70 and travels with this ID all the time. The TSO asked if she had other ID. She had her Hilton Head ID on her. After 30 minutes of being patted down she finally got through. There were 5 TSO s involved. They took her license apart. It is unexpired but now it is in three parts. Her boarding pass has all sorts of things written on it. It has NAD on it and a number on it 880 and 29 possibly. She was concerned about boarding but JetBlue allowed her to board. She said the TSO told her she was new on the job. I apologized to the caller for her experience. I told her that a valid id has to be State of Federal government issued and have a tamper proof feature. If the TSA questions your id they can ask for a second id and you and your belongings are subject to additional screening. This could include a patdown. You may ask for a private screening at any time. I told the caller that I would forward her complaint to the CSM at JFK for review.

Follows is a copy of a letter which was mailed to my Senators and my representative today regarding our most recent experience at a security checkpoint:

(b)(6)

(b)(6)
Chester Springs, PA 19425
(b)(6)
HYPERLINK (b)(6)

November 9, 2014

11/10/2014 10:13:27 AM

Sen. Bob Casey, Jr.
393 Russell Senate Office Building
Washington, D.C. 20510

Sen. Pat Toomey
248 Russell Senate Office Building
Washington, D.C. 20510

Rep. Jim Gerlach
2442 Rayburn House Office Building
Washington, DC 20515

Dear Sens. Casey and Toomey and Rep. Gerlach:

My name is (b)(6) and I am an American citizen.

The caller indicated that his daughter (b)(6) traveled to DC with a school group on 11 5. The sponsoring teacher made the reservations. His daughter received additional screening (patdown) on both her departure on 11 5 and return on 11 9 which embarrassed her. The TSO conducting the patdown put their hands inside her pants at DCA. She traveled with United flight 1662 departing from Gate 12 at 7:40am. The female TSO was African American, average build, 5 3 -5 -5. Her hair was up. This occurred between 6:30am-7am. Her boarding passes included the S indication. He asked why and how to resolve this. An agent advised another girl in the group that it may have something to do with her name. He asked if the whole family is on some type of list and would like to know what action to take so that this doesn t happen again. He indicated that he felt that it was not random selection as random selection would be to be selected at the checkpoint for a patdown and not predetermined. He asked if he should apply to redress with his daughter s name and asked that the form be mailed. He asked if the information was included in regard to submitting the form.

I advised that I would refer the complaint in regard to the patdown to the CSM at DCA to make them aware. They would have the means to look into and address this.

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

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

11/10/2014 10:51:31 AM Passengers can be chosen at random at the checkpoint for a patdown screening.

We cannot say as to why the indication was on her boarding pass and cannot guarantee that it will not occur again. The avenue that he would have to address this and to minimize reoccurance would be to apply for her Redress on his daughter s behalf. I adv

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. 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.

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. He requested that the form be emailed. I ordered the TIF to be mailed. I did not provide the address and indicated that the information will be included on the form.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application.

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.

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN): (b)(6) Status as of 10 28 2014
ELIGIBILITY DETERMINED
TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

11/10/2014 2:00:47 PM https: universalenroll.dhs.gov workflows?workflow=service-status

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

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

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 11/10/2014 3:19:09 PM Airport : BZN - Gallatin Field Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

11/10/2014 4:11:51 PM

Comment : I am TSA Precheck and travel every week. The TSA at Bozeman said they did not have the staff to run Precheck, and as I had not removed the liquids from my bag or the laptop from my computer bag they were screened. For some reason the screen test returned a positive hit on my suitcase, requiring further screening. Six TSA agents gathered around to watch the agent go through my bag, and watch another agent do a pat down and run everything through the x-ray again. If they have six people to engage in these activities they have enough people to operate a Precheck line. I made a comment about the number of agents involved and he said one of them was a supervisor who came over because I was showing signs of aggravation, but believe you me, if there hadn't been so many agents clustered around there wouldn't have been any aggravation. Why does the TSA have to blow everything out of proportion? It is not uncommon for the blue shirts to outnumber the passengers in smaller airports, and they still manage to make it inefficient.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

From (b)(6)
To: TSA-ContactCenter@tsa.dhs.gov

11/10/2014 6:13:01 PM

I was in a wheelchair on 20 Oct 2014 at about 17:15 at the JFK security checkpoint. I was given a very rough pat down requiring me to lift out of the wheelchair several times. The wand was placed on everything two or three times. This whole security procedure lasted about 20 minutes. I thought the TSA person did not act professionally. He was much too rough and did not seem to consider that I was in the wheel chair for a reason having recently had surgery on several parts of my leg and foot. My wife asked him several times not to be so rough as I just had stitches removed on the body parts he was roughly handling. He reprimanded her harshly. His name was (b)(6) My wife asked for his name which he refused to give her. Instead, he called a supervisor with whom my wife talked. The supervisor said he would talk with (b)(6) I expect to be treated with respect. I am a retired Army LTC. I believe his behavior should not be tolerated.

I understand that the TSA has a vital job to do in view of terrorism. However, common sense and respect are also a right that are deserved by the individual traveler. After all of this unacceptable behavior and bullying, I had to wait a long time to get my crutches. All of this held up around 4 or 5 passengers. One worried that he was going to miss his plane. Serious education is needed with your TSA employees. They are using their uniform to intimidate the taxpayers who pay their wages. It is real disgrace to domestic travelers but especially foreign travelers who are exposed to this abuse (b)(6) tone and attitude was a disgrace to the TSA which already has a negative image.

I would appreciate a reply to this email.

Sincerely,

(b)(6)

11/10/2014 6:13:22 PM

So if you want belts removed please chance your signs to say so , The signs at ohare security checkpoint terminal 3 next to section C/D only says shoes , empty pockets, and laptops. After the scan , I was asked to remove my belt. An agent then reached into my pants (no joke) without asking permission or informing me he was doing a "pat down". After reaching into my pants , he then said "I just need to pay this area down. "

This occurred approximately at 1442 today. I was horrified . It is my understanding I can request a more confidential pat down if that's required , but that can't happen if I'm not first informed by the agent. Also , do pat downs really require an agent to place his hands in my pants , not just a finger in a waistband but literally past the knuckles in the front of my pants? This seems inappropriate and unprofessional.

R/
(b)(6)

Sent from my iPhone

NOTICE:

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

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

CONTACT INFORMATION
Full Name:(b)(6)
Email Address:(b)(6)
Phone Number:(b)(6)
Address:(b)(6) Norzagaray Bulacan
Zipcode: 3013

11/10/2014 9:10:55 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?

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 11/11/2014 7:59:08 AM

11/11/2014 11:08:29 AM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):National Policy
Comments:Unsure which category to select. I am a Global Services flier with United.. top 10 percent of their customers. I am Exec Platinum with American, etc. I fly almost daily.

IT IS WINTER! ALLOW BINS at Precheck for COATS!

From: (b)(6)
Sent: Tuesday, November 11, 2014 3:23 PM
To: TSAExternalCompliance
Subject: TSA Complaint (b)(6)

Please see attached PDF document. I look forward to hearing from someone as soon as possible.

From: HYPERLINK mailto:mailroom-copier@svmic.com mailroom-copier@svmic.com [mailto:mailroom-copier@svmic.com]
Sent: Tuesday, November 11, 2014 2:04 PM
To: (b)(6)
Subject: Message from (b)(6)

Attachment:
Civil Rights Civil Liberties Complaint

11/11/2014 5:28:29 PM

Complaint Information
Information about the person who experienced the civil rights civil liberties violation
Name (b)(6)
Phone #: Cell: (b)(6) Home (b)(6) Work (b)(6)
Mailing Address (b)(6) Columbia, TN 38401
Email: HYPERLINK (b)(6)

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

I arrived at DTW, Delta Terminal Security Check point approximately 10:15 a.m. on Sunday, November 9th, 2014. I have an ileostomy. I had my Blue TSA approved medical card in my possession for security officers to see. Unfortunately, my pouch filled up on the way to the airport. I did not see any restrooms to use before going through Security. I had no choice but to get in line and pray that I made it through without an embarrassing accident. I was getting concerned about my pouch being full, and the very likely possibility it could leak under my wafer.

Feedback Type : Security Issue
Categories : Other; Miscellaneous/Other
Current Date/Time : 11/11/2014 6:51:26 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

11/11/2014 7:04:15 PM

Comment : I was at Ohare International Airport recently and was going through security for a domestic flight. My flight was to leave in 45 minutes. I put all my luggage through the x ray and took everything out of my pockets. Though when it came to the full body scanner I request to opt out. I waited about 10 minutes until a black male TSA agent, took me to the side to do the pat down. He asked which of the bags in the x ray is mine and I said "Those 3 right there". I pointed to the three. He then conducted me for a patdown. The patdown was fine but then he said to me "Listen, brother, I'm going to tell you right know that because you said 4 words to me, you are being fined by TSA." I said "What?" He said that TSA has a new law that you cannot speak to security personnel otherwise it is a $50,000 fine per word. I said "That's rediculous" He said "You're up to to $300,000". I said where is the supervisor?" He said "You owe a lot of money. Make your check out to the TSA. You also owe some fees, its being charged to your credit card. I'm, not joking" I was too rushed to talk with anyone because I had to catch a flight, but he said that it has been charged to my account and I couldn't talk with anyone. He also said that because the patdown took more than 5 minutes, there would be a fine for that, a fine of what he said was about $1000 and that I had to pay it by the end of the year.
I don't remember what his name was, but he was a male black man, salt and pepper hair, with glasses, stood about 5'8" or so. I also saw a TSA agent take a picture of me with their smartphone and record a video.
My question is is there a fine for speaking with a TSA agent? If so, I would like to know the fine and if I need to write a check, who do I make it out to and for how much given the incident?
Also, because there was a TSA agent who took a picture as well as recorded me in the security check point, do I need to pay a fine for that? I know that TSA needs to be paid if someone is required to take a picture and record it.
Thank you,
(b)(
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 : 11/11/2014 11:00:09 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/06/2014 8:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Delta TSA Employee: (If Known) (b)(6) Comment : As a frequent traveler this was by far one of the worst experiences I have ever had with TSA. First off, as I entered the checkpoint line, when asked to show my identification I handed my active duty military ID to the individual, who handed it back and said "nice try, you are not in the military." I asked what that was supposed to mean and he responded that "the ID is expired and I should go to the back of the line." I was very concerned as to how my ID was expired and saw that it did not expire for another ten months and that the TSA employee did not know what year we were in. I had to prove to him with my cell phone and help from other passengers that it was in fact 2014! I was in shock of the lack of basic knowledge this individual had. Sadly I was not able to get his name before moving on in the process.
The next step involved placing my belongings into the conveyor to be scanned. After I did this I proceeded to the next line when a female TSA agent from behind the conveyor belt yelled out to me in a demeaning and aggressive and extremely rude and embarrassing manner for me to remove my shirt and hat. When I walked up to her, as I was removing these items I said "please?" as I could not understand her very rude and aggressive manner. From her tone and loud voice she used to belittle me, other passengers around were all staring at me and I was publicly embarrassed in front of everyone. Her response to me asking for a "please?" was, "ok,we will see what happens to you now!" I was not able to get her name either as she left quickly when I asked for her name. She was a heavy set black women who has a serious attitude problem and has no idea of what respect for other people means.
Finally on to the last and most severe incident.
I informed the TSA agent that was waving people through the body scanning machine that I can not pass through due to a medical condition and advice from my physician. When I explained that my physician recommended I do not go through this machine she rolled her eyes and made no acknowledgement of what I said to her. She stood there for roughly 4-5 minutes before she called for male assistance to bring me through for a "pat down." Why she had to wait all this time before calling for assistance I do not know.

11/12/2014 8:27:24 AM

Anyways, on to the pat down with 'officer' (b)(6)
I explained to (b)(6) that I was in a hurry to catch my flight as it was boarding now. He went through about 4 pairs of gloves before he found the perfect one. He would put a glove on, rip it a tiny bit and then take it off. He repeated this multiple times while staring at me in a very demeaning and disrespectful way. This seemed to be a pattern with the TSA workers at JFK this day.
As (b)(6) was caressing my legs for the pat down he would stop at my knees, and shoot his hands up very quickly into my groin. After the first leg I asked him not to grope my genitals in such a violent and sexual manner. His response to this was a very weird chuckle. It was as if he was enjoying this process and intentionally going out of his way to put me in physical and emotional pain. From his response I did not believe that he was going to refrain from this weird and sexual way for my other leg and I informed him that this was crossing the line from security to sexual assault and molestation. He did not like this response and responded with "I am allowed to sexually violate you any way I want, I am TSA." I was in complete shock! I could not believe I was being molested by this man under the cover of "security." As you can imagine when he reached my second leg, the process was repeated in a more violent and sexual manner. He would slowly caress the bottom half of my legs and stop at the knee, then shoot his hands up very quickly while squeezing together harder for the top part of the thighs. He managed to bash my testicles and penis into my pelvis causing extreme physical pain. The emotional state he brought me into is beyond description and I am seeking professional care to address the issues that have arisen from this sexual abuse.
The next step involved him going through and looking down my waist. This was a first for me. Remember I am a regular flyer and always opt out of the scanner and go through this pat down. Never have I ever had the TSA agent look down INTO my pants! This process is supposed to be checking the waistband not looking into my pants. While going through the waistband he came across my religious undershirt that contains strings. It is called tzisis and is worn by orthodox Jewish men. He reached into my pants and pulled them out into the open, also a first time a TSA agent has done that. His response to seeing these was "oh, you got these things on." It was said in a demeaning and un approving way. His job is very simple, it is a security pat down, not for him to weigh judgement on my ethnic and religious background or for him to turn this into his weird sexual fantasies of smashing my genitals while groping me in a very strange way that is not the normal way TSA agents have screened me in the past. If it wasn't for my flight leaving right then, I would have refused to let him continue this process but I needed to catch this flight as I was with a group.
From the heavy set black TSA women telling me "ok,we will see what happens to you now!" to (b)(6) extremely violent and sexual pat down I am not sure if they are connected or a coincidence that these particular agents way of retribution for me asking her for a "please. Either way, not one TSA agent I came in contact with that day showed the least bit of professionalism, respect, basic knowledge or courtesy. I hope that this experience is one for the record books and I am never put through this terrible ordeal again. The lasting emotion effects are beyond explanation! These TSA agents call themselves "officers" but they were not acting in any way close to a professional and I have no confidence in the

11/12/2014 11:52:50 AM

The caller indicated that he would file to file a claim due to TSA negligence. He flew on 9 2 from MCO to MIA to Hiati. He arrived to the airport three hours prior to travel. He was at the checkpoint at 4:30pm. He was advised that there was an alarm of his carry on. He received additional screening (ETD, patdown). This was conducted by a female TSO. She advised that she would have to contact her boss. He boss came to him and conducted the screening again. They bags was physically inspected. TSOs could not locate the alarm in his carry on. He was advised that he had to check his carry on baggage. He returned to the airlines and checked the carry on. He returned to TSA and was advised that he had to check the second carry on bag that he had. He returned to the airline and checked that carry on bag. He paid to $40 for each of the two bags that he checked. He was screened additionally when he went through the checkpoint the last time and missed his flight. He indicted that all of the supervisors were present during his screening. He believes that it was the bottle of medication that caused the alarm.
5:20pm but he did not leave the checkpoint between 6:30-7pm.

3 checked bags

He indicated that his baggage did not arrive to Hiati with him. He could not make his connecting flight in Hiati as he had to wait on his checked baggage. The handle was broken on his checked baggage when he received it and all of his electronic item was damaged in his checked baggage. The electronic items were power back ups and inverters. He indicated that it appears that screwdrivers were used to break open the item. NOI was present in all of his checked baggage with nothing indicated.

He couldn t go to his destination as he didn t have power.

MCO to MIA with American Airlines flight 1323 departing at 5:12am from Gate 1259.
Baggage Claim # He doesn t have them.
He had a large black duffel bag. A green and black carry on size suitcase. The other was a black and gray carry on suitcase.

He filed a claim with the airline in Hiati. The airline advised that they would replace his damaged bag and have already done so. They advised that they are not responsible for the contents of the bag if TSA opened the bag.

I apologized and advised that I would refer the information to the CSM at MCO to make them aware. They would have the means to look into and address this. I advised that he can file a claim for reimbursement by completing a claim form. He indicated that he already has a claim form.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 93101

11/12/2014 6:04:26 PM

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

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

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

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/12/2014 5:31:49 PM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 11/12/2014 2:15 PM Airline & Flight Number : Southwest 1546 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

11/12/2014 8:06:25 PM

Comment : Due to sequins on my blouse I was told the female attendant needed to "pat down my chest area" and then she immediately proceeded to run her hands across the top and undersides of my breasts. This happened so quickly I couldn't even think to answer or request use of a wand instead. While I understand the intent of the security check I still felt very personally violated and physically uncomfortable. I would request that agents ask whether a wand would be preferred before touching me in a private area of my body. Additionally, if at all possible this should be done in private and not where other patrons could see her touching my breasts.
Would you like a response? : True
Passenger's Name : (b)(6)
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 went through a TSA experience last week at JFK at the Southwest terminal on Nov. 6 and he said he sent us an email complaint and that he got a generic response and that we did not answer any of his questions. He said he wants to be reassured it wil not happen again and he asked what actions will be taken against the TSA agents and that they should be reprimanded and retrained. He said he only has Officer (b)(6) name and the other Officer ran away when he asked for her name. He said it went into a sexual nature when he was patted down and he said it was Officer (b)(6) who did the patdown. He said he was told by a female Officer to take off his outer shirt and she said to him see what happens now. He said that Officer (b)(6) 4-5 times kept putting gloves on and taking them off and he told the Officer he was in a rush for his flight. He said the Officer did the patdown and the Officer would squeeze his thighs and shoot his hands up his thigh quick and he said he thinks it was intentional. He said it was a sexual orientation and he has a medical issue and he said the Officer chuckled and he was in shock. He said he told the Officer to stop and the Officer told him this was normal practice.

11/12/2014 9:04:28 PM

Response:I advised him that we sent this info to the CSM at JFK today. I advised him that I will transfer him to another dept. here in the office for further assistance.

Callers husband is on an Alaska flight. They fly back and forth to Cabo St Lucas. Tonight he was pulled aside and searched thoroughly in Mexico. Then in LAX he was pulled aside for the same thing. He asked why this was done and the airline. She called the airline and they told her no, this is done by TSA. She said that this was embarrassing for her husband. They searched him head to toe and his baggage. She wants to know why. She said he has metal implants so he does usually get patdowns.

I told her that if he had set off an alarm or anomaly of AIT then he would have to be patted down to clear them.

11/12/2014 9:25:22 PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe. TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI).

I told her that having this on his boarding pass does not mean that he has done anything wrong or that it will happen again. I told her that if he does see this again to allow extra time for screening. If it continues to happen you may consider looking at the Traveler Redress Inquiry Program at DHS.gov.
Disability Description: Caller is blind and has a service dog.

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.

Airport: LGA - Charlotte
Airline: US Airways
Time of Incident: ~3:00pm
Date: 11 11 14
Terminal Gate: C37
Email Address (b)(6)

11/13/2014 1:19:17 PM

TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

I advised the caller that I would forward this information to the Customer Support Manager (CSM) at LGA for review.

Incident Details: Caller is blind and has a service animal that is a dog. Caller stated he flys frequently from LGA. Caller stated that Tuesday flying from there was a horrible time. Caller stated that they did not assist him with being blind, or having a service animal. Caller stated that there were no wands. Caller stated that he was separated from his service animal. Caller stated that they did not receive the proper security screening from LGA. Caller stated that his items went through the machine and him and his wife did not have line-of-sight of the items. Caller stated that the first lady taking ID s was upset because he did not have his ID out and his wife stated that he was blind. Caller stated that the woman rudely stated that she guesses that is a good excuse. Caller is very upset over the issue. Caller stated that it is not so much of a complaint as a resolution process. Caller stated that he must travel from there often and would like for the issue to be corrected. Caller stated that the agents were not aware that hand detectors were not being used anymore.

I recently returned from a trip from Turks & Caicos. While checking in at the airport leaving, I was randomly picked to have my checked luggage looked through. No issues were found.

Going through security, I was told that I would not be able to get my passport back unless I allowed security to go through my carryon bag. I am on a wheel chair and received a pat down as well.

After giving the airline ticket agent my boarding pass and heading towards the exit door, I was told that they needed to go through my carry on and was given another pat down. Both were already done going through security.

By this point, I was getting a little irritated.

11/13/2014 2:08:31 PM

After going through customs in Charlotte, NC. We went through security. This time I was given the thorough pat down. He even ran is fingers around the inside of my pants.

After getting home, I unpacked my luggage and found two different Notices of Baggage Inspection.

Is it normal to have that kind of inspection? This was all the same day, including two flights. Was it because I am in a wheelchair?

(b)(6)

I was departing from Newark airport yesterday afternoon around 2pm at Terminal A and the signage for TSA Pre Chk was not shown or available. There were several agents clustered at the entranceway and only one agent available to inspect all passengers for their id's and boarding passes, but only one line for all passengers. I asked for the Pre Chk line or Preferred Traveler and was told "there is not one here"? I identified myself as Pre Chk and then was given a green card and upon asking what it was for, was told "I didn't have to take my shoes off" but had to remove all my metal and computer items like all other passengers. I waited in the line and followed instructions and showed by green card, but was pulled out of line after I went thru the scanner with no alarms going off and told I had to have a "pat down". The woman who told me to stand in a glassed in area, was abrupt and rude, when I simply asked why, she ignored me. I waited several minutes and tried to ask her again, and she ignored me. Finally I moved back towards her and asked her to please call an agent, which finally came. My belongings were on the belt unattended for several minutes and I then had to retrieve them to follow the other agent. The agent swabbed my hands and I stood there until I asked again if I could proceed, she didn't answer, I waited longer and asked again.

I asked for the Supervisor in charge and waited to speak to him. I met Agent (b)(6) and asked him about why there was no Pre Chk and following the approved system for known travelers (which other airports do) also about the rudeness and unprofessionalism of his co-workers, he shrugged his shoulders and walked away. I travel like many others, but don't think it takes an effort to be polite, especially when someone speaks in a correct tone and is just looking for safe passage. I suggest you might want to review your procedures on attitude and professional etiquette, the Newark TSA Team needs to understand to be courteous and polite, doesn't cost more!

11/13/2014 4:07:21 PM

(b)(6)

(b)(6)

Las Vegas, NV - Scottsdale, AZ - New York, NY

(b)(6)

f. 480.488.5666

(b)(6)

11/13/2014 8:27:34 PM	Caller flew from Seattle to Alaska on Nov. 11 and the lady patted her down and she put something on the palms of her hand. The caller asked what was it. She asked if every passenger have that done. She said they took her toothpaste and she stood in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why dont they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer s name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the patdown and the hand swabbing. COMPLAINT:CSM Claims Complaint Airport:Seattle Airline:Alaska Air Flight Number:67 Departure Time: 11-11-14 at 1:40 pm Arrival Airport and Time:Ketchikam at 4 pm Location:Security Checkpoint Terminal: unknown Gate:N 6 Contact Information:she declined her phone #. I advised her that I will refer this to the CSM at the airport. Response:The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas. TSA has used this technology to screen passengers' hands since 2008. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtmd or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advisd her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

From: (b)(6)
Sent: Thursday, November 13, 2014 7:55 PM
To: TSA-ContactCenter
Subject: LAX Bradley Terminal

Attached you will find my complaint regarding recent travel

Attachment

11/13/2014 9:00:23 PM

To: John S. Pistole, Administrator TSA
From: (b)(6)
Date: November 11, 2014

Dear Mr. Pistole,

I am writing to you regarding a recent trip to Europe. My husband and I departed LAX on October 13, 2014 at 3:45 PM on British Airways flight 282 bound for Prague, Czech Republic via London Heathrow.

We arrived at LAX at approximately 1:00 PM to ensure ample time to check our luggage and go through airport security. Upon checking our luggage, we were charged $45.00 per checked bag, a total of $90.00. As frequent travelers, we often pack our liquids in our checked bags instead of our carry-on bags and that was indeed the case for this trip. Said liquids are triple zip-locked to guard against leakage in transit. Our flight was uneventful and we arrived at our final destination on time. I, however, suffered the traveler's worst nightmare and found that my luggage had not arrived in Prague. It was tracked down at London Heathrow and I was promised it would be on the next flight and that I should have it later that evening. It did, indeed arrive at our hotel at 11:30 PM.

Upon opening my luggage, I discovered there is now a new worst nightmare for travelers and that would be the "random baggage inspection". What left my possession at LAX as neatly folded clothing arrived in Prague looking like a dirty laundry pile. My clothing had not only been returned to my suitcase haphazardly; it was also wet because the Ziploc bags that I had triple bagged had all been opened and the small travel bottles were scattered throughout my clothing. As expected, most had opened in transit and had leaked all over my clothing instead of inside the Ziploc bags.

Submitted on Friday, November 14, 2014 - 10:50 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Speech Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Atlanta
State: Georgia
Zip Code (Post Code): 30327
Other:
Email: (b)(6)

11/14/2014 12:13:54 PM

==Incident Information==
When did this happen? 11 14 2014
Where did this happen? NEVADA - LAS - McCarran International
What happened? I was harassed and unreasonably searched for purportedly having my middle finger extended more than my other fingers while going through a body scan on a machine that should no longer be used by Tsa (these intrusive types of scans have been replaced by better machines). I was forced to do the body scan against my wishes instead of a pat down. During the scan the agent claimed I was giving the middle finger while holding my arms up for the scan. He was harassing and abusive. Even if I was using a middle finger it is protected under free speech by the Constitution. This has been determined in the courts many times. He then searched me despite my objection to have someone else search me. He continued talking to me in an argumentative and

Caller is in a wheelchair and travels a lot. Caller got PreCheck through random selection. Caller always has a companion and the companion does not get the random PreCheck. Caller was annoyed that she was told by a TSO she had to go through the regular line with her companion and that she had a patdown. Caller wanted to know why she had to go through the regular line instead of going through the PreCheck line. Caller is interested in Trusted Traveler.

Response:

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode or the TSA PreCheck logo may appear on his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a TSA PreCheck lane.

11/14/2014 1:14:07 PM

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

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

Airport: DCA
Airline: Delta
Flight: N A
Date and Time: 11 13 2014 at 2:00. flight was at 3:45
gate and terminal: N A
Contact information: (b)(6)

Submitted on Friday, November 14, 2014 - 13:16 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Gender Sex
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Jeffersonville
State: Indiana
Zip Code (Post Code): 47130
Other:
Email: (b)(6)

11/14/2014 2:04:56 PM

==Incident Information==
When did this happen? 11 04 2014
Where did this happen? KENTUCKY - SDF - Louisville
International
What happened?
My family and I (2 children and 2 parents) were traveling to Florida for vacation a couple weeks ago. We ve flown with baby food, formula, milk, etc tons of times and never had the TSA give us a hard time. Actually, they have always been pleasant and helpful when I ve traveled with my family. This time, they decided that I had more food than my baby needed and wanted to

The caller flew from DEN to GRR, and she had a terrible experience during the screening procedures. She asked to opt out of the AIT, and the TSO (a male officer in his late forties or fifties with grey hair) sent her belongings and duffel bag through the x-ray machine. After waiting for a lengthy period of time, she asked the TSO if there was a problem. He replied that if she was going to act like a criminal then she would be treated like a criminal. He also told her that she was not allowed to see her belongings. She informed him that the situation made her feel uncomfortable, as her items were out of her view. He told her that she was acting like a criminal, and that she had no rights. She persisted in asking him to ensure that her belongings were safe from theft, and he finally radioed another male TSO.

The second officer (a young, African American male) brought her luggage to her, and apologized regarding the behavior of the previous agent. However, the first TSO said that since the items were moved, they had to be rescreened. After receiving the patdown, she requested a supervisor. A male supervisory TSO (a male in his mid thirties) walked over to the area, and informed her that he would talk to the rude TSO. However, he said that it was pointless to file a complaint, and it may result in her being flagged by TSA during future travel. After speaking with her husband, she decided to contact the TCC to file the complaint. However, she was worried that the TSA would flag her for complaining. The caller wanted to reiterate that only the first TSO and the supervisor were rude or disrespectful, and the other officers involved were very polite and professional.

After arriving to her home, the caller found that her leather luggage strap had been cut in three different areas, and she wanted to file a claim form.

Flight Information:

11/14/2014 3:37:55 PM

Date and Time of Flight: October 9, 2014; Around 10:30 AM.
Departure Airport: DEN.
Airline: United Airlines
Flight Number: Not Provided.
Terminal and Gate Number: Bridge A.
Time of Incident: Between 8:30 and 9:30 AM.

Advised Caller:

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

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

TSA 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

She indicated that she had a negative of experience at a checkpoint at EWR in November. She was treated like a criminal due to a machine that malfunctioned. She would like to speak with someone to ensure that this doesn t happen again. She refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather to pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown.The caller indicated that that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near hear as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aide and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

11/15/2014 9:47:53 AM

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

She asked what type of follow up would be occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary sunder him that handles customer service complaints. and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I m sure that Mr. Pistole has secretaries and Administrative Assistants, however we don t have

To whom it may concern,

I have traveled my entire life and never had issues with security checkpoints. I am 20 weeks pregnant and have chosen when I travel to opt out.

I have experience the pat down a least a dozen times since becoming pregnant and understand it is my legal and personal right to chose to do so. Never have I had an issue until today.

Traveling through Austin, TX airport CP2 the TSA agent (b)(6) was the rudest person I have ever encountered. I informed him as I stood in line that I was a female opt out, he said ok in a very sarcastic tone.

I was not bothered until I had my items on the belt, he told me to stop aside and informed me of my rights and asked me if I still chose to opt out, I proceeded to answer yes, he in turn said to me, "ma'am that is your choice but if your doctor is telling you to stay away from that (signaling towards body scanner) then you should double think those precious ultra sounds of your baby you get." Told me to stand aside and wait in a very harsh and rude tone.

11/15/2014 5:13:14 PM

I know that pregnancy has made me hormonal but never have I had someone be so rude and make me feel so violated. I have read up and understand the body scanners are FDA approved but this is my first baby and I want to be extra cautious and it is my legal right to have an opt out, from my understanding your agents are not supposed to try and sway my opinion and certainly not in such a manner.

Maybe nothing will come of this email but I cried for 20 minutes after experiencing that, traveling while pregnant is hard enough physically and I did not need that emotional aspect to ruin my flight.

Thank you in advance for your time.

(b)(6)

Please excuse any typos as this was sent from my iPhone.

Caller said she was repeatedly screened and told she was on a watch list in Denver and that she had a terrible experience at Cancun, Mexico and Denver, CO. She asked why is she on a watch list and said she had a full patdown done. She asked if she can send them a copy of her ID instead of the original. She said it was awful and violating and she served in the Military and does not want to fly because of this. She said she will apply online and send an email to them to see if she can send a copy not an original ID.

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.

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.

11/15/2014 6:29:15 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. 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.

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.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I advised her to send in supporting docs and I advised her that TSA does not have a watch list.

I just came through seatac airport, at the north security check on Sunday, November 16, 2014 at 10:00. I opted out of the automated screening. Shockingly, I was at the airport because I had a flight to catch, so I was a little annoyed that it took an excruciatingly long time to find a female to "assist".

The woman who eventually made her way over took me to the side to pat down. As she began going through the script, I asked that she speed up because I have heard it hundreds of times and I was in a hurry. She stopped and started over. I was amazed. Yes, I know could you please hurry up. She stopped and started telling me why she had to start over. Again. Three times. Four times. I was delighted when she called over a supervisor because I was growing increasingly concerned that our nation's safety was in the hands of people who apparently don't understand English.

11/16/2014 5:22:08 PM

The supervisor's quote to me: "When you say speed up, we slow down."

Is this your official policy? As though we are made safer by speaking more slowly when your tax paying American public is just trying to catch a flight?

I look forward to your response.

Sent from my iPhone

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Chicago, IL, USA
Zipcode:

11/17/2014 8:27:03 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?
Chicago O

Caller said she wants to file a complaint because she was discriminated against as a Transgender Woman.
She was taken aside for additional screening and she thought the screening was complete so she she started to collect her things somone touched her which she felt was inappropriate without warning.
She was not given the choice of TSO Gender to pat her down and a male TSO performed her Patdown and she feels violated because she has breasts and was touched by a man.
Caller said she has breasts and the body of a female and was dressed as such but she did confirm her drivers license says male.
Caller flew 11-16-14 from LaGuadia around 5:30 PM on American Airline.
Caller said if something is not done about it there will be a lawsuit.

11/17/2014 10:42:55 AM

RESPONSE:

Asked probing questions on what does her drivers license state. (Caller confirmed Male)
I asked if she was dressed as female. (Caller confirmed she was and that she has breasts.
Told I needed to ask those questions to help determine if it could be TSO Rudeness and assist with that.

Discrimination complaints are required to be in writing.
You will receive a packet about how to move forward.

Disability Description: Caller has metal implants.

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:
Apologized for the inconvenience.
Will forward to CSM
Airport: Orlando Sanford
Airline: Allegiant Airline
Flight Number: 706
Date Time of incident: November 14, 2014
Departure Time: 1:17pm
Arrival Time: 2:52pm
Specific Location (Terminal-Gate): gate 6
Individuals Contact Information (phone number-email) (b)(6)

11/17/2014 11:31:14 AM

Advised caller:

Search Results For:

candles

Check or Carry-on
http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsawebsite

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) (TSO) at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn t get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a patdown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

Disability Description: Caller is a cancer patient and has had a double mastectomy. She says that she has broken her foot in the past and is currently learning how to walk on it again, so she has to use a cane.

Response Details: I probed her asking her multiple questions to find out if there was something that caused the additional screening or if it truly was random selection. I did explain during this process that sometimes mastectomy scars can be detected with AIT; however, if she went through a WTMD this wouldn t have done it.

TSOs can choose passengers at random to receive additional screening, so it may just be unfortunate that she has been the one selected on these last few flights. I will forward this over to the CSM for their review since it has happened three times in a row and she has the other related complaints.

For her failure to accommodate complaint, I will forward that to our disability and multicultural department to let them know about this. Also, I will forward her some instructions on filing a formal written complaint regarding the failure to accommodate.

Sent email.

11/17/2014 12:19:01 PM

Incident Details: Caller has PreCheck and it is showing up consistently, but she is also getting chosen for random screening while in the PreCheck line. She says that today made the third time, but today it took much longer. She says that today they detained her for a half an hour. She says that she has never been put through so much screening. They kept telling her that she wasn t doing anything wrong. Each time this happens they tell her that she was just randomly selected. She had a patdown ETD and her shoes were swabbed. She says that they just continued to do it over and over, which is why it took so long. They didn t do any additional screening on her bags though. She says that she is a cancer patient and has had a double mastectomy. She says that she has no internal implants, does not wear any prosthesis, or bring any liquid medications or anything. She says there was no alarm with the machine or anything. She says that she broke her foot in the past and is currently learning how to walk on it again.

She says that she told them she needed her cane and they wouldn t let her have it. She had to stand the entire time on the previously broken foot that she is still trying to relearn to use. She says that this was a failure to accommodate. She says that they were also training someone on her, so that caused it to take longer. She says that she doesn t mind someone training on her; however, it caused her to almost miss her flight today because once finished, she still had to get to her gate. Since she uses a cane and has a bad foot she walks slowly.

Airport: DAL
Airline: Southwest
Flight Number: 2768
Date and Time: 11 17 14 6:20 a.m.
Time through screening: 4:30 a.m.

Caller wanted to file a complaint about her screening in LAX. She went through the checkpoint on 11 16 2014 at 1:30 pm She has a pacemaker. She was given a patdown. She said that it was not like other patdowns that she has received. She said that she was touched so much that people walking by stopped and covered their children s faces. She said that it was degrading. She said that her private areas were touched. She stated that a black woman gave her the patdown. She did not get the name of the TSO.

11/17/2014 12:56:48 PM

I gave the following information: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.
A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. At any time during the screening process, passengers may request a private screening.
TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

I advised her that I would forward her complaint to the CSM at LAX for review.

Caller wants to speak to the head of TSA in JFK. He has been leaving messages to them and he has not heard back. He states his wife was groped and assaulted during screening. He requested to speak to a supervisor.

Advised caller that we could give him the number to the CSM and the email. We could forward his complaint to the CSM as well.

11/17/2014 2:15:56 PM

(b)(6) took the call.
The caller stated he was sexually groped in a violent manner at JFK by TSO (b)(6) but he did not get the officers first name. He stated he has been trying to contact the CSM at JFK for days now, but no one will answer or return his calls. He stated he was going to file a police report and have TSO (b)(6) arrested for molesting him. He stated he wanted the full name of the officer so he could file the report. He stated he would perform a citizen s arrest on the TSO if no one responds.

Advised caller since he has not been able to speak to the CSM, I could forward his complaint to another department so they could get back in touch with him.

Date and time: November 6 around 8:20-8:40 a.m.
The officer s last name was (b)(6) but he did not get the first name.

Caller wants to speak to the head of TSA in JFK. He has been leaving messages to them and he has not heard back. He states his wife was groped and assaulted during screening. He requested to speak to a supervisor.

Advised caller that we could give him the number to the CSM and the email. We could forward his complaint to the CSM as well.

11/17/2014 2:15:56 PM

(b)(6) took the call.
The caller stated he was sexually groped in a violent manner at JFK by TSO (b)(6) but he did not get the officers first name. He stated he has been trying to contact the CSM at JFK for days now, but no one will answer or return his calls. He stated he was going to file a police report and have TSO (b)(6) arrested for molesting him. He stated he wanted the full name of the officer so he could file the report. He stated he would perform a citizen s arrest on the TSO if no one responds.

Advised caller since he has not been able to speak to the CSM, I could forward his complaint to another department so they could get back in touch with him.

Date and time: November 6 around 8:20-8:40 a.m.
The officer s last name was (b)(6) but he did not get the first name.

Aloha (b)(6)

I am so sorry for the treatment you received when going through one of the federal TSA check points. I'm going to forward your email to the members of Hawaii's Congressional delegation to ask for their assistance in rectifying this lack of compassion so that it doesn't happen again.

Best wishes to you and your family.

(b)(6)

Senator Rosalyn H. Baker

Chair, Senate Committee on Commerce and Consumer Protection

11/17/2014 4:20:09 PM

6th District -- South and West Maui

(b)(6) (voice)

808-586-6071 (fax)

(b)(6)

www.capitol.hawaii.gov

From (b)(6)
Sent: Monday, November 17, 2014 6:26 AM
To: (b)(6) Rep. Kaniela Ing; Sen. Roz Baker (b)(6) DLIR.HCRC.INFOR@hawaii.gov; TSA-ContactCenter@tsa.dhs.gov
Subject: How better to help a disabled child through the TSA airport check point

November 17, 2014

To Whom It May Concern:

I am putting into writing a formal complaint about a TSA Agent I encountered when passing through the Seattle Tacoma Airport, ready for a flight back to Denver, CO. I am a disabled passenger, wheelchair bound, which means that they do not let me pass through the x-ray machine. Instead, I am afforded the lucky opportunity of a 'female pat down'. I unfortunately was so upset after this encounter that I failed to get the TSA Agent's name. But regardless, I am filing this compliant because your procedures are walking the thin line of discrimination against the disabled.

I questioned a comment made to me by the TSA Agent that I would need to lift my shirt in order for her to feel around the top of my pants. I indicated that I have never been asked to do this before and not in any other airport I have been in. I did however allow her to proceed with the process. When she started lifting my shirt, I indicated to her that I felt this was quite intrusive and very uncomfortable. She then asked a Supervisor to come over. I did not ask for a superior nor did I indicate to her that she should stop the process. I simply indicated that it was intrusive and uncomfortable. When the Supervisor came over, I was crying. She put one hand on her hip and the other on the desk nearby and said to me 'What is the problem?" I said the same thing to her, that this was extremely intrusive and uncomfortable and I wondered how she would feel if it were being done to her, each and every time. She then informed me that if I continued to be 'verbally abuse and aggressive, and that if I continued to escalate the situation, she would simply stop the screening and now allow me to board. Now I would like to know how making a statement that the process is intrusive and uncomfortable borders on aggressive and verbally abusive? I would also like to know if this particular TSA Agent knows the true meaning of those words. It does not appear so. It was threatening and uncalled for. NOTHING I said, nor any behavior that I displayed rise to that level of escalation AT ALL. I urge you to play back your airport video because nothing on that tape will show any crazy or escalated behavior. I did not raise my voice or making any urgings to escalate the situation. I did not ask the Supervisor to come over at all. The 'charge' words used by this Supervisor were completely uncalled for and completely inappropriate, given the circumstances. I believe she is used to dealing with thugs and thought it would be OK to put me in the same category, because I challenged her on an issue. I have a right to make a statement and have an emotion, regardless of the airport.

11/17/2014 6:13:49 PM

I asked the other TSA Agent to continue the process so that I could indeed get out of this airport and board the plane I needed to board. Before I left that area however, I asked to speak to another Supervisor (a male Supervisor). This Supervisor was very nice and very professional, very unlike the first one I dealt with. I explained the situation to him and he apologized.

Here is my point:

I understand the point of checking people before they board a plane. I don't need it explained to me as they commonly like to do – I get it.
I understand the importance of ensuring safety for everyone's sake. I don't need it explained to me as they commonly like to do – I get it.
I routinely travel and am aware of what the 'general' protocols around safety – I get it.
I KNOW the protocols for the physical pat down are not the same in every airport and with all TSA affiliates.
I DO NOT understand how in this day and age, we cannot come up with a better method for checking those who cannot go through the x-ray machine, other than placing one's hands on another's physical person.
I DO NOT understand why you all think you are treating everyone fairly. 99% of the people who walk through any given airport on any given day are not subjected to having a stranger physically touch them. This is done each and every time I fly. That is not treating everyone the same way. The only consistency here is that it is done to me each and every time.
I DO NOT understand why you all think that as a disabled person, you are not violating my constitutional rights
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 11/17/2014 11:30:57 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX United terminal T7 checkpoint
Comments:I am a commercial Flight Escort Nurse and I carry a multitude of medical equipment, medications, including one 250 ml bag of IV fluids Double wrapped at factory, I also have a letter from our medical director to TSA authorizing me to carry these items. I usually go thru TSA security at least 6-8 times weekly, and I possess a TSA pre check number. I must say the screeners pick up this bag about 1 out of 10 times, and each time it is found they swab it and allow me to continue. Today 11/17/2014 at approximately 0730 AM at United terminal in LAX the screener was able to detect it, and what followed is what I am complaining about. After the screener removed it I explained what it was and offered my medical directors letter, But he said I needed to be searched. I objected and I asked for a supervisor. The supervisor STSO (b)(6) came into the picture I pleaded my case offered my letter, explained how it was managed in the past; however, he said I was carrying contraband and I needed a pat down or I would suffer the consequences. Needless to say I permitted a pat down, it was a humiliating experience having to take my belt and jacket off and undergo this pat down in front of other passengers.(I really don't appreciate anyone touching my buttocks and crotch, especially in public) Why the pat down? if this was a dangerous liquid what does it have to do with a pat down, and allow me to keep a dangerous liquid, why not search the rest of mu luggage? There is no consistency, in the past I have even went thru security with a portable oxygen concentrator with 5 lithium batteries and chargers, and the unit was not even swabbed.I believe (b)(6) was intimidating to me and went out of his way to make this as unpleasant as possible. I noticed there were many cameras and I ask you to review the video.I await your reply.

11/18/2014 8:20:56 AM

Caller would like to get in touch with TSA at SMF. Her step daughter is 15 and is traveling alone today. There was a discrepancy between the name on her boarding pass and the name on her ID. TSOs pulled her to the side for a patdown. The caller explained that only male TSOs were present. Her step daughter refused the patdown screening indicating that if she was going to receive a patdown it would have to be by a female TSO. The male TSOs began to harass her by asking if she thought that they were going to touch her inappropriately. A supervisor was called.

She was traveling on non rev ticket to PHX. Her mother is a flight attendant.

11/18/2014 8:34:45 AM

The caller believes that the situation could have been handled differently and that as she was traveling alone, TSA should have asked if there was a parent that they could call. She wants to ensure that her step daughter boards the flight with no more issue. The caller did not know for certain if her step daughter had cleared screening.

I advised that I could take the complaint and that she would need to contact the airline to ensure that she boarded the flight. The caller continued her request to ensure that there would be no more issue.

I provided the contact number for the CSM at SMF at 916-830[redacted]
Caller: Caller states he flew Delta last Friday out of LAX and was in precheck and was pulled out and screened. Caller states he wears an external insulin pump and has went through the process numerous times. This time he had a really bad experience. Caller states he also had something taken and not returned. Caller states normally, because he wears the pump, he goes through the screener they swab his hands but this time he noticed the guy did something he has never saw before. Caller states the officer put the swab in the machine first then swabbed his hands and it triggered an alarm. Caller states a guy came over to search him and his wife did not get an answer when she asked why were they searching him. Caller states they took him into a room and they explained what they were going to do. Caller states he did not receive an answer when he asked the officer why they were doing the search. Caller states they asked when was his flight and informed him that he would not miss his flight but took 30 minutes from being very slow and methodical and explaining every thing the officer was going to do. Caller states there was also another man in the room that was checking his belongings. Caller states he asked again why they were doing this and they did not respond. Caller states his wife was outside and they would not let her come in the room with him. Caller states he was informed to take off his shoes so he could patdown the bottom of his feet and had to screen the shoes. Caller asked him to remove his wallet to be screened and he went with the officer to watch this because he did not trust him. Caller states the only thing they did not put in his bag was his computer and they allowed him to place it back into the bag himself to prevent it from being damaged. Caller states he is now missing his bag with his insulin pump and insulin dispenser along with nasonex spray and metamucel inside. Caller states when he got to the motel he discovered it was missing. Caller states that when they first informed him he needed to be searched a supervisor came over to make sure their was no threat and informed his wife that their was no threat and then he took off. Caller states he was informed that his wife could have went into the room with him but they would not allow her to enter the room. Caller states he feels they did not do what they were supposed to do and did not give him back something that was very important to him and their attitudes were very condescending. Caller states he informed officers of the presence of the pump when he was going through the machine. Caller states he did not feel that this was because of his medical condition. Caller states he felt they were overzealous and intentionally took as much time as they possibly could. Caller feels that they did not place his medical items back into the baggage intentionally. Caller asked why can t officers look at a person and see that they are not a threat as he is a 60 year old man that can not do very much harm. Caller asked if their was anything he can do to prevent this from happening again. Caller states that every airport has its own methods of things and asking why.

11/18/2014 7:29:53 PM

Response: Informed caller that we can not assume that someone is a terrorist. Informed caller that terrorism does not have a face and we can not profile. Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at LAX. Informed caller the swab test is actually ETD sampling and if you test positive for this test you will have to go through seconday screening in order to resolve it. Informed caller that this test is so sensitive that its possible he could have touched a door knob or a faucet that had residue and caused him to test positive. Informed caller that all items are at the officers discretion and if they feel the item can endanger the flight they will not allow it to board the flight. Informed caller that TSA strives to obtain consistency with screening procedures at airports but their are so many variables that it is very difficult and officers have to modify procedures to accomodate. Informed caller to contact lost and found at LAX to ensure his items were not in lost and found and provided caller with the number:

Los Angeles International Airport
310-242-9073

Airport- LAX
Airline- Delta
Flight number- 307
Date and time of incident- 11-14-2014 5:30 am
Baggage and tag numbers- Not Provided Carry on
Description of baggage- Glucose dispensers and insulin pump in a clear gallon plastic bag along with some other medications
Was there and NOI- Not provided (Carry on)
Anything on NOI- Not provided

Caller was flying from NC to SAN recently and had to go through additional screening again. Caller is constantly needing to go through secondary screening and thinks he is on a government watch list. Caller is also seeing SSSS constantly on his boarding pass and is wanting to know if there is a way it can be fixed.

Response:

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

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

11/19/2014 4:29:32 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 at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

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

Caller submitted a concern for her flight over the weekend from DEN. She said it was about traveling with ice packs for a breast feeding mother. She said her ice packs were not frozen and they made her throw them away at the checkpoint. She said she did declare them to the female TSO. She said the TSO told her that if they are not frozen they must be thrown away. She said she went through the screening and was cleared. She said she asked for the Supervisor and the Supervisor told her that she would have to have some additional screening and she would have to have a patdown but still would not be allowed to take the ice packs since they were not frozen. ALSO: She asked if she could get reimbursed for those items. She said she filed a complaint already but no one has contacted her. She requests that someone contact her. Caller gave her email as: (b)(6)

RESPONSE: TSA has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks. TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

11/19/2014 4:59:48 PM

ALSO: Advised caller I will be sending your information as a complaint to the CSM at the Airport and request you be contacted. Thank you for calling to let us know about the incident. You can file a claim to seek reimbursement for the gel packs. You can find the claim form on our website at tsa.gov. Search Claims Process or Claim Form.
Date and Time of Flight: Nov 15th, 2014 At Security around 9:00 a.m.
Gate or Terminal: Main Security Checkpoint
Airline: Southwest
Flight Number: 2211
Airport: DEN to RDU
Email: (b)(6)

(b)(6) Traveler number is (b)(6) Tsa pre check not on boarding pass today. Alaska airlines flight 120 630 anchorage to Phoenix. Had to have a full pat down. What is advantage of tsa pre check? Why does it not say pre check on my ticket? I purchased it for medical reasons and convenience.

11/19/2014 6:04:23 PM

My email is (b)(6)
(b)(6)

Sent from my iPhone

The caller stated she was former law enforcement. She stated she was pulled to the side for a patdown. She flew from MCO to PHL. Had a bag full of Disney stuff,that had zip ties on it. She said it had been tampered with,the bag was half full and she had missing items. She said she had picture frames,autographs,and non replaceable things missing. She wanted to know an exact reason as to why her bag was gone through. She didn t want to escalate nothing she wanted me to provide her with an answer then

I advised

I told her tsa is not the only people who handle her bag. The airlines have baggage handlers as well.
I told the caller I could collect her information and escalate it to the CSM at the airport or she could try to contact them herself. She was very upset,raising her voice. I couldn t get a word in at this point so I called a supervisor over.

Escalation Notes: (b)(6)
The caller flew from MCO to PHL and her bag was searched and a NOI was placed in the bag. The caller is upset because the luggage is half full and not locked. She is missing random items out of her bag. She states as an American citizen she has the right to know why her bag was searched and why items where missing. The Passenger wants the CSM to call her by phone. She says that someone is going to be held accountable three times during the call.

11/20/2014 9:48:49 AM

Bag Tag (b)(6)

US Airways. flight 2008 7:35am

NOI: nothing written on the NOI.

bag: royal blue bag gold accents around the zippers and sides. small black label on the front with name lucas on it.

Missing items.
soap
childrens cloths
daughters hair things.
other things she has figured out yet

I provided claim forms and advised caller that if the CSM needs further information they usually communicate through email. I provided claim forms to the caller and apologized to the caller.

Submitted on Thursday, November 20, 2014 - 10:56 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact : 11:00 am - 1:00 pm
Day of the week: Thursday
PO Box or Street Address: (b)(6)
City: capitola
State: California
11/20/2014 12:08:38 PM
Zip Code (Post Code): 95010
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 11 20 2014
Where did this happen? CALIFORNIA - BUR - Burbank Bob Hope Airport
What happened? I travel often ALWAYS getting a pat down instead of going thru detectors. When I asked for a pat down in the pre check TSA line this TSA agent said You won t go thru a metal detector? in a patronizing tone. I said no, I would like a pat down. Another female TSA agent said I will take her (b)(6) said No, I will . She explained the pat down, as they all do, and asked if I had any sensitive areas. I told her me knee, the one in the brace. She said well I won t touch under the brace then I said just don t touch my knee. I declined the private screening

IS TSA TO ASSURE SECURITY OR CRIMINALIZE AND OR DISCRIMINATE INNOCENT PASSENGERS?

TSA was created to strengthen the security … and ensure the freedom of movement for people and commerce. Its vision is to provide the most effective transportation security in the most efficient way as a high performing counterterrorism organization with core values to include Integrity, Innovation, and Team spirit.

Wow- how commendable are TSA's vision, mission and core values unless one realizes their actions on the ground. I fly fairly frequently and have no choice but to navigate the security steps overseen by TSA. It is hardly ever a pleasant experience to speak with these a TSA officer- they are generally rude and their demeanor is very authoritarian as if they running the country. Rarely do you come across a more civil TSA person who smiles, and treat you with respect and humility which every passenger deserves. My most recent experience tops everything; it was most humiliating and I was treated as if I am a criminal.

Who am I? I am a naturalized senior citizen of Indian descent with 35 years of residency in this great nation of FREEDOM lovers. I also acquired DHS approved Global Entry which offers TSA pre-check security clearance to minimize hassles with TSA. At one point I also served in the White House Office of Science and Technology requiring a high level of security clearance. All in all I firmly believe that I am a responsible citizen and adhere to lawful policies and practices in my daily activities. However, my skin color and my heritage are beyond my control and it appears that more often than not, TSA treats people of color like me as if I am a "criminal" and create undue harassment and greater scrutiny.

11/20/2014 4:09:15 PM

During my recent travel from Orlando to MSP on November 18 I had a very unfortunate experience as follows:

1. I realized at the Delta counter that my driver's license was not in my purse and the best I could think that I left it in the hotel. Delta allowed me to check in with my Social Security and Medicare cards which, according to Delta, were the next best option in lieu of the photo ID.

2. When I got to the TSA pre-check counter with my wife and explained the unfortunate situation I was disallowed to get through that line and sent to regular security check. The issue for me was not going to another security check but the attitude of the TSA officer was absolutely horrifying and the beginning of making a "criminal" out of me as if I have committed something which has never happened before- misplacing the ID. I am even more horrified when I read the following on TSA website:

"We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won t be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight."

In addition I had my DHS authorized Global Entry card but it was never mentioned as a proof of identification. TSA could use publicly available database; they could see that my wife is travelling with me with all the documents. They could do all that to mitigate the unfortunate situation but they did not. Why- just to discriminate and humiliate me.

3. I am handed over to someone with a phrase 1+1 with no clear explanation. I was told that I had no option but go through the body scanner which I generally don't care about. However, I went through it. Then I was patted down by SEGUI (perhaps his first name) who was extremely insensitive in conducting the pat down search and I felt awful when he touched my genital area. I asked him to have a supervisor meet with me. It has been my understanding that the TSA has begun using an

Caller has a complaint regarding a TSO (male) employee at JFK. Caller states he went through the AIT and was waved out by the TSO on the secure side of the checkpoint. Then the TSO began a patdown without any verbal communication with the passenger. Caller states he was not asked if he would consent to a patdown or if he would like a private screening. He asked for the TSO name and ID Number but he says it was busy and the TSO just waved him off. The incident occurred: at JFK between 4:15 to 4:30 EST on 11-19-14 at Terminal 7. Passenger also stated that if a patdown is going to be conducted it should be by the same gender and since the TSO did not communicate with him the TSO just assumed he was a male (which he is but what if he was not?). Passenger thinks this should be reported.

11/20/2014 5:10:57 PM

Advised Caller:

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

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO s last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

11/21/2014 10:13:55 AM

Good Morning,
I have just had the experience of being patted down and had all of my belongings rifled through at the airport because your hand swabbing technology returned a false positive. I am writing to express how humiliating and infuriating that experience was. While your agent was very professional, it was an extremely awkward and uncomfortable experience and 100% uncalled for. I've read a little bit about false positives on this test this morning, and it looks like where I went wrong was to simply wash my hands and use hand lotion. I understand that you have a job to do, but if this technology is so imprecise that people who use common bath products set it off, I feel it's use should be reviewed. You are subjecting travelers to an unnecessary level of scrutiny and I can only imagine how many other folks have been subjected to this pat down simply for washing their hands prior to arriving at the airport.
Thanks,
(b)(6)

Sent from my iPhone

11/21/2014 11:28:56 AM	The caller is a disabled Veteran and also a government employee with a CAC card. This morning she was screened at BOS and patted down several times by TSA officers for some type of liquid medication that she was carrying (The BLS machine was used on it). After the 1st initial pat down the caller was then subjected to another pat down by a different TSO who claimed that the 1st TSO did it improperly. At this stage the caller complained and asked why she was being subjected to further screening, including her carry on bags. The TSO responded with a threat of calling the police and have her removed from the airport if she didn't cooperate. She was extremely upset after the ordeal, claiming that she was being harassed and asked me during the call to send this to the highest ranking official that I possibly could. I offered to forward this to the complaint to the CSM, however she refused and stated that as soon as she got back to Washington DC then she would visit the TSA building and make her complaint in person. I apologized for the way that she felt and was in the process of explaining that I would be happy to send this to the CSM when she hung up. Note:---When she explained the patdown process from the female TSO s, it did not appear that TSA did anything out of the ordinary, such as rudeness. She simply did not like the fact that she was wearing a skirt and that the officer patted her down in her crotch area inside the skirt and around her waist twice. She said that she felt harassed and that her clothes were dishelved after the experience. I will say that though the caller was upset, she did not yell or become unprofessional at any time during the conversation. She simply hung up when I did not give her the response that she wanted here. (Escalate to Sr TSA Management in Washington) I was not able to gather her flight details but she said that it had just occurred. I recommend sending this to the CSM at BOS.
11/21/2014 12:14:44 PM	All seemed ok, this morning, when I hit the airport with 70 minutes to get to my gate, knowing that I was a precheck customer so that I could bypass the long lines, harrassing, groping, molesting, and the (always fun) bodyscanner security check and get to my flight. After spending a long time with my airline for my boarding pass I get to security. I happily walk past the long security line to precheck. The TSA agent at the Boise airport did not allow me to go through since he said the ticket was not a precheck ticket. He then directed me to go back to my airlines customer service in order to get my KTN added to my boarding pass so that I could bypass the huge security line. I do so. The airline, after waiting on them for some 20+ minutes, told me that it is a TSA thing to not allow precheck people to use the precheck service. She said TSA is allowed to do somehow and that there is nothing that they can do about it. I proceed back to the security checkpoint. The main security line somehow is even longer now than it was before. I go back up to the TSA precheck screener (since his line is vacant) and told him the airline couldn't help (they blamed you - TSA), I'm out of time and showed him my KTN. He said I had to wait in the regular line and there's nothing he can do. So I waited... And waited... By the time I got through the initial checkpoint where they autograph the boarding pass I was down to 5 minutes left, so I left the airport knowing that I was not going to get through your security and on to my flight. I know that I am going to get a boiler plate response that tells me to be at the airport early by 2 hours domestic and 4 hours international; so basically deal with it and go away. I just want to let you know that I am disappointed in the service that TSA continues to provide at the airports. Now I know that you have an hugely important job in keeping the airways safe and I do not discount that at all. I do believe that there is dramatic room for improvement in your screening operations however and precheck was a good imporovement. But the random push back through to the inefficient checks when people expect the precheck seems wrong to me. Especially, when there is no emphasis on the selling of the precheck service that it may not always apply. In fact, for me I'm still yet to go through precheck. I'm 100% (3 for 3) so far on being randomly denied to use the precheck serivce that I have paid for. Also, the human element of customer service would be nice for a change. You're not robots so no need to act like them. Thanks, (b)(6) PS. This email is out of frustration. I know nothing can be done to resolve matters however voicing frustration let's the opinion be heard and gives opportunity for solutions. Thanks again for your time. Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening. Advised, I advised that he would want to speak with UES about the TPAP process. 855-347-8371
11/21/2014 1:26:34 PM	Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they: • Have metal implants that may alarm the walk-through metal detector; • Need assistance; • Have difficulty raising their arms; or • Have difficulty walking or standing alone. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. Caller applied for PreCheck and this flight does not have PreCheck on his boarding pass for this next flight. Caller did contact Delta to see why he did not have PreCheck on this flight. Caller does not remember how he got PreCheck. Caller also has metal implants and they set off the alarms and cause his to get a patdown most of the time. Response:
11/21/2014 1:41:55 PM	Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint. Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they: • Have metal implants that may alarm the walk-through metal detector

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

---

Remote Client IP:(b)(6)
Date Time: 11/21/2014 1:50:04 PM

11/21/2014 2:33:36 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Jose (SJC) terminal A security checkpoint
Comments:SJC makes disproportionately high use of advanced screening devices, which I always opt out of in the many times I have flown through here. Today, the screener who "patted" me down, (b)(6) battered me. The amount of force he used was excessive: pulling my hair (I'm male with shoulder length hair), pressing on my legs hard enough to cause me to have trouble balancing, and while checking my thighs he hit my genitals forcefully enough that I exclaimed "ow!" and now, 20 minutes later, I'm still sore. I have served as a civilian consultant or employee in local, county, state, and federal law enforcement, so I do not take such action lightly. I sincerely hope that this screener will receive additional training in appropriate techniques and that SJC's security will operate at a more reasonable level relative to threat risks. Thank you.
I forgot to let you know that prior to LTSO(b)(6) walkie talkied the police, one of the officers said @ she is calling tsa" meaning you (b)(6) number.
I did called the number; however. The person taking the complaint said that they were sending it to this airpot. I believe that someone outside of the airport that bas harassed and threatened a person should look into the complaint.

I am still very upset and my anxiety very high. I cant believe they asked did i have any pain spots and i told them that i was a disabled veteran with back, knee and foot disabilities and pain a d they were not gentle at all
I was literally in tears when i called your number but hung up after being told that it was coming back to Boston as i feel threatened

(b)(6)

> On Nov 21, 2014, at 12:19 PM,(b)(6) wrote:
>
> I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.
>
> I am filing this complaint , as I hope that others or myself is not harassed the same way in the future.
>
> While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

11/21/2014 2:33:50 PM

>
> I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.
>
> I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray.
> I unscrewed the cap and allowed officer(b)(6) to wave the paper and test the vapor.
>
> She said it was cleared as it should be. She then asked her supervisor LTSO(b)(6 f she needed to do a pat down. The officer said yes. She took me over and did a thorough pat down having me extend my leg forward so that she could do the in between legs pat down. While this is very uncomfortable for me due to my military assault, i cooperated.
> She then asked the supervisor did she need to check my bags.
> The supervisor told her to go through all my bags which they removed everything running the wan around my food all everything. Everything cleared.
>
> Officer(b)(6) said " you should have put your cag card number on line and would have had a tsa precheck. He then went and talked to LTSO(b)(6)who came over to me and said, we need to pat you down again because il was not done right.

> My anxiety already high due to the first pat down briught the military assault back to the forefront. Now theyvare going to touch all over me again.
>
> LTSO(b)(6 says to me " if you don't cooperate, i will call the police and you will not be not be flying.
>

I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.

I am filing this complaint , as I hope that others or myself is not harassed the same way in the future.

While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.

I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray.
I unscrewed the cap and allowed officer (b)(6) to wave the paper and test the vapor.

She said it was cleared as it should be. She then asked her supervisor LTSO (b)(6) if she needed to do a pat down. The officer said yes. She took me over and did a thorough pat down having me extend my leg forward so that she could do the in between legs pat down. While this is very uncomfortable for me due to my military assault, i cooperated.
She then asked the supervisor did she need to check my bags.
The supervisor told her to go through all my bags which they removed everything running the wan around my food all everything. Everything cleared.

11/21/2014 2:34:06 PM

Officer (b)(6) said " you should have put your cag card number on line and would have had a tsa precheck. He then went and talked to LTSO (b)(6) who came over to me and said, we need to pat you down again because it was not done right.
My anxiety already high due to the first pat down briught the military assault back to the forefront. Now theyvare going to touch all over me again.

LTSO (b)(6) says to me " if you don't cooperate, i will call the police and you will not be not be flying.

Officer (b)(6) performed the pat down. She started telling me what she was going to do, i told her that i just got this perform and did not need to here this.
At this point i am literally upset and feeling quite vulnerable.

I have three officer all over my personal property and a supervisor speaking to me in a nasty way. Why?

I asked for the names and LTSO (b)(6) says to me, just take mines you dont need theres. I wrote them down anyway.

She then tell Officer (b)(6) go write down how she talked to you and send to me so I can send it up the chain.

Because I got the names, she got on her walkie talkie And called the police.

Submitted on Friday, November 21, 2014 - 14:00 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Lubbock
State: Texas
Zip Code (Post Code): 79410
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 11 13 2014
Where did this happen? NEVADA - LAS - McCarran International
What happened?
While walking thru screening, the full body scanner generated an alarm around my belly area. I was asked for my consent to be

11/21/2014 2:34:31 PM

Caller will be flying to Portland, OR with his wife to visit his son. He will be bringing a portable oxygen tank as a carry on. He will Des-connect. He is wondering if this will cause problem because it is not clear from website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used inflict for medical purposes. If a portable oxygen concentrator is not approved by the FAA for inflight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for inflight use by the FAA, please visit www.faa.gov about initiatives cabin_safety portable_oxygen

Offered to email this information.

Caller asked if he could just carry it on

11/22/2014 12:53:04 PM

Advised:

A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

• Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
• Need assistance;
• Have difficulty raising their arms; or
• Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with airline.

11/23/2014 9:06:00 AM	Caller said they are about to leave for the airport. They are flying from SEA to Dallas and her boarding pass does not have PreCheck. They both have NEXXUS and GE and are both over 75. Her PASS ID is (b)(6) (she read it off of her card). She said she has been randomly selected for a patdown on a couple of recent flights but this is the first time she has not received PreCheck. Advised caller that there is a random aspect to the PreCheck program and this is likely why she did not receive PreCheck. Advised if she has at least another consecutive flight without PreCheck to call back and we could do further troubleshooting. Advised caller to make sure her name and other personal information matches her NEXXUS GE profile. Gave caller the number for CBP GE customer support at (855) 873-4637.
11/24/2014 8:29:41 AM	Caller flew from RSW on Wednesday Nov 19th and went through the screening process around 8:00am and has a non drivers license that was good till 2017 and also has an old card that expired in 2013. She accidentally took the expired card with her to the checkpoint and had to go through additional screening. She is needing to know the screening process for passengers who have an expired ID. She is very upset about having to go through a patdown screening since she was sexually abused when she was younger and her stomach is sensitive due to gall bladder surgery. The lady that was conducting the screening smarted off to her before the screening because she ask for a private screening. The officer hurt her stomach and also made her lift her top during the screening. She has been crying since the incident occurred and is wanting something to be done about this. I advised her that when a passenger does not have a valid photo ID at the screening checkpoint they will be ask for additional ID documents. If our officers have any questions about the ID presented they will ask the passenger to complete a Certification of Identity form. This is a form that will ask for her name current address and a few additional questions so we will be able to confirm her identity and once this is complete she may have to go through additional screening which would include a patdown. I apologized that she had this experience at the checkpoint and advised her that I will forward her complaint to the CSM at RSW so they will be aware of this issue. When she travels again if she has to go through a patdown screening she will need to inform our officers of her condition and that her stomach is sensitive to touch due to gallbladder surgery.
11/24/2014 8:35:07 AM	Complainant: (b)(6) Female 82 years Email: (b)(6) Telephone: (b)(6) Location: Dane County, Wisconsin Airport TSA Security Screening Area Date Time Flight Info: November 20,2014 Approx. 10:00 am Delta Flight 4125 Complaint Information: Unnecessarily Intrusive Enhanced Body Pat-Down. Due to back leg disabilities (I do not have metal implants), I had wheel chair assistance to airport security screening area where I walked thru the electronic whole body screening unit without incident or alarm from scan. Before the man with wheel chair reached me, I was approached by white female,uniformed TSA Agent;medium build, brunette hair. She said, I have to pat you down. I calmly responded, please tell me why. At which time she told me:to look at screen behind me because it showed spots ; and look at material on front of my sweater. Then, in public view, she ran her hands ,palms down, over my breasts and upper body. Following that, she ran a hand held device over my legs and body followed by device with small, white cloth to check my hands and clothing.(My husband, also a passenger, had not yet passed through the scanner-he told me latter device was to check for explosive elements). There was no reasonable security indicator or probable cause for the TSA Agent to consider me a security risk and conduct this intrusive, unconstitutional public search and physical pressing of my breasts (more than a pat-down) when I had no metal on my person or in my clothing. I felt and still feel violated, sickened, angry and humiliated by what I consider the TSA Agent s abuse of her authority. Is this the search protocol used by TSA in training its employees? My husband retired from US State Dept. Foreign Service and I have traveled with him domestically and internationally for many years. He is a professional counter-terrorism and security expert and we both feel a responsibility to be law abiding citizens. Nevertheless, we believe, even in the best light, this TSA employee needs retraining in policy and procedures including closer supervision. Please advise me of action taken on this matter.Thank you. (b)(6)

From: (b)(6)
Sent: Monday, November 24, 2014 4:06 AM
To: crcl@dhs.gov; TSAExternalCompliance
Subject: *Confidential: Complaint against TSA

Dear Sir Madam,

Kindly find attached the form and a separate sheet for your kind information please.
Meanwhile, I remain at your entire disposal for any further additional information on this issue.
Much obliged:

11/24/2014 8:35:12 AM

Best regards:
(b)(6)

(b)(6)
Board of Inquiry Officer,Super Camp, D-24-El Fasher-HQ, Division of Mission Support, AU UN Hybrid Operation in Darfur , Cell- LL: (b)(6) Cell- US: +(b)(6) Inter Mission: (b)(6) Email: HYPERLINK (b)(6)

Notice of confidentiality:
This email transmission contains United Nations proprietary information that is strictly confidential and or legally privileged, and is intended strictly for use by the official of the United Nations and or named recipient hereof. If you have erroneously received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

Complaint Grievances against the TSA

There are so many beautiful modern and rich countries around the world but our country, the United States of America, is by far the most beautiful and peaceful country in the world. Along with that, we are one of the global super powers because we have a rule of law, which dictates equality and justice for all.
Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number.
Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:
If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

11/24/2014 10:51:46 AM

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

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

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

Disability Description: The caller is diabetic, and must use an insulin pump. Additionally, she is on a liver transplant waiting list, and experiences extreme fatigue. Also, she has knee replacements.

Response Details: Advised Caller:

I apologized to (b)(6) and informed her that I would record her complaint over the phone.

Also, I informed her that the compliment for the TSOs at ABQ would also be forwarded to the appropriate office.

Travelers may call TSA Cares toll free at (855) 787-2227 no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

We have forwarded a copy of your email to the Customer Service Manager at that airport.

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation s aviation security.

11/24/2014 11:23:29 AM

Incident Details: The callers disabilities prevent her from filing a formal written complaint. Instead, she requested that the process be completed over the phone.

The caller and her husband flew from TYS to ABQ for a CALEA (Commission on Accreditation for Law Enforcement Agencies) conference, and was advised by her physician that the insulin pump could not undergo any type of electronic screening. While at the checkpoint, (b)(6) disconnected from the pump, and asked the TSO to wear a clean pair of gloves when conducting the physical inspection of the device due to the potential risk of infection. He informed her that he was unable to do so; therefore, she requested a patdown while wearing the device. A second TSO started yelling at her, and said that they were not allowed touch her insulin pump. He insisted that she walk into the AIT machine with the insulin pump, but (b)(6) (b)(6) informed him again that the device could not be screened in that manner. Once again, the TSO screamed at her, and said take off the device, put it in a container, and put it on the x-ray conveyor belt. He then made her go through the AIT while the device was screened by x-ray. She was afraid to argue with the second TSO, and thought he would deny her boarding over the incident.

Upon arriving to ABQ, the passenger contacted Medtronic, and was informed that the screening did not affect her readings. However, they informed her that the device should never be screened in that manner again. (b)(6) wanted to file a complaint, and felt that the TSOs failed to accommodate her disability. Also, she indicated that the second TSO was extremely rude, and should be reprimanded for his attitude and treatment of passengers with medical conditions. She plans on contacting her Congressman, John H. Duncan, regarding the incident.

Flight Information:

Date and Time of Flight: November 18, 2014; 7:36 AM
Departure Airport: TYS
Airline: United Airlines
Caller is calling because she had her jewelry box removed from her checked bag and she is very angry they did not place it back caller says she has already been degraded with the screening patdown she received and now she has had her jailer box removed. Caller said she As been violated and is a handicapped women.

Told caller I apologized and what we could do is file a claim and I could send her the forms via email, postal, or fax.

Caller said she would like to recover her jailer box because they was a lot of sentimental meaning behind it but she would like the forms via postal.

11/24/2014 12:29:37 PM

Told caller since the item removed was a jailer box I would send the incident to the CSM at the airport but would need some information.

Airport: FLL
Airline: Southwest
Flight number: 3928
Date and time:11-22-14 11:00am
Terminal: B4
Bag tag number (b)(6)
NOI: yes
Discription of bag: Large beige bag with brown trim that has a pull handel and wheels at the bottom.
Caller is calling and has two complaints on two female officers at DFW. Caller stated she connected at DFW via American airlines from Korea and one officer dropped her laptop and cracked it and didn t say anything and just stuck it back in her bag. Caller stated the other officer was giving her a patdown and told her to be quiet and was very rude. Caller stated she is very upset and wants corrective action taken place.

Advised Caller:

11/24/2014 1:45:37 PM

Told caller we will forward her complaints to the CSM at DFW for review and also send her a claim for via email so she can seek reimbursement for the damaged laptop.

Date: 11.20.14
Time: 3:00 Pm
Terminal: American Airlines terminal
Gate: 22
Officers names: Not Provided

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

---

Remote Client IP: (b)(6)
Date Time: 11/24/2014 12:52:38 PM

11/24/2014 2:16:54 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines #3641 Charleston SC to Chicago O'Hare 11:31 a.m. Gate A5 November 23, 2014
Comments:I was traveling alone with threee of my children ages 13, 4 and 1. When we entered the security checkpoint a TSA employee moved all of us to the TSA-Pre line (I thiught then that we might have an o.k. experience). Another TSA agent then swabbed my palms without explanation. There was some problem with my 4 year old son, he may have brushed the gate with his hand when he walked through (he was not given any instruction). The TSA personnel then pulled us aside and said we would have additional screening. I protested. I am travelling alone with 3 children, I was hoping to get something to eat before our flight. I was then separated from my cheldren and led behind a screen for a full pat down and more palm screening. I travel enough to know that I never have trouble with TSA when traveling by myself, but add my kids to the mix and we can be in for a rough experience. Does this make sense? Anyway, the TSA employees there were not empathetic and were rude, one of them saying "You can be as mad as you want, but you still [have to be screened.]"
Hello,

I am writing to complain about the screening process at the Ronald Reagan airport in Washington, D.C.

Today, November 24th at 9:45 am, I prepared to go through the security screening. I was asked to go through the scanner but asked to have a pat down because I am pregnant with a history of miscarriage. I was told by the TSA agent that there was no one available to perform the pat down and that she had no idea how long it would be. I was not allowed to go through the metal detector either. While I made it to the airport early in order to make sure I had time to receive a pat down, I was denied this right, which your website says I am allowed.

11/24/2014 2:17:04 PM

I understand you believe this scanner to be safe for pregnant women. However, the studies you cite are sponsored by you. I have not found any 3rd party studies that have been large, or positive, enough for me to feel comfortable with what I was forced to do today (unless I wanted to forfeit my flight).

This type of behavior is unacceptable. You claim to have the safety of passengers as your priority, but yet we are not allowed to look out for our own, and our unborn children's safety.

If pat downs are an option, and are told they are, then they should truly be an option. Lies about this makes me further doubt what you say about the safety of the scanners.

(b)(6)

Sent from my iPhone

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

---

Remote Client IP: (b)(6)
Date Time: 11/24/2014 3:41:22 PM

11/24/2014 4:12:37 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Fresno to San Francisco October 29, 2014, about 12 p.m. to 9:30 p.m.
Comments:TSA does not have federal criminal jurisdiction because Public Law 80-772 is invalid and does not have enacting clauses that are mandatory by the U.S. Constitution. TSA Staff Male about Hispanic touched my Buttocks while Rubbing not Patting Down Searching after I said prior to the unpat search to my Body do not touch my private parts and a Police Officer was present with a Name Fresno on his Uniform who escorted me all day and the Manager was present also and allowed it in violation of the Tenth and Fourth Amenments.

To whom it may concern:

I just wanted to let you guys know of a horrible incident that happened today at 10:30am on November 24th 2014, in sea-tac international airport.

My wife and I frequently travel and we have a newborn baby. She apparently was wearing a lotion that triggered the machines (hand wipe machine). After this was conducted, she was required to get a pat down, which is perfectly fine. Then however, they demanded that she be separated from our baby, which is absolutely not okay. I told them that we travel all of the time and know that she does not need to be separated from our baby, and despite the fact that I was there and could handle the baby, my wife also travels alone with the baby. What if she was alone traveling, would she need to be separated from the baby? No. And the fact that the gentleman, named (b)(6) (short, Middle Aged man with glasses and longer hair), told me that I needed to "come back to reality and take the baby" is absolutely absurd!

11/24/2014 4:13:31 PM

Worst experience I have had, and have nothing but negative to report. So I apologize for that, but I just needed to let someone know so this doesn't happen to someone else.

I ended up taking the baby to avoid confrontation, they closed the door where my wife was, and my baby is wondering where her mom went? This can be traumatizing to a child.

Super disappointed and upset.

Thanks,

(b)(6)

Sent from my iPhone

The caller flew from SAT. She is a Global Entry member. She went through the Precheck line and received a random patdown per the TSO. The TSO called 8 times for a female TSO to conduct the patdown. She had to wait 20 minutes. The female TSO advised that she would have to swab her hands. The TSO ran the swab at least ten times. She overhead other TSOs stating that they didn t like the machines and that the machines didn t work half the time.

She asked the female TSO if she could use another machine. The female TSO did not respond. She ran the swab through the machine a few more times. The female TSO then indicated to the caller that they would move her items to another machine.

Her purse was swabbed and it alarmed for traces of explosives or chemicals. She asked what was found and what the TSOs were looking for and the TSO advised that she could not tell her. The caller indicated that the process took 45 minutes and she arrived to the gate just as the flight was boarding.

11/24/2014 4:32:30 PM

The caller asked if certain hand creams may alarm ETD. She asked for a list of items that may potentially alarm ETD so that she can avoid these items to avoid delays. She expressed concern in regard to not knowing what chemicals may cause the alarm so that she won t be stopped again.

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.

I advised that providing a listing of items that may cause ETD sampling to alarm may be considered SSI which is not made available to the public as it could compromise the threat of aviation security.

The caller did not seem pleased with this information and indicated that she would ask about this to Congress when she visited Washington DC.

The caller seemed most intent not in complaining about the situation but wanting to know the cause of the alarm and what items she can avoid so that it doesn t happen again. My intent was to collect additional information in regard to the situation, however the caller did not seem that she wanted to continue the conversation.

11/25/2014 8:28:20 AM

On a recent trip to RSW airport my wife was asked to pull her top up my wife asked form a private pat-down@ that point another agent came over & said layettes dal you need a private screening @ that point they proceeded to feel around the bottom & top of her breasts. My was tramatzed by this proceedure & would like justice for these actions. Contact Name (b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 11/25/2014 1:06:48 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Las Vegas, NV (LAS) to Los Angeles, CA (LAX)

Departing
McCarran Intl Airport
Sat, Nov. 15, 2014 at 1:39 PM

11/25/2014 8:29:38 AM

Arriving
Los Angeles Intl Airport
Sat, Nov. 15, 2014 at 2:48 PM

Flight / Class
Delta Air Lines 4855
Economy Class

This flight is operated by Delta Connection/SkyWest

Layover Time: 2h and 22min

Los Angeles, CA (LAX) to Portland, OR (PDX)

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

---

Remote Client IP: (b)(6)
Date Time: 11/25/2014 12:05:15 AM

11/25/2014 8:29:54 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Air 620 - Terminal C at Portland Airport - PDX - Gate C5
Comments:Pat Down went to far. Touching my privates, hand went down my pants and up my boxer shorts. Attitude by supervisor was frustrating. Took over 30 minutes To screen my bag.
I recently took a flight from Chicago's Ohare to Boston's Logan air field. I requested to opt out of the AIT machine. The TSA agent assured me it was safe. I again requested a pat down in very clear language. He told me to "go through the machine." I complied. When I told the agent on the other side of the machine that I felt my rights were being violated, he just narrowed his eyes and walked away.

11/25/2014 8:30:25 AM

Please tell me what language or action is required to not be irradiated while also not ending up on a no fly list.

Thank You.

(b)(6)

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:
Zipcode: 188948

11/25/2014 8:31:07 AM

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

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

Which U.S. airport were you traveling through?

Submitted on Tuesday, November 25, 2014 - 01:58 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Jose
State: California
Zip Code (Post Code): 95127
Other: United States
Email: (b)(6)

11/25/2014 8:31:09 AM

==Incident Information==
When did this happen? 11 23 2014
Where did this happen? ALABAMA - HSV - Huntsville International
What happened? I was traveling with my wife and infant and a child under 12. My wife and kids went through the metal detector while I put the last of our bags onto the conveyor belt. Then I was held back and the agent told me that they were going through a shift change. I don t know why a shift change warrants me being separated from my children. I was then told to go through the imaging detection instead of through the metal detector as described on your website, traveling with children. I opted out of the imaging because I did not want to be separated from my family. I was never given the option to go through the metal detector. Instead, another agent that did the pat down search

Caller said his son was detained for a strip search at BTV yesterday and missed his flight. He was stripped down to his underwear and during the search he was told that he would make his flight but he didn t. He wanted to know if TSA could compensate him for the money lost when he had to rebook his flight. He wanted to know if this was protocol that TSA could cause someone to miss a flight.

11/25/2014 11:29:56 AM

I apologized for the inconvenience and advised him:

TSA s role is to ensure aviation security and no passenger will be permitted to pass through the checkpoint until they have been cleared. There is no policy for reimbursing someone the cost of their airline ticket.

However, the pat down procedures do not involve lifting, removing or displacing any clothing to reveal a sensitive area of his body so if his son would like to provide some more details on the incident I can forward the complaint to the CSM for review.

He said his son was present with him but they are fine with doing whatever it takes to ensure security for the traveling public so it s no big deal.

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

---

Remote Client IP (b)(6)
Date Time: 11/25/2014 12:00:48 PM

11/25/2014 2:09:40 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Air 620 Sunday evening at 5pm, went through security about 90 minutes before the flight. Terminal C at PDX in Portland through Gate C5.
Comments:This is an add on to my complaint from yesterday. I felt that the unnecessary pat down where my privates were touched and left me uncomftable. I asked to speak with a supervisor and was disappointed with how rude the supervisor was to me. You sent me an email telling me to see a supervisor on site, I did that and was treated like a criminal. I feel less safe to fly if TSA agents are going to act in that matter. This was a horrible experience.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/26/2014 6:52:36 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/26/2014 6:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My girlfriend and I are both uncomfortable with the body scanner in light of the exposés regarding it's ineffectiveness and the viewing of private images/abuse by TSA employees. She additionally has problems with anxiety and emotional distressors.

11/26/2014 8:37:48 AM

We were scoffed at and held for 10 minutes to get a male assist. Employee was rude, no empathy regarding my concern for my valuables while waiting. Pat down conducted professionally, verbal interrogation and tone unnecessary. Made to feel that this was an inconvenience to the employee. Asked several times to ask for a private screening, after I refused.

My girlfriend had not advanced for a screening by time mine was complete and all 3 item bins sorted. 4 calls for service ignored, she was asked repeatedly to opt back into the body scanner, she felt pressured and I was unable to assist with her anxiety and distress. I caught a female employee tagged to conduct a screening swearing under her breath; incredibly unprofessional. Girlfriend received private screening, no complaints.

I understand that it is early before a holiday with a large volume of traffic. This does not explain nor excuse the conduct of the employees, the coercion to ' go along, get along ' to get service or the wait time. This behavior would not fly with military or police staff. Why here?
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

11/27/2014 1:06:26 PM

She traveled from BHM on 11 19 departing at 6:20am on Southwest flight 3919. She was at the checkpoint at around 5:30am. She indicated that her Bluetooth headphones (LG Headphones that goes on the neck) became missing from the bin when she was taken aside for a patdown. TSA contacted her and advised that they would have her item at security at BHM. however when she went to security to obtain the items, a TSA agent advised that the headphones were not brought to her.

She indicated that she cannot drive to the airport to pick up the device as she doesn t drive and is disabled. She stated that she needs to get the item back.

I first advised that Items found at the checkpoint are turned into the TSA Lost and Found. I advised that she contact them and they can assist her in obtaining the item. They may be able to send it to her.

The caller was displeased with the information. I advised that other than to advise that she contact the TSA Lost and Found, I will refer the information to the CSM at BHM to make them aware of the situation. They would have the means to look into and address this.

The caller lastly took the number for the TSA Lost and Found.
Birmingham International Airport
205-510-1703
http: www.tsa.gov traveler-information airport-lost-found-contacts#50

The passenger can file a claim for reimbursement in regard to any cost incurred by completing a claim form. I ordered the claim form to be emailed.

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)

11/28/2014 8:25:37 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?
My bag needed to be check. The attending agent was (b)(6) I am type 1 diabetic and have to travel with all my insulin apparatus. (b)(nsisted on opening every item in the insulin bag including the box of Omnipod pods. She was annoyed because I tried to tell her what the items are. She then deliberately opened every item, telling me her gloves were sterile. Indeed. I watched her walk out of a pat down and start with my items.
Why are the security staff not better trained to recognize the needs of diabetics. There are millions of diabetics in this country. There is no excuse for the treatment I just received. I am reporting this incident to the American diabetic association.
Please acknowledge this email and what you can do to prevent this happening to others with special medical needs. The security personnel need to be shown how to think out of the box w/o compromising safety.
Thank you.

11/28/2014 10:28:57 AM

Sent from my iPhone

Caller flew from PDX and is now missing her wallet that went through the checkpoint. Caller thought that when a TSO went through carry-on luggage, they had to have the passenger present. Caller wanted to make sure someone knew of the issue, because the wallet was in a zipped portion of her luggage.

Response:

Portland
Portland International Airport
503-460-4272
http: www.tsa.gov traveler-information airport-lost-found-contacts#content

11/28/2014 12:55:50 PM

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,

CSQIMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSQIM at that airport.

This complaint is to both express my disbelief at the treatment of handicap and also to provide a suggestion that would bring dignity to at least a few handicap people.

My husband is newly disabled and so we are seeing the handicapped through very personal eyes! Before the Event that broke nearly every bone in my husband's body from the waist down we traveled through impersonal (or very personal) cattle lines called TSA screening lines as a easy necessary evil.

We have been through the following screenings in the short time that he has become handicapped:

PDX – 5/2013

John Wayne orange county – 5/2013

PDX - 11/10/2014

11/28/2014 9:04:31 PM

Kauai – Lihue – 11/18/2014

Those screenings although more in-depth than ladies in wheelchairs and especially more intrusive than what a non handicapped persons goes through went as smoothly as possible which made the following incident a glaring and very upsetting end to a long awaited vacation.

Complaint:

On 11/26/2014

Maui – Kahului (OGG)

flight HA 157

11/29/2014 11:03:35 AM

Traveling through Orlando is never pleasant. Today was particularly difficult. I was in line to pass through the scanner and I asked the TSA person (b)(6) (or similar) if I could pass through the old x Ray machine. He said it doesn't work like that I decide whatever I want. Every single person behind me went through the x Ray machine. I had to wait for a female pat down which I don't think he even called for. It was at least 5 minutes. You really should employ more professionalism.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 11/29/2014 6:11:00 PM

11/29/2014 7:04:02 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines, Flight 212, Friday,Nov.28th at 1:45Pm Gate 3
Comments:I am a 76 year old woman and have a hip implant. We fly in and out of TUS international often to visit family. TUS does not have an imaging machine and caused me to have a very groping and invasive pat-down which was extremely uncomfortable and humiliating. I feel this was a severe safety check as I had worn light weight cotton slacks with no buttons or zippers. The agent searched reached under my waist band and touched my bare skin deeper then she needed to do. I feel she could have felt any dangerous item from the outside of my very thin cotton waist band. I also felt she was intrusive when running her hands up the inside of my legs and touching my private area. I understand that TSA has a difficult and complicated duty to keep us all safe,BUT, can you find another way to screen old ladies??? Thank you for reviewing my email.
(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 11/29/2014 6:09:38 PM

11/29/2014 7:04:04 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines, Flight 212, Friday,Nov.28th at 1:45Pm Gate 3
Comments:I am a 76 year old woman and have a hip implant. We fly in and out of TUS international often to visit family. TUS does not have an imaging machine and caused me to have a very groping and invasive pat-down which was extremely uncomfortable and humiliating. I feel this was a severe safety check as I had worn light weight cotton slacks with no buttons or zippers. The agent searched reached under my waist band and touched my bare skin deeper then she needed to do. I feel she could have felt any dangerous item from the outside of my very thin cotton waist band. I also felt she was intrusive when running her hands up the inside of my legs and touching my private area. I understand that TSA has a difficult and complicated duty to keep us all safe,BUT, can you find another way to screen old ladies??? Thank you for reviewing my email.

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 11/29/2014 6:09:38 PM

11/29/2014 7:04:04 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest Airlines, Flight 212, Friday,Nov.28th at 1:45Pm Gate 3
Comments:I am a 76 year old woman and have a hip implant. We fly in and out of TUS international often to visit family. TUS does not have an imaging machine and caused me to have a very groping and invasive pat-down which was extremely uncomfortable and humiliating. I feel this was a severe safety check as I had worn light weight cotton slacks with no buttons or zippers. The agent searched reached under my waist band and touched my bare skin deeper then she needed to do. I feel she could have felt any dangerous item from the outside of my very thin cotton waist band. I also felt she was intrusive when running her hands up the inside of my legs and touching my private area. I understand that TSA has a difficult and complicated duty to keep us all safe,BUT, can you find another way to screen old ladies??? Thank you for reviewing my email.

(b)(6)

To Whom It May Concern,

I departed Bradley International Airport (Hartford/Springfield) today with my husband and 21-month old twins. I have read the TSA guidelines regarding food for infants. I brought 2 prepackaged containers of YoBaby yogurt to feed my babies on the plane and had separated that food out with their milk for screening.

When we got to security, we were told that we could not bring the yogurt with us because the containers exceeded 3.4 ounces. When I pointed out that the guidelines for infant foods are different, I was told that we could keep the yogurt with us if we agreed to a pat-down. This seemed totally unreasonable and not in accordance with the guidelines you have on your website that state: "When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications".

11/30/2014 9:17:47 AM

My babies have infant boarding passes and are still lap-children. They clearly fit your guidelines for "infants or young children". I need to provide them with food during the flight, and I have never had a problem bringing this same yogurt at any other time that we've traveled, and we've flown with them frequently, many times through this same airport.

I asked to speak with a TSA supervisor regarding this issue and was given the same answer, and then spoke with another TSA supervisor (b)(6) (I think that was his last name), who told me the same thing. In the end I told them to throw out the yogurt because I don't think that patting me down over a prepackaged container of baby yogurt makes anyone safer, and that policy seems absurd. It certainly left me in a bind regarding feeding my babies during a long day of travel.

I would like a response from TSA regarding this issue, as I do not want to run into this problem again during future travel. I can be reached by email or by phone at (b)(6)

Thank you,

(b)(6)

I travel several times a year from Chicago (MDW) to Tampa (TPA) and never ever had problems had problems with the TSA being rude. 11-29-14 about 715-800am I opt out of going through the machine AIT machine which I always do. From you website it states it is my RIGHT to opt out. "Q. Can I choose the way I would like to be screened?
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough paldown. Signs are posted in front of each AIT location advising passengers of this right."

Which the TSA makes me feel that it is an inconvenience to them-but that is why they have jobs. I have no problem with the pat downs but the rudeness of (b)(6) and her supervisor (b)(6) at Tampa Airport yesterday was uncalled for this was terminal C for Southwest airlines. There was another young lady who almost missed her plane because her baggage need to be check besides what happen to me. I saw the complaint cards but did not feel comfortable in leaving them with airport because I thought it would just come up missing. The supervisor (b)(6) made a comment it was the busiest day of the year but they should also be prepared to handed that. I was almost in tears yesterday after (b)(6) yelled at me and made a scene. When I started looking at her name tag she called over her supervisor in which he made the comment about being busy. I do appreciate all the security at the airports that is not my problem. I do not appreciate the rudeness of TSA officers that feels like I am an inconvenience to make them do their job.

11/30/2014 1:09:35 PM

Travel time was 845-SW flight 4128.

I also had my computer and money in my purse waiting for me in which (b)(6) was looking for the owner of them because I had a bag of coins in my purse that I forgot to take out.

(b)(6)

I hope this was video taped and I guess if I was in a wheelchair I would have no problem to opt out of the AIT machine (Just an observation from the yesterday).

Why is there no link on your website to file a formal complaint about rude employees?
Submitted on Sunday, November 30, 2014 - 12:52 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Gender Sex
- Race Ethnicity
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number (b)(6)
PO Box or Street Address (b)(6)
City: Spring
State: Texas
Zip Code (Post Code): 77383
Other:
Email: (b)(6)

11/30/2014 1:10:13 PM

==Incident Information==
When did this happen? 11 30 2014
Where did this happen? TEXAS - DAL - Dallas Love Field
What happened? I was molested by TSA during a pat down. A female touched my virgina, buttocks, and breast. I was violated in front of other passengers and officers. I was not allowed access to my property until I agreed to the molestation. I was told if I did not allow the officer to touch my buttox, I would not be allowed to fly. I was singled out among many other passengers. My

Disability Description: The caller is calling regarding his wife. She had back surgery about a month ago.

Passengers Name: (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AITm must under go a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until the meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

11/30/2014 1:45:14 PM

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

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:
Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could t go through screening since she could t raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she shouldn t have taken a wheelchair if she could t do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she Caller is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) is on the GE card, which is the same on the ticket. KTN (b)(6) This number was included and the airline confirm its in the record. Caller has two artificial knees and has to get a patdown every time.

11/30/2014 4:54:49 PM

Advised Caller:

While some airports may allow individuals who are traveling with a TSA Pre\u2713™ eligible passenger to access the TSA Pre\u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u2713™-eligible passenger should not expect to be directed to the TSA Pre\u2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA Pre\u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

TSA Cares,

I am writing to provide feedback from our recent traveling experience. To start off, immediately below is what I submitted, as I always do, prior to my wife, (b)(6) flying anywhere.

From (b)(6)
Sent: Saturday, November 08, 2014 1:40 PM
To: tsa-contactcenter@dhs.gov
Subject: Pre-Flight Notification, (b)(6) 22-28 Nov
TSA Cares,

11/30/2014 5:06:56 PM

I am writing this as a pre-flight notification for an upcoming flight from Norfolk, VA (ORF), to Orlando, FL (MCO). My wife, (b)(6) suffers from Reflex Sympathetic Dystrophy (RSD), a debilitating neurological disorder. I typically call the TSA Cares line and provide this information over the phone, but have found that for one reason or another TSA Cares Notifications of our itineraries or requests for a Passenger Support Specialist (PSS) have not always been established. I will follow this up with a phone call with the respective sites the day prior to each flight.

RSD is a condition where the skin is super sensitive to touch, even clothing, and the nerves cause the muscles to constantly contract without relaxing. My wife does not have the ability to raise her arms and hold them over her head and she has a metal device implanted which prevents walking through the metal detector. Due to these conditions, she requires the pat down. She will be in a wheel chair as she cannot walk distances. She can stand but is unable to stand on the designated footprints. The PSS' we have dealt with on each occasion have taken all of this into account and handled her accordingly. We have been very pleased with the service we have received from TSA Cares and the PSS program.

Itinerary

Southwest Airlines Flight 4346 Nov 22 7:05 AM Norfolk International Airport (ORF)

On 11/28 I flew from FLL to Newark on united fly 415. I am a type 1 diabetic and have to fly with needles vials of insulin and other vital supplies. I keep them together in one bag in my carry on baggage. At the security checkpoint in FLL my luggage was subject to a search. The TSA security officer was (b)(She was arrogant, insensitive, empowered, unreasonable. She deliberately went thro all my sterile items. She claimed her gloves were sterile despite the fact that I saw her come from a pat down right to my possessions without changing her gloves.

11/30/2014 7:04:48 PM

I am about to leave for Europe now. I sent a complaint right after the incident which left me very shaken and my blood glucose levels high.
I received a return no reply email. I am not letting this matter stand. I am contacting the American diabetes association and will take this further. There are millions of diabetics in this country. Your TSA personnel need to be trained in dealing with diabetics and not cause them unnecessary stress before a flight which is stressful enough. Please let me know how this will be handled. Thank you (b)(6)
Sent from my iPhone

My son was issued his new Alaska drivers license and it is a Temporary Paper card in a small ziplock bag. Several employees at the State of Alaska DMV told us that this form of ID is accepted and we would not have a problem using it for travel. On monday 11/24 we were told by TSA agents at the Anchorage Airport that this form of ID is no longer accepted. After an embarrasing hold up of the line, a thorough body pat down and search of his belonging we were granted entry.

12/1/2014 8:37:17 AM

Can you tell me if a paper temporary Alaska drivers license is an acceptable for of ID for checkpoint entry?

Thank you very much,
(b)(6)
Anchorage Alaska
(b)(6)

12/1/2014 9:28:14 AM

The caller flew from DFW on Saturday and went through the AIT, then they swabbed her hands and it came back positive. She stated she has received a patdown the past few times she has flown. Her husband gets PreCheck, but she does not, and neither of them have applied through any of the programs.

Advised:
Some household items could cause the ETD to alarm. Any time there is an alarm when going through the AIT, they will need to resolve it by using a patdown. Sometimes, passengers will be randomly selected for additional screening. You can always request a supervisor at the checkpoint. There is no way for me to tell you exactly what caused the alarm or if you were randomly selected.

12/1/2014 10:13:41 AM

Good day!

I frequently fly Jet Blue from terminal C at Boston's Logan Airport.
I am not physically able to bend down to remove my shoes as required by TSA.
I have been to other airports where a chair is provided at security checkpoints for passengers who need to sit down in order to remove their shoes.
There has never been one at Logan. I find this incredibly frustrating, and this must be a common problem for many customers.

Please have a chair available at all security lines. Many passengers cannot bend over to remove shoes from a standing position. This would be very much appreciated by customers, and would free up your employees from performing pat downs on people who otherwise wouldn't need them.

Sincerely,
(b)(6)

12/1/2014 2:22:15 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 12/1/2014 12:22:45 PM Airport : MSN - Dane County Regional Date/Time of Travel : 11/30/2014 2:15 PM Airline & Flight Number : Delta 788 Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :
Comment : I was traveling from Madison to MSP with my 90 year old mother and several of the tsa staff were very disrespectful to my mothers mobility issues. She must use a walker or she will fall and on several occasions she was told to use a cane to go thru the metal detector (which would have resulted in a fall) and then when she was pat down she was told to stand with out using her walker, I intervened and was told to stand back. they then again told her to stand without aid, this went on 3 times. Finally they got it, then she was subjected to a 10 minute pat down by a new female tsa agent. Come on really a 10 minute pat down of a 90 year old woman in Madison WI. Hardly a terrorist threat. I am very disappointed in the care given to my mothers safety and fall prevention care.
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

12/1/2014 4:08:02 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 12/1/2014 2:25:34 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 12/01/2014 Airline & Flight Number : Delta 4617 Checkpoint/Area of Airport : TSA SECURITY CHECK POINT TSA Employee: (If Known) : will explain Comment : My husband has ALS. We had a small bag with 3 ENSURE PLUS for his lunch and dinner today. The bag had a cold pack in it as well. The man who was at the end of the check point (large guy) said what was in the bag of bottles. I said ENSURE PLUS, he said he could see that but why were we taking it? I said it was medically necessary. He asked why it was medically necessary. I said it was 50% or more of his daily nutrition. He said we had several options: 1) open all the bottles; 2) have a full pat down and scan the bottles. My husband told him a previous TSA agent already patted him down. He could SCAN the bottles and cold pack, no problem for us at all. The TSA guy said you know you can buy these at the store (no kidding, where did he think we bought them to start with?). TSA would NOT agree to scan the bottles of ENSURE PLUS unless there was a full body pat down. My husband got angry and told him to throw the bottles away.

By the way he was smirking and very arrogant. The lady TSA with him looked very surprised at his behavior.

Now, the result of this TSA agents behavior and attitude, my husband had to go without lunch as there was nothing he could eat in the airport. Instead of 700 calories of ENSURE PLUS, he only got 150 calories of Sprite.

I find this TSA agent's behavior towards a senior citizen with ALS absolutely apaling to say the least. We were NOT treated like this in the Kansas Ciy airport MCI.

It is my understanding that when a passenger tells TSA something is medically necessary, they should be allowed to take it on the plane. SCAN it all you wish, but let us take it on the plane. Actually (b)(would have drank 2 of them ENSURE PLUS before the plane left the gate.

Please call me and get back with me. I am going to report this to the President of the United States.... our TSA is NOT working to support people with special needs.

(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

From: (b)(6)
Sent: Monday, December 01, 2014 2:52 PM
To: TSAExternalCompliance
Subject: Formal Complaint Submission
Importance: High

Dear Sirs
Please find attached the complaint form and a detailed description of the events that surround the complaint. Please acknowledge receipt of the complaint. I am available at (b)(6) to discuss the complaint at your convenience.

Yours sincerely

12/1/2014 4:08:13 PM

COMPLAINTS AGAINST TSA LOGAN BOSTON AIRPORT
I am filing this civil rights and civil liberties complaint about a dreadful experience that I had at Boston Logan Airport on the 22nd November 2014 at about 5:15 am EST. I'd left the hotel in the downtown area of Boston at exactly 5 am EST and it takes about 10 minutes to arrive at the Airport, so it could not have been more than 5:15 am EST by time that I arrived at the security area to clear security.
I went through the security area and entered the screening area. I explained to the agent that I would not be going through the body scanning machine, and asked to speak to the supervisor. TSA Cares had been contacted prior to this trip because of past problems at Logan Airport clearing security, and had advised me to ask for the Supervisor of the security area and request a female assist. The agent said that she would get the supervisor. When the supervisor by name of (b)(6) came, I advised him that TSA Cares had told me to ask for a supervisor for the purposes of clearing security because I would not be going through the body scanner. He told me to put my things through the X Ray, and then he would call the Female Assist. I told him that I did not want to be separated from my two laptops, an iPad, and a bag with credit cards and cash after they had gone through the X Ray machine. He told me that that is what I would have to do. I asked him how long it would take before the Female Assist would arrive. He said that he did not know. I said again that I could not put them through due to risks of them being unsupervised. He told me that that is what I would have to do at that airport. By now others that I had entered the screening area with had already cleared the area because they had gone through the body scanner. The discussion took about 2 to 3 minutes. I had had to wait for him to arrive and so by now it was about 5:30 am EST. He then appeared to change his mind and told me to put my things through and the Female Assist would be waiting. I did put my things through and the TSA Agent called (b)(6) was waiting for me. She told me not to touch my personal items. She appeared to be about to pick up my personal items consisting of two laptops, an iPad, a purse, my coat, a laptop bag, a sports jacket, my boots, all spread out in about six bins. I told her that I did not want my laptops to be dropped. She then called for help. A female TSA agent came to assist her with carrying the items. By that time they were giving each other knowing looks and developing a bad attitude towards me. They placed the items still in the bins in a small area near the X Ray machine conveyor belt. She asked me if it was ok if she combined the bins. She indicated that she intended to place the bins on top of each other, including covering my laptops with the bins. I told her that I did not want anything placed on top of my laptops. I said You will not take responsibility if you break them. She said in a loud nonchalant voice, I won t take responsibility for breaking them, but the US government will. I responded, Wouldn t it be better not to break them in the first place? By now, other travelers were observing and listening to the discussion. In fact, one female business traveler was looking at (b)(6) quite bemused at her attitude. This should be evident on the tape recording from the area. I then told her that I wanted to see her change her gloves. She changed the gloves, making a snide comment as she did so, the gist of which was Yes, I will change my gloves. She then asked me if she could place my heavy coat on top of my laptop. I again told her that I did not want anything on top of my laptops. By now, it must have been about 5:40 am EST. She had still not taken me to the private screening area although she was aware that I wanted a private pat down. She began to swab everything, testing them for explosives. All this was being done at a The caller asked how she can place a complaint. She stated that she was escorting her son at TPA from security. She stated that she thought it was unprofessional. She stated that she was wearing a wig, and they searched her head. She stated that her gloves were dirty and she was nasty about her asking her to change her gloves. She stated that her sons phone was cracked when it came out of the conveyor belt. She stated that she went back to the desk at the airport and reported the matter. She stated that they reviewed video footage, and indicated that she was not lying about the damage. She stated that she looked at the phone at the belt, and they walked to C35 and then decided to report the damage. She stated that the screen on the phone is shattered. She stated that the men at the counter, mentioned it is a federal offense, and she interrupted them. She stated that she wants this to be reported. She stated that she is a GS 13 step 2 federal employee. She stated that she feels that if it was a caucasian person complaining it would have been taken more serious. She stated that they were interrogating her and questioned her trying to catch her in a lie. She stated that she would be assuming that it was based on her race if she stated that they were discriminating against her. She stated that she is not sure why they questioned her.

I apologized to the caller for the manner in which her screening was conducted, and explained that passengers can request that the TSOs replace their gloves for screening with clean ones.

I explained that our standard process for any passenger wearing a wig or head covering of any kind, generally requires a patdown of the head area. They would offer private screening if the removal of the head covering is needed. However, a passenger can request private screening at any point in the screening process.

12/1/2014 7:18:43 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 via email within 24 hours of this response. Complete and return the form in accordance with the instructions.

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 for review.

Departing Airport: TPA
Destination: BWI
Airline: Southwest
Flight Number and Time: Unknown @ 7:10 pm
Gate: C35
Date and Time: 12-01-2014 @ 6:40 pm
Agent: Hispanic female

Submitted on Monday, December 1, 2014 - 20:31 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? No, I m filling this form out for someone else
==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact: 11:00 am - 1:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

12/1/2014 9:05:10 PM

PO Box or Street Address: (b)(6)
City: Miami
State: Florida
Zip Code (Post Code): 33185
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.
==Complaintant Information==
Relationship with Complaintant: Father
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Miami
State: Florida
Zip Code (Post Code): 33185

Michelle Cartagena
TSA Contact Center

P: 571 227-(b)(6
E-mail:(b)(6)

-----Original Message-----
From: (b)(6)
Sent: Monday, December 01, 2014 6:28 PM
To: Cartagena, Michelle
Subject: FW: Complaint for Tampa TSA

12/2/2014 10:09:48 AM

Over to you...

-----Original Message-----
From: (b)(6)
Sent: Sunday, November 30, 2014 5:09 PM
To: TSAMedia
Subject: Complaint for Tampa TSA

Please send this to the complaint department. I was unable to find it on the mobile site. First off I am always am opt out and will continue to be an opt out. I was "randomly" selected to go through the scanner. Once again I am a opt out and have always been an opt out.

Your team should not have made me feel pressured to go through a scanner. I told the man at the who is a larger white Male who I believe has glasses (could be wrong) that he needed to get a female assist for the pat down because I was not going through the scanner. He told me if I do not follow the rules I could fly. I told him I was a opt out again and needed a female assist and I called him stupid. He then called a supervisor who got a sweet old lady to molest me. She actually touched my private parts multiple times, not just one sweep. She's old so I forgive her for her mistakes, but the guy who was before her should have a talking to.

I will never support the TSA but I will tolerate it. My passport was not signed and has never been signed and I have used it for flying multiple times and today I was told it was a mater of national security to have it signed. That is so retarded and part of the reason I will do my best to vote for congress men who will defund TSA.

Submitted on Tuesday, December 2, 2014 - 08:51 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Lakeside
State: California
Zip Code (Post Code): 92040-1616
Other:
Email: (b)(6)

12/2/2014 10:09:50 AM

==Incident Information==
When did this happen? 12 01 2014
Where did this happen? CALIFORNIA - SAN - San Diego International
What happened? After going through advanced imaging at approximately 0715 hours, the TSA agent commenced to pat down my 3 African American individual braided hair style. Other passengers, mainly Caucasian with larger and longer , fuller hairstyles weren t patted down. I wasn t asked. The agent proceeded with unclean gloves. I didn t have anything in my hair but hair. I singled out and was racially profiled.
Who treated you unfairly? A white TSA agent.
List anyone else who may have seen or heard what happened?
Is there any other information you want us to know about or consider? Yes, I took photos of my hair style.

From (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

Date: November 24, 2014
Transportation Safety Association
12/2/2014 10:01:04 PM HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov
Dear TSA:
I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone.
Ever since 9/11, Muslims especially have been looked as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different.
I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."
In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred… managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues?
The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others.
Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items." (TSA, Online). Often this is not the case. From personal experience, I have
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 12/3/2014 6:02:13 AM

12/3/2014 10:11:57 AM
Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight out of Jacksonville (OAJ) on 12/3/14
Comments:I found the pat down by (b)(6) excessive. I notified TSA officials that I have a knee brace and would need additional screening (as I do at many airports) (b)(6) then made me take off my shoes and my outer garments (disputed my TSA pre check) and proceeded to pat me down (hair to feet, in the crotch and under my breasts) and then did the wipe of my brace underneath my clothing. I waited complicity through the process, feeling quite exposed and appearing like a detained criminal in front of the other passengers. Again, this is NOT the same treatment I received at other airports by multiple other TSA officials. I feel that (b)(6) search of me was unreasonable and violated my rights against unreasonable search beyond the scope of my consent and applicable TSA security regulations. I fully expect and appreciate your time for a response. Thank you.

To Whom it May Concern,
I am writing to share about a recent experience I had, traveling over the holiday. I departed from Dallas Love Field, and arrived in Orlando, FL (and then returned through the same airports).

When I was in the security checkpoint, approaching my turn to enter the x ray scan, I discreetly informed the attendant near me that I am transgendered (born female, legally and physically presenting as male). I ask for them to just let the person running the x ray know of my situation, and that i had a medical wrap around my chest covering my breast area, so there was not any confusion, surprises, or embarrassing moments for either of us. Both instances, Dallas and Orlando, they said no problem.

The problem came, when I got out of the x ray booth, and had to be patted down. I've had this happen before, so was not surprised. What was surprising, was the fact that knowing the information I gave them, both airport attendants patted me down with the palm-side of their hand, all around, across, and even cupping my breast and nipple area.

12/3/2014 12:17:19 PM

I flew before, about 2 years ago, out of Oakland, CA. I had explained this to the attendant and there was no problem. The male who had to do a pat-down, used a wand on me first, and then did a quick back-hand run across my chest area. During my time this week, out of Orlando, I had even asked the man if he could use the backside of his hands. He asked if I wanted him to change his gloves. I said "no, I'm not concerned about germs, I just don't think it's very professional to be touching with the palms of your hands like that"... he replied, "well thats just the way I have to check".

All I can see is that one of two things is going on: The gentleman in Oakland instinctively knew to use his backhand, as to increase my comfort level (and probably his own) and there is absolutely no sensitivity education going on to other TSA members, or, the method the gentleman in Oakland used is the expected protocol, and the men in Dallas and Orlando were not taught it, or ignored it. Either way, I felt completely embarrassed, violated, and vulnerable. It honestly makes me never want to fly again.

I know I am certainly not the first, and only, transgendered person to go through security at the airport. With the increasing attention and legal changes going on in the media lately, you'd think there would be more sensitivity to the patrons going through the airports, who come in all shapes and sizes.

I look forward to your prompt attention to this matter.
(b)(6)
From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, December 04, 2014 11:53 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12 4 2014 11:52:42 AM

Attachment:
1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
12/4/2014 2:23:37 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:
Inglewood
State:
California
Zip:

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed caller please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report this incident to her supervisor also.

12/4/2014 5:07:04 PM

Airport- MCI in Kansas City
Airline- US Air
Flight number- 599
Date and time of incident- 12-02-2014 3:00 pm
Baggage and tag numbers- Not provided
Description of baggage- Not provided
Was there and NOI- Not provided
Anything on NOI- Not provided
Specific location of incident- Gate 83
Contact information (phone number or email) (b)(6)

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 12/4/2014 5:48:06 PM Airport : MIA - Miami International Date/Time of Travel :
Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Male Comment : When the scanning of the advanced imaging started, I was asked to use the technology. I was later asked to go to a private room and get a "pat down," later the male agent felt my penis. I didn't say anything, because I really wanted to get to my flight. But my question is -- is it normal TSA pat down protocol to touch crotch area?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

12/4/2014 6:03:18 PM

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

---

Remote Client IP: (b)(6)
Date Time: 12/4/2014 8:09:11 PM

Name: (b)(6)
Email: (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Miami, Florida airport (terminal D, gate 32/ by American Airlines) Direction: St. Louis, MO.
November 16, 2014 at 4:05 p.m.
Comments:Dear Sirs,

12/4/2014 9:04:36 PM

I would like to file a complaint with the TSA team at Miami, Florida airport (terminal D)

On November 16, 2014 at 4:05 p.m. my husband and I were going through a security check point at the above mentioned airport, and I, as a woman who is about to start a family, decided not to go through the full body scanner and told the TSA officer, (b)(6) that I preferred a pat down.

I was waiting for a pat down for about 15-20 minutes, which is a totally unacceptable waiting time frame for an airport. During this time, nobody came up to me to explain what was going on and why it was taking so much time. Meanwhile, there were 3-4 women working on the floor plus some men. After waiting for 15 minutes, I asked the officer again to find somebody who could pat me down, and he responded very rudely, saying that I had to wait or to go through the full body scanner, which I eventually HAD to do.

After I went through the full body scanner, I decided to get the names of the supervisors who were in charge, in case I would have decided to take legal actions against the employees if there were any damage done to the fetus of a baby.

The supervisor who was working on the floor refused to give me her name, covering her name tag with a clip board that she was holding in her hand, and instead of apologizing she asked me if I was a USA citizen. Afterwards, she suggested that I should talk to her other supervisor in the office.

The supervisor who was sitting in the office, of an Asian look/origin, refused to give me their names as well. I explained the situation and again the only reaction I witnessed was indifference. In fact, she and her male assistant, who was in the office said that it was my voluntary decision to go through the full body scanner. I wanted to write down her name, but she leaned forward positioning her arm in such a way that I couldn't see the name on her name tag. I had to leave the office in utter frustration feeling hopeless.

From: (b)(6)
Sent: Friday, December 05, 2014 6:35 AM
To: CRCL; TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: *Confidential: RE: Complaint against TSA

Dear Sir/Madam,

As advised, kindly see attached my complaint , submitted for your further review.

Best regards:

12/5/2014 8:29:38 AM (b)(6)
(b)(6)
(b)(6)
(b)(6)

Notice of confidentiality:
This email transmission contains United Nations proprietary information that is strictly confidential and/or legally privileged, and is intended strictly for use by the official of the United Nations and/or named recipient hereon. If you have received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

From:
CRCL <HYPERLINK "mailto:CRCL@HQ.DHS.GOV"CRCL@HQ.DHS.GOV>
To:
"HYPERLINK (b)(6)
Date:
12/05/2014 02:26 AM
Subject:
Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

12/5/2014 9:26:40 AM It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

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

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

Caller and her husband will be flying to tomorrow. He does not have a PreCheck notification and she does. She said that he is 82 years old and can not go through the checkpoint alone. She wanted to know if she can get PreCheck put back on his ticket or if he can go through the PreCheck line with her. She called United Airlines and was told that PreCheck is random. She said that they both enrolled in PreCheck.

I gave the following information: TSA PreCheck, identifies low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening. If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass.

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

12/5/2014 1:28:00 PM

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

TSA anticipates these changes will further reduce–though not completely eliminate–the need for a physical 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.

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

I gave information per: http: blog.tsa.gov 2014 06 tsa-travel-tips-frequent-flyer-profile.html

If you check-in online before your flight and don't see a TSA PreCheck indicator on your boarding pass, contact your air carrier. They can update your Secure Flight information right away. If everything matches, you will be able to re-print your boarding pass again, hopefully with TSA PreCheck this time!

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12/5/2014 12:20:23 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight No. UA6143
12/5/2014 2:33:42 PM
United Express
Central Wisconsin Airport - Wausau, WI
Gate 8D
Comments:I was made to have a pat down which is a very intrusive, insidious and un-necessary. I had a picture driver license, numerous credit cards, medicare, health insurance and blood donation cards all in my name. Because my drivers license was a paper copy of the exact NH driver's license including a clear picture of me which the TSA agent even admitted that. Because I have moved from NJ to NH and NH has 60 days to provide a plastic copy, I do not think a pat down was necessary for a 72 year man traveling with his wife. My luggage was also ransacked even though it went through the scanner as I did. Also, they did not have a body scanner which I do not mind but someone touching my private area is uncalled for.

Either you need to make a consistent policy across all states to require them to provide the hard plastic driver's licenses immediately as NJ does or accept the paper copy!!!!! Another option is to make a body scanner mandatory at all airports. You also need the policy to be consistent because I went through the Boston Logan airport on my way to WI on 12/14 without an issue but the TSA agent did ask for another card which was very reasonable.

One of the TSA officers even threaten me that he would make me miss my flight because I was complaining that I had all the information needed. They would not even allow me to show them all the information that proved who I was.

I will never let your people touch my private areas ever again. I will place my hands over them rather than let your people touch them. It is totally uncalled for. Make a body scanner mandatory for an airport operate.

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

---

Remote Client IP: (b)(6)
Date Time: 12/5/2014 3:22:59 PM

12/5/2014 4:08:05 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):GSP airport at 3 pm - terminal B for Delta
Comments:TSA agent asked me to unhook my belt and then wanted to put his hands inside my waistband. I said, "yes, you can put your hand in my pants" - because going IN my waistband is going IN my pants. After saying this they got hostile and asked if I wanted to do a strip search screening like it was some type of punishment. They need training in English, sentence and word meaning, and to accept compliance without getting all weird. With all the poor police training evidenced in Ferguson and NYC - you should better train what are hostile people.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Cambridge, MA 02139
Zipcode:

12/5/2014 6:03:22 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?
Gen. Edward Lawrence Logan International Airport

From (b)(6)
Sent: Friday, December 05, 2014 8:48 PM
To: TSA-ContactCenter
Subject: TSA Examination Follow Up

Hello,
When flying from Denver to Detroit today, Fri. Dec. 4th, my husband and I was directed to the Pre-TSA approved checkpoint.

Upon getting my hands tested, a chemical was detected. I was then examined and brought to a private room for a pat down. While the TSA staff were handling and examining all of my belongings, including my jacket, a stain was left on my brand new jacket.

This jacket, was $200 and brand new for this business trip back to Michigan to meet with potential clients.

12/5/2014 9:02:48 PM

I truly appreciate the safety precautions that have been put into place to keep us travelers safe. However, the mishandling of a passenger's belongings is disappointing and frustrating, to say the least. Especially, when I was so cooperative with the staff.

The moment I was approved to be released, my belongings were left in disarray for me to put back together, as they quickly escorted me out so they could examine another passenger.

Attached is the photo of my brand new jacket, and unfortunately, I did not notice the stain until we were already beyond the safety check. There is no other way this stain would have been added.

If you need further information, please let me know, I would be more than happy to provide it.

I would appreciate a reimbursement for the new jacket, as I do not know if it is a stain that will be able to be removed by a dry cleaner.

Thank you so much.

Looking forward to your prompt response,

(b)(6)

TSA Cares,

I am (b)(6) the person with CRPS/RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her so. The problem with CRPS/RSD is that the slightest wrong touch can cause a flare and at that time it doesn't matter if I tell her if it hurt or not because I am flared instantly at that point. That is why I need specially trained people to do the pat down. That is why we go through TSA Cares. That is why we e-mail TSA Cares before my travels. That is why we follow up with supervisors the day before we travel and are assigned a PSS. That is why we stop at our departing city and talk to the TSA supervisor at the desk when we land and let them know when we we be departing. That is why we explain my disease. That is why we handed the CRPS/RSD handout to PSS Officer (b)(6) and PSS Officer (b)(6) at Norfolk (no problems at all there). WE do not just show up at the gate and expect to be handled with care. We prepare, and prepare, knowing how the slightest wrong touch can set me off.

12/6/2014 9:16:10 AM

We have waited a week hoping to hear from (b)(6) in Orlando or (b)(6) before going up the chain but have not heard anything back, so I am filing a complaint. A flare can set back my Physical Therapy 3 weeks or more and the pain is excruciating. If you look at the literature you will see that CRPS/RSD pain is the highest pain on the McGill Pain Scale even beating that of Cancer. Having to sit here and write this complaint to accommodate TSA's request has increased my stress, which as exasperated my symptoms (note second sentence in this note). Thank you very much, TSA.

(b)(6)

-----Original Message-----
From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, November 30, 2014 6:56 PM
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

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) Missouri City, TX
Zipcode: 77459

12/7/2014 9:14:59 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? no
Nationality? no
Gender? yes
Disability? no

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

Disability Description: Caller traveled on 12 05 out of PBI on SW terminal B. He had all his diabetic supplies and insulin with him and he also had a freezer pack that was not solid and he was subject to a Patdown an secondary screening of all his property. He then realized a diabetic kit was missing from his carry on and needs to be compensated. He travels a lot and this has never happened to him.

Information Request: Caller left out 12 05 of SW terminal B Florida with insulin and a partially melted ice pack. he said the supervisor told him he could have the hard ice packs

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.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

12/7/2014 11:15:55 AM

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

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.

On two consecutive occasions, I have been pulled aside at the Jackson-Evers International Airport in Jackson, Mississippi, for a pat-down. On the first occasion (November 17, 2014), I was traveling to New Hampshire on business via Atlanta and Boston. On the second occasion, I was traveling to Oklahoma City (December 1, 2014) on business via Dallas/Fort Worth. On both outbound occasions in Jackson MS, I "alarmed" in the lower body going through the detector and was subsequently patted down. However, upon going through security screening at Boston Logan International Airport and the airport at Oklahoma City, I had no problem. I did not "alarm" going through the detector.

I make it a point to inform the security agent of my two partial knee replacements prior to any security screening. When I told the agents in both Boston and Oklahoma City that I "alarmed" in Jackson MS, each person at the respective airports stated that the sensitivity is probably set too high.

Prior to approximately three weeks ago I did not have this problem at the Jackson-Evers International Airport in Jackson MS.

12/7/2014 1:10:23 PM

I do not wear ankle bracelets or other types of jewelry, and I have never had any type of foot, ankle, or leg surgery other than the two partial knee replacements (the medial right knee and the medial left knee).

I request your assistance in looking into this issue. I look forward to your response prior to February 23, 2015, the date of my next out-of-state business trip.

(b)(6)

Jackson, MS 39211
(b)(6)

Sent from my iPad

(b)(6)

Yorktown, VA 23693

(b)(6)

On Dec 6, 2014, at 1:30 PM (b)(6) wrote:

Begin forwarded message:

From (b)(6)

12/7/2014 1:10:47 PM

Date: December 6, 2014 8:47:34 AM EST

To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

Bcc: (b)(6)

Subject: Letter from Complainant

TSA Cares,

I am (b)(6) the person with CRPS RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should Caller s boyfriend flew from MKE and had to get a patdown because his shirt set off an alarm. The TSO that was giving the patdown made a comment that the passenger s man boobs had set it off. The passenger is a 6 foot 6 inches and about 280. Caller believes this is not good customer service.

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.

12/7/2014 6:13:32 PM

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

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

Airport: MKE
Airline: AirTran Airways
Date and Time: 11-07-14 4:30
Location: Terminal C at the checkpoint.
Contact Information: (b)(6)

Feedback Type : Security Issue
Categories : Secure Flight; Pat-down
Current Date/Time : 12/7/2014 4:39:07 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Sir/Madam:

I have heard that in addition to the Pre-Check Program, of which I am not in favor, at Los Angeles INTERNATIONAL Airport, there is now a policy in action of choosing, at random, certain passengers who may also be treated as official Pre-Check passengers. I understand that the Department of Homeland Security owns and instigated this policy in order to relieve pressure associated with too much traffic for their resources.

12/7/2014 6:20:17 PM

The military are also automatically exempted from absolutely any security check whatsoever. So a person completely unknown to anyone can literally just walk onto any plane flying anywhere at any time from one of the world's busiest international airports which is demonstrably the target of terrorists.

I demand that this policy be rescinded and so does everybody I have spoken to. You have a clear responsibility to protect the people and we the people feel very, very vulnerable.

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

Dear Sir or Madam,

Per your email on December 2, 2014 at 1:38 PM titled "Feedback regarding your recent inquiry with the TSA Contact Center"

I am re sending the message that I sent to "TSA-ContactCenter@tsa.dhs.gov as outlined below...

On Nov 21, 2014, at 12:19 PM, (b)(6)

12/8/2014 8:48:34 AM

I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.

I am filing this complaint, as I hope that others or I is not harassed the same way in the future.

While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.

I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray.

Caller flew from Nashville to Tampa. The screening by TSO (b)(6) was unprofessional. He was going through PreCheck line. Caller was wearing a pair of slacks and a light weight jacket. He had suspenders on and this, caller believes, set the TSO off. When he spoke with a supervisor, they gave him a card with the TCC number on it. He stated he finally gave in and endured a pat down. All the other people were very respectful. Caller flys a lot and this is his first complaint.

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. 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.

12/8/2014 7:01:17 PM

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Airport: Nashville
Airline: Southwest
Flight Number: 514
Date: December 8, 2014 3:55 p.m. departing
Specific Location: Going though PreCheck line
Individual Contact: (b)(6)

Callers daughter has flown recently and received an invasive patdown on both her departing and return trips. She has an anxiety disorder. She is trying to help her daughter avoid this type of screening again.
The airports were Mesa and Pasco, WA She was married in June and does not have a married ID on her license. She is taking a trip and does not want this to happen again. The ticket is placed in her married name. She provided the marriage certificate the last time she traveled. Her ID is in the single name. Is there anyway to avoid the patdown?
Caller wanted the CSM contact information for Mesa?

Advised:

12/8/2014 7:09:43 PM

I stated the marriage certificate is an acceptable alt ID. I instructed the caller from the template below about what ID s are acceptable as alternatives to a valid one, such as SS card, birth certificate, marriage license, credit cards, checkbook, work ID, student ID or any valid document that would have their name as it appears on their boarding pass and also you may be asked to complete the Certification of Identity form if needed. The TSO will ask for at least two forms of alternative ID at the security screening checkpoint. I advised them to get there at least 2 hrs before the flight departed.
She could ask to speak with a supervisor or a PSS if they want to conduct another PatDown at the checkpoint.

Name: Lisa Christenson
Phone: 480-375-(b)(6)
Email: PHX-customersupport@tsa.dhs.gov

To whom it may concern,

This morning, my mother arrived at the Lubbock International Airport to travel to Dallas to visit her grandchildren. She has traveled numerous times and is always cooperative. She also had her right knee replaced last year, the material in her artificial knee often makes the metal detector "go off" This morning the metal detector went off and she was asked to take off her boots. She communicated to the agents about her knee and suggested that she would rather just have the pat down. The agent that would need to do the pat down seemed irritated....either that my mother suggested how she do her job or the fact that she had to do a pat down....I don't know why, she seemed irritated and she started to do the pat down. As she did the pat down she ended up squeezing my mothers left knee 3 times, which needs replacement and is in poor condition. My mother let out a yelp and nearly lost her balance due to the pressure applied by the agent. No assistance was offered to my mother after she expressed obvious pain. This situation needs to be avoided.

12/8/2014 8:06:46 PM

Why were the agents impatience or upset? Why did the agents not listen to the customer who is explaining the reasons surrounding the situation and just abide and go with a pat down? Why did this particular agent take issue with the situation, I doubt it is uncommon for elderly to have replacement joints and go through security? What other factors played a role? Was my 68 year old mother a risk to security? Was the line so large at Lubbock on a Monday morning before 8am that there was a lack of time to to the job correctly?

I demand answers to this neglect.

(b)(6)

(b)(6)

Disability Description: Caller wears an insulin pump.

Response Details: Advised:

Asked the caller if she would like information on filing a written complaint and she said yes.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

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

12/8/2014 8:40:39 PM

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

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

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

To file a complaint via e-mail, please send it 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 online, please visit www.tsa.gov traveler-information travelers-filing-compliant.

Asked the caller for information to forward to the CSM for them to investigate the matter.

Airport where the incident occurred: Flint Michigan
Airline: Southwest
Flight numbers: 2026
Date and time of incident: November 28 2014, 200 pm
What terminal or gate? Unknown, Checkpoint 2
Individual s contact information email

On Friday, December 5, 2014 1:00 PM, (b)(6) wrote:

Hello Program Specialist CTS# (b)(6)

I am requesting an update on this complaint filed in July. Your response is greatly appreciated.

(b)(6)

12/8/2014 10:12:41 PM

On Monday, September 15, 2014 3:05 PM, ComplaintAdmin, ADA (CRT) (b)(6) wrote:

We received your correspondence dated June 26, 2014, in the Civil Rights Division, Disability Rights Section Complaint Admin mailbox. Your complaint is under review with one of our program specialist, CTS# (b)(6)

Thank you for your cooperation in this matter.

Complaint Intake Adjudication
Disability Rights Section

From: (b)(6)
Sent: Monday, September 15, 2014 2:48 PM
To: ComplaintAdmin, ADA (CRT)
Caller is at an airport now, she was screened by a lady, and was made extremely uncomfortable. She wanted to know if it was against policy to give out the names of the agents? She had tried and had ask for the name of the agent and was denied, she said the agent turned her name tag around so she could not see it. She says she has been given a patdown before and has been fine with it but she has never been given one like this. She is very upset. She says she normally is giving TSA compliments. She says she went over to a desk and spoke to someone about this agent and that person called the agent over there and as the agent approached she ask the caller if this was a compliment or complaint as she turned her name badge around backwards. She again was put in another uncomfortable position. She said she was told by both women she can ask for a private screening. She traveled out of LAX.

12/9/2014 2:52:44 PM

Told caller
I explained to her that I thought it was fine to give out names, the agents wears name tags so she can ask for the names.
I was sorry this happened to her. I could take her complaint and forward it to the CSM for her, that is the person that has to handle complaints at each airport.
I ask her if she would like to call her herself or let me take her complaint and email it to her? She wanted to call her herself.
Name: (b)(6)
Phone:
She had concerns calling and thinking she may have spoke to the CSM already, she wondered if it was the lady at the desk. I told her I did not think it was but at anytime on her call she felt it was she can call us back and let us know and we will take this a step farther for her.
I was sorry this happened.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back.The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

12/9/2014 3:01:11 PM

He asked how they received Precheck prior to completing the enrollment process.
He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening. TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis.*

1.TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis
http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12/10/2014 1:09:45 PM

12/10/2014 3:19:52 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):US AIR FLIGHT NUMBER 5522 DECEMBER 5th 2014 7.10 Am Departure Oklahoma City to Charlotte,NC
Comments:I have gone through normal screening process without an incident. But I was still pulled by an officer because I was wearing Turban being SIKH
Don't you think it wrong to treat US citizen as third class citizen at the airports.

To whom it may concern,

On December 1, 2014, at approximately 1100 hours, I was at the San Diego Airport, Terminal 2. I was there with my 9 year old daughter travelling home to Hawaii. While being processed through the TSA screening we encountered a very unprofessional and rude agent (b)(6)

12/11/2014 8:25:26 AM

As we proceeded through the line, a TSA agent was using a wand to swab people's hands. As I approached he provided no instruction and just looked at me. Because I saw the passengers before me, I held my hands out palm up. He swabbed my hand and the machine provided an alert. I asked the agent "what does that mean?" He did not explain or respond to the question and instead asked if I was travelling alone even though my daughter was with me. I answered that I was with my daughter at which time he ordered me to take my daughter and "wait over there" (pointing to the side of the line) I started to move over with my daughter and asked "what does this mean" referring to the alert and the situation. He ignored my question and began looking through and over the crowd as if he was trying to find another agent. In the mean time my daughter asked me what was happening. I told her I wasn't sure but the machine must be getting a false reading for something. The agent was using his portable radio when I was talking to my daughter. I asked the agent about how long this would take as I was concerned about getting to my flight on time. Again no response was given. The agent again used his radio to request additional personnel. When he stopped talking I asked again about how long will this take. The agent still did not respond. My daughter asked if we would miss our flight. I replied to her that I wasn't sure because the agent was ignoring me and not answering my questions. Miraculously he heard that comment and snapped back that he is not ignoring me. In a rude tone he said "you are talking to me while I am busy." I tried to explain that every time I asked a question he wasn't doing anything. Now the agent told me "You are just trying to distract me and it will not work." At this point I became agitated and told the agent that it was ridiculous that he has ignored my questions and still has not explained why my daughter and I are being detained. I told the agent he was being rude and unprofessional. Again his reply was that my distractions would not work on him. About a minute passed in silence and without anything else occurring since the last words exchanged, the agent responded. The agent told me that if I had any questions that now I would be permitted to ask. I informed him that I would like to speak to a supervisor as he has already proven himself unprofessional and unwilling to help.

I was then escorted by another agent to yet another line. I asked if he was a supervisor and he related that he was not. I again asked for a supervisor and I was told that I would need to wait. We waited again for some time still without an explanation. Other agents asked me several questions about our property and we were then told I would need to be patted down in another room. Mind you we were still not informed of why we were being detained nor were we provided any details about what was happening or going to take place. As a father it was also disheartening to see my daughter scared and unsure of what was happening. The supervisor was now present and explained that we would need to relocate to another room where he could answer any questions I had while I was "patted down".

On a side note the pat down was very unsafe. The sliding of hands, only protected by latex gloves, up and down a persons clothing is unsafe for the agent and is not very effective for finding devices, objects, etc...

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

---

Remote Client IP: (b)(6)
Date Time: 12/11/2014 11:49:18 AM

12/11/2014 12:10:26 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):Went thru LAX no problem to Hawaii is its own Country.
Comments:I know you need a job creation in Hawaii so you hire a hordes of agents. But is Hawaii not part of the USA? Why do we get treated different in Hawaii then in Chicago Fort Lauderdale Florida and LAX. The best treatment we have ever had was In Fort Lauderdale The worst has been in Maui Kauai o I forgot you can profile. I have a metal in my arm I have a hip replacement so I expect to be groped, but adding insult to injury of being groped a 74 year old I was told to wait so they could swap my hands for bomb making material. Have the same rules at all airports but you people don't know what's going on.

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

---

Remote Client IP: (b)(6)
Date Time: 12/11/2014 11:49:18 AM

12/11/2014 12:10:26 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):Went thru LAX no problem to Hawaii is its own Country.
Comments:I know you need a job creation in Hawaii so you hire a hordes of agents. But is Hawaii not part of the USA? Why do we get treated different in Hawaii then in Chicago Fort Lauderdale Florida and LAX. The best treatment we have ever had was In Fort Lauderdale The worst has been in Maui Kauai o I forgot you can profile. I have a metal in my arm I have a hip replacement so I expect to be groped, but adding insult to injury of being groped a 74 year old I was told to wait so they could swap my hands for bomb making material. Have the same rules at all airports but you people don't know what's going on.

12/11/2014 2:09:42 PM

I am contacting the TSA with a question. Quite a few years ago, my husband unknowingly had a knife in his carry on bag. Of course, it was detected. We went through all of the required procedures, without a question. We had to go through the process of hiring a lawyer and the cost of that and travel to our nearest large city only to have the situation dropped in court. This was a mistake on his part, for not checking his bag before traveling. The bag had been previously used months earlier on a road trip. We totally agree with TSA and Homeland Security procedures. My question is.....Will my husband always be subject for screening and pat downs? Or is there a time limit on this? We were wondering, as he is consistently pulled for screening. Mind you, we understand and have no problem with this, since we understand the importance of this protection. Thank you for a reply.

Regards,

(b)(6)

Caller wants to know if there is a supervisor high in the complaint department. Caller has a huge issue at the with a TSO at SAT.

escalation notes: GAH

12/11/2014 6:22:31 PM

The caller is very upset about the patdown she got at San Antonio on 12-10-14 between 1:00 and 2:00 pm. When she went through screening she had leggings with a tight top on with an oversized top on over it. She is a type 2 diabetic and was carrying her medications and a bottle of water for the medications in her purse. She was asked by one of the TSO s during the screening, if she wanted to keep her bottle of water or keep her arbon glasses. She went through the X-ray and the TSO sitting there says he see s a knife. Her stuff was went through several times. The passenger believes that the TSO that gave her the patdown was having a bad day and was excessive and rude during the screening.

What I can tell from the passengers description of events it appears that an anomaly was detected in her bag and this caused secondary screening. The passenger stated that the TSO officer (b)(6) describe to her what she was going to do during the patdown and asked her if she wanted a private screening. She affirmed that she would want the patdown in private and that she did not want officer (b)(6) touching her. Apparently the passenger feels that officer (b)(6) was having a bad day and taking it out on her. The passenger feels violated. Her flight was AA200 boarding at gate B4

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

---

Remote Client IP: (b)(6)
Date Time: 12/11/2014 7:33:15 PM

12/11/2014 8:00:36 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):SWA 4190 from STL, security checkpoints
Comments:This is the 4th time I've been criticized for using the TSA Pre-check line because I have an artificial knee so require a pat down. Each time I'm told the patdown is too much trouble and asked or required to use the scanner. I much prefer the precheck line so I don't have to remove my laptop and liquids and ABSOLUTELY don't mind the patdown.

NOTICE:

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

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

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

12/12/2014 8:27:59 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?
Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she s gotten stopped twice and missed her flight one of those 2 times.

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

12/12/2014 7:41:24 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.

I advised caller:
The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
-Secondary screening
-Delayed or denied airport boarding
Advised he could apply at trip.dhs.gov.

12/13/2014 9:08:16 AM

My family and I were traveling at Fort Lauderdale International airport on December 13,2014. We went they the checkpoint at Terminal 4 Gate H at approximately 07:30 am. We went thru the checkpoint and they had to check two year old daughters bag. They checked her bag which had yogurt and other kids items. All of a sudden they decided to patdown my girlfriend for no reason. The supervisor reprimanded them for parting down the wrong person. So of course the person that alerted walked away and who knows what reason they alerted. What kind of security is that.
Sent from my iPod

From (b)(6)
Sent: Friday, December 12, 2014 10:53 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

Remote Client IP: (b)(6)
Date Time: 12/12/2014 10:53:22 PM

12/13/2014 9:09:36 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Screening at SAT versus PHX, a humiliating experience.

Comments:

As an 82y/o disabled Vietnam vet, security screening at SAT consisted of presenting acceptable ID and walking through the metal detector arch, period. Security screening at PHX rejected all forms of ID, then the metal detector arch, body scanner. Caller went through screening and he put his laptop on his clothes in the bin, his laptop got pulled and he had to have a paldown, then he states tsa put the laptop back through screening and then she dropped it. He said I do not know if anything is wrong with it yet, but what can i do if it is torn up?

12/13/2014 1:12:46 PM

We regret that you found your experience to be less than satisfactory. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address.

12/14/2014 9:30:19 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/13/2014 11:41:06 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/13/2014 10:30 PM Airline & Flight Number : KE 86 Checkpoint/Area of Airport : Terminal 1, Preferred/First Class Security Lane, International Terminal TSA Employee: (If Known) : Light Haired white male, approximately 30-35 years old, medium build, slighter framed than colleague Comment : Agent was tasked with pat-downs after the scanning checkpoint and was complaining that the passengers going through were male instead of female. He said things like "What a sausage fest!" and "Where are the girls!?" Many passengers, including myself, were given the impression that he was seeking to grope female passengers instead of males.
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

12/14/2014 9:30:19 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/13/2014 11:41:06 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/13/2014 10:30 PM Airline & Flight Number : KE 86 Checkpoint/Area of Airport : Terminal 1, Preferred/First Class Security Lane, International Terminal TSA Employee: (If Known) : Light Haired white male, approximately 30-35 years old, medium build, slighter framed than colleague Comment : Agent was tasked with pat-downs after the scanning checkpoint and was complaining that the passengers going through were male instead of female. He said things like "What a sausage fest!" and "Where are the girls!?" Many passengers, including myself, were given the impression that he was seeking to grope female passengers instead of males.
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

12/14/2014 1:48:46 PM

Caller is wanting to file a complaint. The caller stated she was appalled by the way she was treated at the screening area in Indianapolis. The caller stated she is on a round trip from El Paso to Indianapolis for a conference. The caller stated when she left El Paso, TX they let her go through the PreCheck line and keep her shoes on. The caller stated she had recently injured her knee and was wearing a knee brace. The screeners helped her go through the machine and treated her with respect. She can not say the same for the screeners in Indianapolis. When she was leaving Indianapolis today she was not allowed to go through the PreCheck line. She stated she was force to hobble through the machine. They swabbed her shoes and then told her that there was a problem with them and put her shoes through the x-ray. The caller stated she was swabbed from head to toe. She was then pulled aside for a pat down and escorted into a private room like a criminal with two TSA females. The caller stated she was shaking and felt bullied, threatened, and violated. She stated she had to remove her knee brace during the private screening and told if she did not go through with it then she would not be allowed to fly. The caller stated she does not like to be touched because she has post traumatic stress. The caller stated she asked to speak to a supervisor who was condescending towards her and did not want to cooperate when she asked for his name.. The caller stated she felt emotionally raped and that her privacy was violated. The caller stated she is not going to put up with this kind of behavior.

She stated she thought it was just poor customer service, not a failure to accomodate.

The caller stated one of the TSO females name was either (b)(6 or (b)(The caller described one of the females as being white and medium size with short hair in either her 30s or 40s. The caller described the second female as being black with nappy hair. The caller described the supervisor she spoke with as being tall and slender and white.

I advised the caller that I would sent her complaint to the Customer Support Manager in Indianapolis for review.

The caller mentioned that the phone number she provided only messages can be left at that number because she travels so much. And if contacted at that number to please leave a call back number.

Airport - Indianapolis
Airline - Southwest
Flight Number - 4726 from Indy to Hou
Date Time of incident - 12 14 2014 10:00 am
Contact Information (including e-mail) for the passenger (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: Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
12/14/2014 3:15:14 PM 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

What was the date and approximate time of the incident?
12-14-2014 13:16

I am a Global Entry member, KTN #(b)(6) TSA PreCheck was printed on my boarding pass for DL 1448 departing at 9.55pm on 12/12/14. I reached the checkpoint shortly after 9.00pm. TSA staff said that "because PreCheck closes at 9pm, I MUST receive a regular screening (shoes off, laptop out, belt off, liquids out, full pat down)." At all other US airports to date, my experience has been that PreCheck screening is available in the regular lanes (not only in the PreCheck lanes). As a paid Global Entry participant with PreCheck on my boarding pass, why was I denied PreCheck benefits in this case?? Response required.

12/15/2014 8:45:46 AM

This document may include proprietary and confidential information. This document may not be reproduced, copied, distributed, published, modified or furnished to third parties, without prior written consent. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

My names is (b)(6) and I live in Sedona Arizona. I am a Certified Residential Real Estate appraiser who works for the largest private lender in the country on contract as a Loss Mitigation Appraisal Analyst.

Approximately 14 months ago, after 4 years of ongoing illness and trials and tribulation, I was diagnosed with Relapsing Remitting Multiple Sclerosis (RRMS) to go with my Chronic Daily Migraine Headaches that I have had fore over 14 years. My illness entails running random high fevers for weeks, extreme fatigue and weakness, tremors in my hands and arms, I am unable most of the time to lift my left arm and when I do it is extremely painful, spasticity, loss of balance, loss of coordination in both hands so at times I am unable to write, urinary incontinence, pins and needles and limited feeling in my left arm, hand and left foot, loss of hearing, among many other things. I spent over $1200 on my air ticket to make sure that if I was unable to fly due to being too sick last Tuesday, it would be refundable or changeable without a problem. Fortunately, my fever broke two days earlier and my boyfriend helped my get everything ready for my trip to Arizona last Tuesday.

Part of my illness is giving myself injections of a drug called Copaxone. It costs over $8,000 a month and what the insurance company does not pay, the manufacturer gives me some financial assistance for because I have slowly been working less and less. It comes in prepared glass syringes and cannot go through the security x-ray machines, so whenever I travel, I hold it up and politely request a hand check for it. I have been doing this now every time I travel, which is more than once a month since last March, 2014. Each time a TSA Agent takes the box around and waits for me to go through the scanning machine. My belongings go through the x-ray machine and then I gather up my belongings and follow them over to an area where they swab the inside and outside of the medication box and needles for explosives (I assume) and swab my hands also with the wand and test them and then I am free to go. Although I could use a wheelchair, I am not yet ready to do so. I can walk and am still strong enough most days to do so, so I refuse to not do so, even if it takes me a little longer.

On Tuesday, 12/10/2014 I was scheduled to take Southwest flight 2422 confirmation #FMCUQ7 at 6:15am changing planes in Atlanta and going on to Phoenix AZ. At 5:00am I was going through the security line and requested a hand check and held up the box. A short medium size black haired woman looked at me and rudely said, "If we hand check that we will have to search of all your things and a full pat down."

12/15/2014 8:46:07 AM

I responded politely by saying," That's not necessary and I came through here two weeks ago heading to New York and you did not do that and there were hundreds of people and now there is no one., Typically the box is scanned."

She literally seethed and barked back at me," Don't tell me how to do my job! If you won't let us scan that box, that is what must happen."

So I said,"But I can't let you scan this box. It's my medicine and it will be destroyed. " I hand the box to her and went through the full body scanner and am cleared. All my belongings are x-rayed and cleared through the x-ray machine as well. As I come through to retrieve my things the woman barks something at a TSA male person and he literally jumps in front of me and PUSHES me out of the way shouting at me, "Don't touch those things!" He looks at me like I have done something terribly wrong and yells at me to back away and which are my things, so I point to my coat, handback, boots and backpack. I actually left the computer there and they had to get it later.

Then another woman with lighter frizzy hair, heavier, pulls me harshly over (so yes, 4 people) to an area in the middle of security and tells me she is going to do a full pat down and I can do it there or in private. Never did she ask me if I had any medical conditions or if anything hurt or needed to be watched out for anything. I said no to the private room and she started slowly giving me a speech about the touching in the pat down. While she is doing this the same man and woman and are not swabbing my bags for explosives, they have their hands inside of my belongs and they are taking things out and looking at my private things and reading medicine bottles and opening zippers and dumping things and turning things over etc. I unfortunately have to use catheters and these were out there for all the world to see. The lady doing the pat down has me holding an arm out that is not physically able to, and when I try to tell her I cannot do it she tells me she may have to start over again if I cannot cooperate. And then, with all their violating of my civil rights and searching through my private things without cause, they open a medicine prescription bottle and find medical marijuana. So she looks up at me with her hands on the literally microscopic amount of medical marijuana that I have a prescription for and was in its prescription bottle and she should have NEVER had access to and then commits a felony and detains me as if she is a law enforcement officer, which she is not. At this point I can no longer stand just because I have been standing longer than I have in months, and I ask for a chair because she told me I could not take my things (not true) and could not go to the plane (not true but I didn't know.)

I am a Global Entry member, KTN #(b)(6) TSA PreCheck was printed on my boarding pass for DL 1448 departing FROM DETROIT, MICHIGAN (DTW) at 9.55pm on 12/12/14. I reached the checkpoint shortly after 9.00pm. TSA staff said that "because PreCheck closes at 9pm, I MUST receive a regular screening (shoes off, laptop out, belt off, liquids out, full pat down)." At all other US airports to date, my experience has been that PreCheck screening is available in the regular lanes (not only in the PreCheck lanes). As a paid Global Entry participant with PreCheck on my boarding pass, why was I denied PreCheck benefits in this case?? Response required.

12/15/2014 12:21:38 PM

This document may include proprietary and confidential information. This document may not be reproduced, copied, distributed, published, modified or furnished to third parties, without prior written consent. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

The caller would like to speak with someone in regard to how his wife was treated.

He stated his wife was made to take her clothes off and and was screened via a paldown screening. He indicated that she was so upset that was the only information that she was able to provide and he could barely understand her. This occurred at MLB in FL today.

He indicated that he tried to contact the CSM via option 5 on the IVR and was routed to me. He stated that he was not asked for an airport code.

12/15/2014 2:52:58 PM

She flew with Delta and departed around 2:30pm. She went through screening between 1pm and 1:30. She was traveling to Jackson MS with a layover in ATL.

He stated that he hopes that the CSM contacts him to explain what happened.

I advised that I have documented the information that he has shared and will refer the information to the CSM at MLB to make them aware. They would have the means to look into and address this. I advised that the CSM amy contact him if they require additional information.

I attempted to ask probing questions of the caller to obtain additional information in regard to exactly what happened and why, but the above is the only information that the caller could provide.

Caller traveled to Mexico and on their return they went into a Duty Free store and bought a bottle of liquor that was packed in a Duty Free bag. They were told that if they didnt mess with the item and left it in their bag they could leave it in their baggage on their connecting flight from Chicago to Detroit. They went through the screening with the bottle and the TSOs said they would have to inspect the bottle. Caller said they then decided the bottle was an explosive device after attempting the bottled liquid scanner. They could not get the bottle to sit right and could not complete the bottle liquid scanning. They were told the bottle didnt pass inspection and they took his bottle of liquor and they gave him a patdown. Caller said they were very rude and wants to make a formal complaint about it. Caller stated that they did tell him he could take the bottle out and place it in checked baggage. Caller said they have spoken with their attorney. Caller says he thinks his rights were taken and he will go higher if he needs to. Caller continually stated they did nothing wrong and wants to know why they did additional screening. Caller states that someone should look at the sign because it doesnt say that their items might not be allowed through.

Advised caller : Liquids, aerosols, and gels in sealed STEBs will be screened at the TSA checkpoint with bottled liquid scanner technology used to inspect bottles and their contents for the possible presence of liquid, aerosol, or gel threat materials. As always, items that cannot be screened will not be allowed through the security checkpoint. TSA recommends that passengers continue to place duty-free liquids, aerosols, and gels in checked baggage if they are concerned the items will not be cleared through the checkpoint.

Advised caller : 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.

12/15/2014 3:03:17 PM

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
Provided CSM name number
Name: (b)(6)
Phone (b)(6)

Flight Information

Airport ORD
Airline United
Location Terminal 1 BC area
Date Time 12.13.14 8:15pm
TSO Name (b)(6) - Female supervisor. She thought it was funny that he received additional screening.

Connecting flight from Mexico to DTW.

Hi,
My name is (b)(6)
At 13/12/2014, when i was in Austin airport, to go to Munich via Houston, the security guards made me a pat-down.

I'm Turkish Navy Officer, was traveling with Nato Travel Order. I have no valid passports on my own.

NATO says: NATO Status of Forces Agreement (SOFA) orders are not required to show a passport or visa for entry into nor exit from United States under international law and domestic regulations. So NATO members shall be exempt from passport and visa regulations and immigration inspection on entering or leaving the territory of a receiving State.

I tried to explain this rule and shown them an explanation writing from (b)(6) but they didnt understand me, they said that because of no passport on me, they had to do pat-down.

was about to miss my plane, i unwillingly accepted pat-down.

i looked to your web site writes : "If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A paldown procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology."

12/16/2014 10:06:00 AM

So im complaining for this situation, and the staff that made pat-down to me.
Their names are;
(b)(6) - Security Manager (b)(6) - Stakeholder Manager (b)(6)

(b)(6)
Lieunant
Turkish Navy
(b)(6)

(b)(6)

This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient you are hereby notified that any dissemination, copying or use of the information is prohibited. The opinions expressed in this message belong to sender alone. This e-mail has been scanned for all computer viruses.

To whom it may concern,

I urge you to read the following narrative, a flight attendant's perspective of a diverted flight, very closely. It is an illustration of a blatant violation of FAR 108.201 and a potential violation of FAR 108.225. Please confirm receipt of this email and advise of any further instructions. I would like remain anonymous in my submission.

On Friday, March 14, 2014, United Airlines flight 1425 from Chicago O'Hare International Airport (ORD) to Ted Stevens International Airport (ANC) was diverted to Kenai Municipal Airport (ENA) in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and taking off for Anchorage as soon as weather conditions permitted.

While we were on the ground in Kenai, several problems began happening. We began to run out of food and water. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay. Our lavatory waste system became extremely full. The waste level indicator was fully in the red. On top of that, we were unable to let passengers off of the aircraft to use the lavatory because there was no Transportation Security Administration (TSA) to re-screen them before they come back onboard.

12/16/2014 12:13:31 PM After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft. None of the food or water was ever screened for dangerous articles. Everything was simply driven planeside and brought onboard.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to exceed his maximum duty limitation per Federal Airline Regulation (FAR) 117.

Once the fuelers in Kenai finally arrived, they improperly fueled the aircraft, eliminating any chance of us making it to Anchorage HYPERLINK "x-apple-data-detectors://2"on Friday evening. It was at this point that the passengers were directed to deplane the aircraft and wait inside the terminal building for further instructions.

After securing the aircraft, the pilot and flight attendant crews also deplaned and left the airport for our hotel.

On the morning of Saturday, March 15, 2014, at approximately HYPERLINK "x-apple-data-detectors://4"8:45AM Alaska time, I called the ORD duty desk and spoke to supervisor (b)(6) about the situation. She told me that all of the passengers had been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. She then corrected herself and informed me that our flight would be a revenue flight. She assured me, however, that everyone would be re-screened before boarding the aircraft.

When we arrived at the airport, we quickly learned from airport operations employees that none of the passengers were going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they provided a government-issued ID matching their name on the passenger manifest, they were authorized to board the aircraft.

Caller said he is calling to report an issue that occured at Detroit Metro his home airport on 12-12-14.
He is Global Entry and had Precheck printed on his Delta boarding pass for Flight 11148 but he was denied Precheck and he was given a Patdown.
The excuse given to him was that PreCheck lane is not open after 9 PM but at other airports when the PreCheck is closed he gets it in the regular line.
He said the TSO directed him to the regular line before even scanning his boarding pass because the Precheck Line was not open.

RESPONSE:

12/16/2014 1:12:25 PM We do not gurarantee ever that you will get the PreCheck.

After careful review, we have determined that this issue does not fall within the purview of TSA. We encourage travelers to contact the local airport authority, which is responsible for the operation and oversight of the airport.

All airports are not required to accomodate you and allow you to get PreCheck benefits in the regular line.
Normally we scan the boarding pass but if the PreCheck line was not open you would have been referred to the regular line anyway.

You can complain to your airline that the PreCheck lane was not opened.

Again we are not obligated to give you PreCheck and it is not a guarantee and I cannot tell you different.

12/16/2014 4:10:46 PM

THIS IS A CONTINUATION FROM THE PRIOR EMAIL BECAUSE I FLEW BACK FROM PHOENIX 12/15/2014. THE CORRECT DATE OF THE OCCURRENCE IN WPB WAS 12/11/2014. Here is some clarification and I have done research and my civil rights HAVE been violated regardless of the Florida Marijuana laws and the fact that the AZ Department of Health (AZDH) deems the medication I was carrying in my pill bottle medically necessary and I under-went extensive medical screen prior to being prescribed it.

The medication I asked to be handchecked is Copaxone and it is carried in its prescription box. It costs $8,000 per month and arrives in pre-filled glass syringes that are SEALED and in individual unopened 40mg packages, along with drug interactions materials and the manufacturer labeling, etc. Until it is ready for use each syringe is not unsealed out of its package and the estimated cost of each syringe is $720.m The x-ray machine will destroy the medication and the medication slows the progression of my illness and extends not only my life but my ability to walk, see, hear, talk, feel, breathe and function at all. It stops or slows the damage the disease is doing to my brain. So when a TSA officer looks at me and rudely says, "If you

Submitted on Tuesday, December 16, 2014 - 14:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes; I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98103
Other:
Email: (b)(6)

12/16/2014 4:11:20 PM

==Incident Information==
When did this happen? 12 15 2014
Where did this happen? ALASKA - ANC - Anchorage International
What happened?
On December 15th, at approximately 12:03am I proceeded through the TSA Precheck line on my way to Flight 108 Alaska Airlines leaving gate C4. I was traveling alone, wearing blue jeans and a beige Columbia fleece. For reference, I have a global entry pass (b)(6). Your video tapes should by time-stamped as to when my QR code for my flight was scanned. The TSA agent asked me to proceed through the metal detector as normal, no problems. However, after I was 15-20ft away heading to grab my bags from the X-Ray machine, she stopped me saying I had been randomly selected for additional security. I asked why, and she said the

Disability Description: Caller has a knee replacement and her son has Downs Syndrome

Information Request: Caller is a United retiree and she usually has to fly on standby and she can t call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn t want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is (b)(6)

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

12/17/2014 1:10:12 PM

Have metal implants that may alarm the walk-through metal detector;
Need assistance;
Have difficulty raising their arms; or
Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.
Passengers may ask for private screening at any time.
Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

Have an intellectual or developmental disability;

Caller wants to speak to someone in customer service; she had some jewelry stolen. She was on Flt 1013 from JFK to Long Beach on Dec. 12th. She didn t open her bags until now because she has been sick. She reported it to JetBlue. The number they provided to pursue a claim was not a good number. When she called back, she was given the TSA number.

Was there an NOI?

The jewelry was stolen out of her carry-on bag. She was delayed due to a patdown. She had POC and batteries and was challenged to get her property through the airport.

12/17/2014 4:16:53 PM

1. Airport: JFK
2. Airline: JetBlue
3. Flight number: 1013
4. Departure date and time: 12-12, 1745 hrs.
5. Approximate time of incident: caller does not recall when she went through, possibly about 1630.
6. Location (terminal or gate number): Gate 26 - JetBlue
7. Description of baggage: black 21 inch suitcase with wheels and an extendable handle. The jewelry was in a flannel draw-string jewelry bag inside her black carry-on bag.
8. Baggage claim numbers: NA
9. Notations on the NOI: NA
10. On behalf of: NA
11. Contact information (b)(6)

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action

Caller request the claim form be surface mailed to her. I confirmed her address.

Caller stated her experience at Chicago O hare was so severe she almost had to go to the hospital. The caller stated she was flying from Chicago O hare to Philadelphia last Monday. The caller stated she does not go through the scanners so she gets a pat down. She was held 15 minutes in a corner and could not see her baggage. When she tried to leave the corner to check on her belongings she was told to get back in the corner. She was yelled at by a TSA agent who stated you chose this. The caller stated that women TSA agents were doing nothing but standing around and laughing at her. She stated she saw woman TSA agents picking there fingernails with a pen and doing nothing. She stated when a female agent finally came over to her the TSA agent was yelling at her to find out if she had any pockets. So she pulled up her shirt to show she was wearing leggings. The lady then yelled at her asking why she pulled up her shirt. The caller stated the screener kept yelling at her to find out if she had any metal or sharp objects in her pockets. The caller stated she would have walked through the metal detector and gone through a pat down to show she did not have anything in her pockets. The caller stated she requested a supervisor and asked for a chair. She was going to collapse because she hadn t had her medication. She felt terrorized. She believes that the incident was racially motivated. She referenced Ferguson, MO. The caller stated the intimidation was horrifying. The caller stated there were 3 huge black woman standing over. The caller stated she saw the screener who was suppose to be watching the x-ray monitor was laughing so hard he wasn t even watching the monitor. The caller stated she would have had a heart attack if she had not received her medication. The caller stated she is 60 year old woman. When the supervisor got over there, she ran the other woman off. The names of the people who were treating her like this are - (b)(6) - (b)(6) - Ian was the scanner who was laughing. This happened last Monday, her flight was scheduled for 1:40. The caller stated the incident happened around 11:45. The caller stated the supervisor did not give her name. The caller stated she spoke to another supervisor who was a white male who was very nice to her. She stated he would not give her his name. Caller kept stating to look at the video to see what happened. She kept asking if this is how someone is treated when they ask for a pat down instead of going through the scanner. The caller stated that while she was waiting for her pat down an older lady with blond hair and brown roots approached her and stated she was harassed at O hare the night before. She stated she was given the name (b)(6) with TSA. The caller did not have an email address to provide me. The caller also stated she had taken some pictures of the TSA agents who were harassing her on her phone.

I provided the caller with the address for sending in a complaint via postal mail and provided her with all the instructions as to what she should include in her letter.

12/17/2014 5:47:38 PM

The address I provided to (b)(6) is:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Airport - O hare
Airline - United
Flight Number - 797
Date and Time - 12 15 2014 1:40 pm

Caller went saturday to New York Kennedy airport and had a flight to israel. He wants to know if the way he was treated is normal procedure. He was asked to remove his shoes and jacket. He went through the AIT and was subject to patdown to clear anomalies. He advised he took his hand and ran it around the his waistline and belt. He wants to know if this is normal procedure.

12/17/2014 9:50:42 PM

Advised.
You are required to remove your shoes and jacket for screening. If the AIT machine which is the machine you were screened by see any anomalies on the body you will be subject to a patdown to clear the anomalies. The patdown procedure is what you experienced.
I went through airport security check at the Virgin America terminal at Newark Liberty International Airport between the time of 10:00am to 10:30am on December 15. I don t remember the exact time I arrived at the security check point. I was made to go through a body scanner and when I was inside, I felt the TSA male agent made me stay there too long. He told me I wasn t posing right or holding my arms up right and he wasn t getting the image. So he made me stay and so he could re-image until he was satisfied.

Why was a male agent assigned to scan me? I m a slim young Chinese woman who was wearing no shoe, no belt, but just a thin body tight sweater and a pair of body hugging jeans with nothing inside the pocket. There was absolutely no space between my clothing and my slim body that I could hide anything without creating a visible bulge. Yet, I felt I was held inside the body scanner for two long by a male agent.

Besides, I saw that not everybody was made to go through the scanner. It seemed certain people were exempted from it. Throughout the entire history of aviation or even the entire existence of the USA as a country, was there ever a bomber who was a young Chinese woman? If not, why was that I was selected to go through the body scan while others weren t, and why was I being assigned to a male agent to scan my body???

12/18/2014 8:37:03 AM

I wasn t notified by any agent there that I could have a pat down option. I only found out until just now. Nobody offered me any option in lieu of a body scan. Nobody asked if I was pregnant. I totally didn t know I could refuse body scanning in order to avoid the radiation. The male agent there just authoritatively told me to go into the scanner, and I obeyed thinking it would take one snap. But I felt I was made to remain there because he had to re-do the imaging. I wasn t offered the option of having a female agent either. Is it because I have to right to request a female agent to scan me?

I am not happy with the traveling experience at the Newark Airport at all. I wasn t not made to go through a body scan when I left LAX, they gave me expedited screening. I don t understand why I wasn t given this option at Newark and I am not happy that I was assigned to a male agent to scan me.

Please investigate.

Regards,
(b)(6)

Caller flew on a travel junket for the casino and traveled from RDU to Tunica Mississippi and the Friday after Thanksgiving November 30th she was coming and went through the WTMD and the lady working it looked at her and called her the random female check and they gave her a patdown. This particular woman was in her face yelling at her and loudly and rudely explained to her what to do. She treated her like a criminal and was right in her face and told her to keep her eyes on her basket. She said do you want to go to some private screening are and the caller said she said she wanted everyone to see what she was doing. She was having a great day and weekend until this happened. She was 5 5, dark black, big chest, stocky build and 200 pounds. After it was over she started glaring at her. The caller is 5 6, 185, blondish short hair, white with freckles, golden cargo pants and a white pullover.

Advised:

12/18/2014 2:21:43 PM

I will forward this information to the CSM at Tunica for review and investigation.

Airport where the incident occurred: Tunica
Airline: Mike s Travel Junket
Flight numbers: Unknown
Date and time of incident: November 30 2014, 1130 am
What terminal or gate? only one
Individual s contact information email
(b)(6)

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

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

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

12/19/2014 1:39:05 PM

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

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

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

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

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

The caller started the conversation by asking if I was familiar with GOES and Global Entry. I advised that I was...

He is traveling from ELP to DC. The Precheck indication was on his boarding pass. He didn t have to remove his shoes, however received additional screening after passing through he screening technology. He stated that there was an alarm and he received a patdown. He stated that the additional screening had to be done because there were items on his person that didn t match his image. He had items (Kleenex and brush) in his pocket. The TSO advised that he asked in regard t metal items in his pocket.

He indicated that he spoke with a supervisor who indicated that he didn t know that there was a CBP enrollment center in El Pass.

The caller stated that he presented his Global Entry card and it seemed that TSOs didn t know what it was.

12/19/2014 3:09:44 PM The caller stated that he hasn t had to go through such screening at other airports. He stated that he presents his military ID and is taken through a separate line where he walks through the WTMD and then clears screening.

The caller was primarily upset because he received the additional screening.

I explained that he is eligible for expedited screening (Precheck) as a Global Entry member which allow shim to leave on his shoes and light outerwear as well as his laptop and 311 bag in his carry on. Even if the passenger receives expedited screening, TSOs are required to clear alarms via additional screening. Passengers have to be screened by TSA before they can fly.

TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening in order to retain a certain element of randomness.
http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE

TSA recommends that passengers remove items from their pocket to reduce the chances of an alarm.

Caller s mother flew this morning from TLH-MIA and had wheelchair assistance and uses a walker due to mobility issues. Caller is upset because her 87-year old mother received a pat-down.

Resolution:

12/19/2014 3:31:19 PM Advised caller that no passengers are exempt from receiving a pat-down. Advised caller that in order to be screened using the WTMD passengers must be able to walk through on their own. Similarly screening by AIT requires a passenger to stand still with their arms above their head for 5-7 seconds. If your mother was unable to be screened via either method a pat-down must be conducted. Also advised caller that pat-downs are used to resolve alarms of the WTMD or anomalies identified by AIT. Apologized to caller for her being upset, but given the nature of the attacks during 9 11 all passengers have to be thoroughly screened before boarding a flight.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/19/2014 1:57:32 PM Airport : MCO - Orlando International Date/Time of Travel : 11/18/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6) and (b)(6) Comment : IS TSA TO ASSURE SECURITY OR CRIMINALIZE INNOCENT PASSENGERS?
TSA was created to strengthen the security … and ensure the freedom of movement for people and commerce. Its vision is to provide the most effective transportation security in the most efficient way as a high performing counterterrorism organization with core values to include Integrity, Innovation, and Team spirit.
Wow- how commendable are TSA's vision, mission and core values unless one realizes their actions on the ground. I fly fairly frequently and have no choice but to navigate the security steps overseen by TSA. It is hardly ever a pleasant experience to speak with these a TSA officer- they are generally rude and their demeanor is very authoritarian as if they running the country. Rarely do you come across a more civil TSA person who smiles, and treat you with respect and humility which every passenger deserves. My most recent experience tops everything; it was most humiliating and I was treated as if I am a criminal.
Who am I? I am a naturalized senior citizen of Indian descent with 35 years of residency in this great nation of FREEDOM lovers. I also acquired DHS approved Global Entry which offers TSA pre-check security clearance to minimize hassles with TSA. At one point I also served in the White House Office of Science and Technology requiring a high level of security clearance. All in all I firmly believe that I am a responsible citizen and adhere to lawful policies and practices in my daily activities. However, my skin color and my heritage are beyond my control and it appears that more often than not, TSA treats people of color like me as if I am a "criminal" and create undue harassment and greater scrutiny.
During my recent travel from Orlando to MSP on November 18 I had a very unfortunate experience as follows:
1.I realized at the Delta counter that my driver's license was not in my purse and the best I could think that I left it in the hotel. Delta allowed me to check in with my Social Security and Medicare cards which, according to Delta, were the next best option in lieu of the photo ID.

12/19/2014 4:09:21 PM

2.When I got to the TSA pre-check counter with my wife and explained the unfortunate situation I was disallowed to get through that line and sent to regular security check. The issue for me was not going to another security check but the attitude of the TSA officer was absolutely horrifying and the beginning of making a "criminal" out of me as if I have committed something which has never happened before- misplacing the ID. I am even more horrified when I read the following on TSA website: "We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won't be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight."
In addition I had my DHS authorized Global Entry card but it was never mentioned as a proof of identification. TSA could use publicly available database; they could see that my wife is travelling with me with all the documents. They could do all that to mitigate the unfortunate situation but they did not. Why- just to discriminate and humiliate me.
3.I am handed over to someone with a phrase 1+1 with no clear explanation. I was told that I had no option but go through the body scanner which I generally don't care about. However, I went through it. Then I was patted down by SEGUI (perhaps his first name) who was extremely insensitive in conducting the pat down search and I felt awful when he touched my genital area. I asked him to have a supervisor meet with me. It has been my understanding that the TSA has begun using an "enhanced" pat-down procedure for those who would rather not subject themselves to a full-body scan. Why both the body scan and pat down in my case except that TSA was determined to discriminate and dehumanize?
4.In the meantime my hand carrying baggage was fully searched in part because I had a vegetable curry container from my leftovers in a restaurant and I had no issues with it. However, they also removed a SOLID FROZEN butter container citing it to be a disallowed item and let me repeat it was SOLID FROZEN in a commercially marked container. All of this was happening step by step which was nothing but discriminatory, demoralizing, disrespectful and criminalization of an innocent senior citizen at the hands of TSA personnel who are supposed to make you feel safe, secure and protected.
5.I had to wait more than 10 minutes to finally meet the officer (b)(6) a Supervisory Officer. He essentially topped the list with his very authoritarian body language, total lack of respect for me, and simply telling me to write if I had any issues. It was not possible for me even to inform him of about the lack of sensitivity in the pat down search by (b)(6) I asked him about the removal of butter container and he refused to show me the policy which states that FROZEN items are not permissible. He made every effort to dehumanize another human being.
I totally understand that I misplaced my DL but by no means was I the first person doing so. TSA has access to my pre-clearance data; they saw two of my permissible IDs; I was accompanied by my wife; I am a senior citizen and yet all that did not matter. Does not TSA know how to treat other human beings with due respect, humility, and care? Is the letter "T" for 'terrorizing" the innocent passengers- it truly felt like that the way I was treated. What a horrific experience when I was patted down
This pains me to send this message as I am a frequent traveller who has consistently complimented the TSA at various airports for their outstanding service.
I had a 6am flight on 18 Dec 2014 at the LAS airport.
I was at the airport before 5am and was expecting a smooth an easy transit through security as this was so early in the morning.
Ok so here we go I place my belonging in the belt explain to TSA officer I am opting out of scanner here is my description of the TSA officer that was going to screen me about 6 ft 3 bald and well over 200 lbs at D gate between 0500 -0530. Please review tape if possible.
I am a 20 year Veteran over 50 years old and 140 ibs.
This officer explains to me in a rough manner this is safe it's only a scanner I explained I understand not taking any chances as I have had some pretty serious ailments in my life and also explained I always opt out.
With that I go through completely ready for pat down.
The TSA officer seemed to be agitated by the request of this opt out.
He explains what the procedure is I explain to him I have been through this numerous times no problem.
He says any sensitive areas I say I have neck issues and a nearly 14 inch Titanium rod and screws in my lower back.

12/20/2014 9:16:48 AM

He precedes to search me then goes up one side of my leg into the crotch area I have no problem with him going into this region and not even thinking anything and his guy nails me right in the testicle and it really hurt then goes up the other side in a rough way and really felt like someone kicking me directly in my testicles and today is Saturday and it still hurts to say I am steamed and livid about this is an understatement.
I spoke with another TSA officer afterwards and he apologized he was also a bald Caucasian male believe his name badge was (b)(6)
Please review the tape at this time.
I am not accepting this and am far from happy about this incident knowing it is most likely an isolated incident by an overzealous angry employee.

If there is a form for a formal complaint please send it to me.
I'm not done plan to follow up and clearly not accepting a simple apology.

Sincerely,
I will add my name at a later time once I am in contact with a representative directly.
Once again I know most TSA officers and outstanding employees doing their jobs responsibly.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/20/2014 7:24:29 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 12/20/2014 7:00 AM Airline & Flight Number : DL 1591 Checkpoint/Area of Airport : tsa pre middle of airport TSA Employee: (If Known) :

12/20/2014 9:17:31 AM

Comment : every time I come through Charlotte I am subjected to either a thorough pat down or a full bag search simply because I choose to opt out of the magnetic screening This time I was almost subjected to a second pat down until they cleared up that I was TSA pre-check I am TSA pre-check and I have hip implants.I choose not to go through the machine since I am always patted down again anyway.
But Charlotte is extreme and this last experience took 30 minutes Why is this such an issue here in Charlotte?
Would you like a response? : True
Passenger's Name (b)(6) 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 said she has a sprained ankle and injured knee and called Delta for a wheelchair.

Response Details: Claims Complaint

Airport:LAX
Airline: Delta
Flight Number:5786
Departure Time:12-20-14 at 9:20 am
Arrival Airport and Time:Missoula, MT at 1 pm
Location: checkpoint
Terminal: 5
Gate:B 50
Contact Information (b)(6) or (b)(6)

12/20/2014 11:53:02 AM

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

Response:Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

Have medically necessary liquids or gels;
Need assistance;
Have difficulty raising their arms; or
Have difficulty walking or standing alone.

Passengers should also separate medically necessary liquids and gels from other belongings before screening begins. Whether passengers are traveling with these items for themselves or for others, medically necessary items are not subject to the limitations for other liquids, gels, and aerosols, and are allowed through a checkpoint in excess of 3.4 ounces once they have been screened and cleared. 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 pack the rest in checked baggage.

Medically necessary liquids and other items permitted in carry-on bags include the following:

Gels or frozen liquids needed to cool disability or medically related items used by persons with disabilities or medical conditions. These items may be presented at the screening checkpoint in a frozen or partially frozen state.

Caller is wanting to file a complaint. Caller stated that he and other co-workers were given a jar of hot chocolate mix that is powder. Caller stated that he had this in his carry-on along with other co-workers and only he was subject to additional screening. Caller stated that they hand to do a hand inspection to ensure that it was only the hot chocolate mix. Caller stated that he then received a pat down procedure in front of his co-workers. Caller stated that he was singled out because of the hot chocolate. Caller stated that it was embarassing and way overdone. Caller is upset.

12/20/2014 12:09:28 PM

Airport: RNO
Airline: SW
Flight Number: 1497
Date Time: 12 20 14 went through screening around 9:00am
Terminal Gate: B3
Email Address: (b)(6)

Resolution:

I advised the caller that the patdown procedure is a form of secondary screening for any alarms and there is always the random selection that can occur. I advised the caller that I would forward this information to the CSM at the airport for review.

Dear TSA:

Prior to PreCheck, I sent letters and emails to TSA and my airline (Delta) suggesting a policy of "reverse profiling" by passenger data (name, age, address, ticket data, frequent flyer miles, etc.) to determine which passengers are unknown and therefore should get full attention and which should not because they are known (by passenger data) to be non-threats.

The current PreCheck program essentially does exactly that, for which I am truly grateful. I usually no longer have to take every scrap of paper out of my pocket, etc., etc. and submit to a pat-down (I refuse scans because I have had too many X-rays in my life and don't believe that TSA scanners are totally harmless), which is what originally pushed me over the anger line.

When I learned of PreCheck, and Delta was slow to enroll me in it, I invested $100 and a lot of time to acquire Global Entry "Trusted Traveler" status, which (as you know) requires a full load of information on myself and a personal interview. So I am now a card-carrying, government certified non-threat, which usually gets me PreCheck status, thank God!

However, at the same time when TSA appears to be inviting virtually everyone into PreCheck, many even without any knowledge of it ("Really? I don't have to take my shoes off?"), I have been "randomly selected" several times in the last few months for the full TSA treatment, which has wasted my time and TSA's and has made me extremely angry.

12/20/2014 1:08:24 PM

Why is this happening? Probably because of the large numbers of lesser-known travelers now taking advantage of PreCheck (based on what level of passenger data, by the way?), at times at some airports making the PreCheck line longer and slower that the "unknown passenger" line.

Why does it make me angry? Because my status as a proven, card-carrying, government-certified "Trusted Traveler" non-threat has not changed. I remain a non-threat every day, every time, everywhere. Yet, despite that, I have at times been treated by TSA as a completely untrusted unknown flyer needing full TSA scrutiny.

This is not only extremely annoying, it is a complete waste of time – TSA's and mine – and makes no sense whatsoever. Even if TSA thinks it's a good idea to admit more and more people to what should be the hard-earned, well-deserved privilege of PreCheck (because their fees help your budget, or to eventually downsize TSA's agent force?), there is no reason whatsoever to treat those of us who have truly earned that privilege any differently one day than any other.

FYI, I am a 125,000-plus-mile/year Delta Skymiles customer traveling all over the country, usually out of DTW (Detroit), and have encountered this unfair, infuriating "random selection" at DTW several times and occasionally at LAX and other airports.

All that said, I want it to stop. Or (at the very least) I deserve a logical explanation of why it is being done.

(b)(6)

Office: (b)(6)
Cell: (b)(6)

12/20/2014 7:05:10 PM

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was safe - I was not a danger in any way. When some one has been sexually assaulted and is told they must allow people to touch them in private areas it triggers panic. Unless TSA is prepared to reimburse people for counseling then there needs to be different procedures for people who have diagnosable PTSD from a sexual assault. After being touched, I was lucky to be able to make it to my flight as I could barely walk I was shaking so bad. The personnel offered to help me to my flight but after that, the last thing I wanted was to allow people who "assaulted' me to help me.

(b)(6)

Name: (b)(6)
Tel: (b)(6)
Email: HYPERLINK (b)(6)
Date approximate time of the experience: Dec 15, 2014, 10am to 10:30am
Place: Virginal America, security checkpoint for Gate 31 to Gate 39

Description of the experience:
I went through the airport security check at the Virgin America terminal at Newark Liberty International Airport between the time of 10:00am to 10:30am on December 15, 2014. I don t remember the exact time I arrived at the security check point. I was made to go through a body scanner and when I was inside, I felt the TSA male agent made me stay there too long. He told me I wasn t posing right or holding my arms up right and he wasn t getting the image. So he made me to re-image multiple times until he was satisfied.

I felt I was discriminated and singled out for the scanning because:
Why was a male agent assigned to scan me? I m a slim young Chinese woman who was wearing no shoe, no belt, but just a thin body tight sweater and a pair of body hugging jeans with nothing inside the pockets. There was absolutely no space
12/21/2014 9:29:17 AM between my clothing and my slim body that I could hide anything without creating a visible bulge. Yet, I felt I was held inside the body scanner for two long by a male agent.

Besides, I saw that not everybody was made to go through the scanner. It seemed certain people who wore looser clothing and who looked more fitting to the risky profiles were exempted from it. Throughout the entire history of aviation or even the entire existence of the USA as a country, was there ever a bomber who was a young and slim Chinese woman? If not, why was that I was selected to go through the body scan while others weren t, and why was I being assigned to a male agent to scan my body??? I feel that the appropriate security risk assessment was grossly neglected when I was sent into the scanner.

I felt my right was violated because:
I wasn t notified by any agent there that I could have a pat down option. I only found out after my husband told me when I complaint about the incident to him. Nobody offered me any option in lieu of a body scan. Nobody asked if I was pregnant. I totally didn t know I could refuse body scanning in order to avoid the radiation. The male agent there just authoritatively told me to go into the scanner, and I obeyed thinking it would take one snap. But I felt I was made to remain there because he needed to re-do the imaging unnecessarily. I wasn t offered the option of having a female agent to scan me either. I honestly feel it was my right to be offered a female agent to scan me, and it was my right to be notified that I could refuse the body scan and opt for a pat down right there. It made me feel very disturbed to know that some male TSA agents could be scrutinizing my body scan.

I am not happy with the traveling experience at the Newark Airport at all. I wasn t made to go through a body scan when I left LAX, they gave me expedited screening. I don t understand why I wasn t given this option at Newark and I am not happy that I was assigned to a male agent to scan me.

I forgot to take note of the name of the male agent who selected me and scanned my body on that day because I felt so traumatized by the embarrassment that I wasn t thinking straight to ask for the name. I was never made to do body scan at any airport before so I was too shocked but just obeyed the authority. But the more I think about it, the more I feel upset and my husband advised me to file a complaint after I returned home.
Caller stated that she has oxygen and a pacemaker and is screened separately. Caller stated that the luggage goes through the conveyor and it sits there by itself while she is being screened and someone could steal it. Caller asked what we do in that situation.

Resolution:
12/21/2014 10:59:02 AM
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.

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 flew on 12-17-2014 from Palm Beach to LGA she said her name was placed on the boarding pass under her maiden name. She had a copy of her marriage license.
She was screamed at that she was not the person on the boarding pass. The officer took her marriage license and did not give it back. She had a patdown. She is ok with the Patdown. She says her marriage license was marked with red ink. She was told by the Officer
The officers name was (b)(6) She was the officer that was checking IDs. She says the officer was rude and screamed at her. She said everyone else at the check point was very nice.

I advised The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. 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
12/21/2014 12:43:09 PM 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.

West Palm Beach International
Airline - Jetblue
Flight number - 6362
Date and Time - 12-17-2014 at 11:30 AM
Gate and terminal - Section C

12/21/2014 1:17:54 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 12/21/2014 11:12:58 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/21/2014 11:45 AM Airline & Flight Number : US 5772 Checkpoint/Area of Airport : C TSA Employee: (If Known) (b)(6) Comment : Don't know why I went through any additional screening since I am TSA Pre-check, besides the hand screening it was shoes and belt off with a pat down. I can put up with that but there was no "thank you", "sorry", "have a nice day" or anything from Officer (b)(6) or the female officer!
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Caller flew From New Orleans International to DEN on 12-1-2014 on united on 1414 Caller is 78 years old. She says she came through TSA
She has braces on and she has to get a patdown everytime she flies. TSO is (b)(6) told her to take off her scarf and her jacket. She was rude to the caller. She says that the TSO told her to learn to follow orders. Caller is an african american but she says she couldn t say that the incident happened because of discrimination. Caller feels as if the TSO was just very rude.

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

12/21/2014 6:41:30 PM

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

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

I advised that TSA does keep track of all complaints that we receive.

Airport- MSY
Airline - United
Date and Time - 12-01-2014 during mid afternoon
Gate and Terminal - Does not remember.
Dear Sir/Madam:

I was traveling from PBI 12/21/14 on DL 1262 PBI/LGA 6PM/830PM. E-Ticket (b)(6)

When I went through security at PBI, I opted for a pat down. I realized that I had my I-phone headphones in my pocket and handed them to a TSA agent prior to the pat down. I watched the TSA agent place my headphones in a bowl. She then placed the bowl next to my other items going through the x-ray machines. When my pat down was complete and I was told it was okay to retrieve my items, I noticed the bowl was empty and my headphones were missing. I immediately advised TSA agents including supervisor, STSO (b)(6) @ Concourse C PBI - Lane 4. The TSA made several announcements throughout the airport, but nobody came forward with my property. I was offered the opportunity to file a report with police, but was fearful of missing my flight. I was very disappointed with the lack of training the TSA had in this situation. I was given a phone number to call but it was completely automated even though the" Contact TSA Information Page" I was given said representatives were available. I'm not sure if my property was accidentally taken or stolen, but I want to know what liability the TSA has in this very unfortunate situation as I want my item replaced.

Thank you for your kind attention.

12/22/2014 12:12:53 PM

Sincerely,

(b)(6)
New York, NY 10023
(b)(6) home
mobile

(b)(6)

Caller said on Saturday night he and his wife dropped off their son (b)(6) age 12, at DFW to fly as an unaccompanied minor to Fresno CA on American Airline. Callers wife went through screening with their son while caller waited outside for her. She was called over to the side of the checkpoint for secondary screening and they asked her to remove her jacket. They lifted up her sweater and exposed her buttocks. She was wearing leggings. The TSO also reached her hand into his wifes pants in front of everyone at the checkpoint. After liquids were discovered for their son, a TSO, (b)(6) then took his wife to a side room to complete the screening in private. In front of their son, the TSO pulled his wifes sweater down and exposed her breasts. (He said he had badge number at home and call back if needed). He said the TSO did not explain what she was going to do or anything. He is sure their son will be affected at seeing his mothers bare breasts. They came back to talk with a supervisor and then the TSA Manager, (b)(or (b)(6) around 9:50 that night 12-20-14. TSO (b)(6) who searched his wife was coming up near them and laughing and talking with other TSO s and he felt she was making fun of his wife right in front of them and his other son. He did not feel the Officers resolved any of their concerns.

They must pick his son up on 01-05-14 and he wants to know what issues they will encounter on the next trip. His wife is a prior sexual assault victim and she was in tears after the incident. Caller demanded to know the outcome of their complaint. Caller said she has flown before and they know what a Patdown should be and and he does not want an email and it has nothing to do with with her being a sexual assault victim and has to do with someone taking her dignity and he plans to consult an attorney. He does not feel like she was discriminated against nor did TSA fail to accomodate her.

RESPONSE:

Told him it may be if she did not have proper ID she was subject to additional screening but I cannot say.
12/22/2014 12:48:11 PM To enter the secure area everyone must be screened.
I can take the information for a complaint and send to the CSM.
Icannot promise you will know the outcome of the complaint but the CSM will handle as felt appropriate.
I will note it is TSO (b)(6) and we do not have to have the badge # since you did not bring it with you because I need to finish the complaint now.

To pick your son up, if you are not available to do it on her behalf she can let the TSO know she is the victim of sexual assault or has a touch aversion.
We do want her to be comfortable and we have notification cards on the website she can prepare.
(Caller became upset and did not want info on it).
Told him I just offered and that is fine.
Offered email but caller declined.

If you have any concerns or need assistance at the checkpoint you may ask to
speak with a Passenger Support Specialist.

(He said they are going to hire an attorney.)
Told him that he can contact whomever he feels is appropriate.

From: (b)(6)
Sent: Monday, December 22, 2014 10:29 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Customer Comment Card - Complaint

Attached is my complaint and followed in a separate email, you will find the password for this password protected document.

Attachment:

Date: December 22, 2014
Time: 2118
Airport: STT (St. Thomas, USVI)

12/23/2014 12:14:07 PM

Date/Time of Travel: December 20, 2014/Appox. 13:35
Airline/Flight Number: Amer. Airlines/0986

On December 20, 2014 at or about 1335 (1:35PM), I was travelling on American Airlines Flight 0986, scheduled to depart at 1600 but was delayed for about 1.5 hours that day. As I was going through the security checkpoint located at Gate 2 or where Gate 2 used to be on St. Thomas, VI airport, adjacent Gate 3 where Sun Country airline and Spirit airline counter is located, my experience with the TSA staff there was horrible. Firstly, some of the TSA staff (not all) are very rude people and their behavior sheds a poor light on TSA. As I entered the checkpoint from the Travel Document Checker (TDC), there were no trays on the lane what was closest to the door where passengers entered the checkpoint and just barely a few left on the second lane. There was a female TSO who was apparently doing two functions, DO (b)(6) Officer) and WTMD. I stated to the female TSO, "bin run". The slim/slender built female TSO who wore either braids or dread locks just stood there quietly and did nothing like call for a bin run because the one lane had no bins and the second lane was almost out as it was down to about probably 9 bins. I went over to the second lane to grab a bin of which the female TSO stated that I did not need a bin for my shoes. All I did was set my bags on the table that was closest to TDC of the x-ray 1 (I suppose) and headed to the other side (x-ray 2) for a bin and she was telling me that I did not need a bin for my shoes. Well, unless she is psychic as my flip flops were on my feet and although St. Thomas, VI does not have pre-check, they accommodate passengers with expedited screening, then how would she know why I needed the bin? I said, bin run and that should have been your focus. Even though you could not move and the two officers at the back that were doing bag checks, you could have said bin run so that when they were done, they could grab the bins and run them to the front for the passengers that are coming through the security checkpoint. It was a Saturday and it was busy and I suppose they shifted some of the passengers that were not checking their bags over to the Gate 2 security checkpoint and I say Gate 2 because that is where Gate 2 was now converted into a security checkpoint.

With that being said, I set the bin on the table, took my laptop out of my bag and I set them on the conveyor belt for x-ray screening.
I proceeded to the WTMD (walkthrough metal detector) where I showed the same female TSO my boarding pass that reflected a red stamped TSA precheck, waited for her to go from the DO position to the WTMD position to let me through.

As I went to collect my things, they had not come through the tunnel as yet. Finally, my carryon bag came out and then the female STSO stopped the belt and removed my purse from the x-ray and set it on the MDR. As she set my bag on the MDR, she

(b)(6)

This is still the United States last I checked and we still have the document call the Constitution that governs this country. Furthermore I served my country and I'm was a Anti-Terrorism/Force Protection Officer in the Air Force and the security at the TSA checkpoints are a joke with no consistency. When traveling from Houston I had the same clothes on and walk through the Cancer Machines and I did not get felt up there. The only thing they looked at was my watch.

These O'Hare TSO gentlemen could clearly see my jeans where flat and I had nothing in my pockets. Moreover, your zapping us with those huge radiation machines to avoid being felt up by your agents. You need to tell Congress the machines obviously don't work and you still have to assault passengers trying to travel.

You throwing Congress into your statement to me doesn't make it any better. Sure you can see how they are acting these days so it a bit alarming that they are allowing TSA to assault people by putting theirs hands on them. Why not allow the passengers to open their own pockets while the agent observe. We are not criminals going to jail, we purchased tickets to travel.

Now I can see why people are making a big deal about these agents (people) putting their hands on other people. Then your trying justifying our civil liberties being violated by using the elected morons in Congress who can't pass bill because they are being childish.

12/23/2014 2:00:43 PM

Its unbelievable that you are trying to justify these people unnecessarily feeling on people, but I guess our brilliant Congress People said it was ok.

Extremely Disappointed,
Concerned Tax Paying Citizen
(b)(6)

> On Dec 23, 2014, at 10:00 AM, (b)(6)
>
> (b)(6)
>
> Thank you for voicing your concerns about the screening you received at O'Hare Airport recently. The procedures you describe are all according to prescribed security protocols and are mandated by Congress under the authority of the Aviation and Transportation Security Act, signed into law November 19, 2001.
>
> If you ever question what is happening during the screening process, feel free to ask to speak with a supervisor. They may be able to explain the necessity of the different steps taken during the process. Of course, TSA officers need to resolve any threats identified by technology employed at the checkpoint and there are some procedures put in place in an unpredictable manner to keep adversaries from gaming the system. Those additional steps can be confusing, but please ask if you have any The caller stated that when she went through security screening at PHX today she had a very unprofessional experience. She stated that the agents were terrible and yelling during the screening. She explained that when she got to the checkpoint there was a lady sitting at a desk that looked at her boarding pass, and she informed her that she had TSA PreCheck. She stated that the agent responded by telling her that they do not have TSA PreCheck at that location. She then explained that she was going through the normal line, and requested a patdown rather than the x-ray. She was waiting for the patdown officer and noticed that there were persons being routed to a lane for PreCheck. She explained to the Supervisor that approached her to perform the patdown that she has TSA PreCheck and wants to go through that line. She stated that the agent asked her for her boarding pass as proof, and she explained that her boarding pass is on the conveyor belt as she was not able to use PreCheck at that location. She stated that the ladies name was (b)(6) and she told her that she was not able to find her boarding pass on the conveyor belt. The agent than proceeded to state that she was doing her a favor and asked her to change her attitude. She than threatened her by saying that she has to do this to let her through and on the plane. She stated that she was very rude. She stated that while she was waiting for her baggage to come through the other side she asked for the person over the checkpoint. She stated that she was pointed to a man named (b)(6) or something to that effect. She saw the (b)(6) woman walking away from the gentleman as she approached. She stated that she had given the man a heads up about the situation. She explained her experience to him and he simply handed her a card, telling her to have a good day. She stated that she was dismissed. She informed him that she is going to her state senators and AZ state senators regarding this issue. She stated that they should be more professional and have more knowledge. She stated that it all could have been handled different from the beginning. She asked if she will be contacted.

12/23/2014 3:08:37 PM

I apologized to the caller 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. We will forward the information to the CSM at PHX over TSA for re

Airport: PHX
Destination: STL
Date and Time of incident: 12-23-2014 @ 12:45 pm
Airline: Southwest
Gate: D3
Terminal: Unknown
Flight Number and Time: 3844 @ 2:55 pm
TSOs involved: Lady sitting at a desk before the checkpoint,that was white with glasses, medium brown hair color, and she did not get her name.
(b)(6) Supervisor
(b)(6) or something similar- Gentleman in charge at the checkpoint. She was informed that he was over everyone at the checkpoint.

Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.
What can he to to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.
He wants to ask what his options are for screening. The police were called at the checkpoint.
He was at the Billings Logan, Montana airport today.
Is (b)(6) the person he would need to speak with about his name added to a watch list? He did not proceed through screening.
(b)(6)

12/23/2014 7:04:57 PM

Advised:
I offered to provide safety and research information about the AIT. Caller declined.
Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.
He would have to undergo the screening the TSO directs him to.
Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

(b)(6)
Phone: (b)(6)
Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 12/24/2014 12:31:44 PM

12/24/2014 2:12:24 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta flight 5451 on 12/24 at 1:12pm. Departed from ROC.
Comments:I am 7 months pregnant, so I can't go through the full body scanner. I requested to be screened through the metal detector and was told no, that I had to have a pat down. This has never happened before since I've been pregnant; I've always been permitted to walk through the metal detector, and frequently I am not required to remove my shoes, which is helpful as I have increasingly limited mobility. The female security agent who patted me down was rude and invasive. She used far too much force, insisted I lift my shirt above my maternity pants, which revealed the bottom of my bra, and then she squeezed my stomach around my uterus so hard it caused me discomfort and triggered a Braxton Hicks contraction. I felt this was unnecessarily invasive. The TSA needs a consistent and respectful policy with respect to screening pregnant women.
Caller flew from Cabo, Mexico to Kansas City on Sunday night. Caller said she had a patdown in Cabo and a patdown in Denver when she arrived in the United States. Caller said she was not taken into a different room and asked questions she just had a patdown at both locations. Caller asked customs why she had a patdown at both locations and they advised her to contact us for assistance. Caller said she was not held any additional time she was just given a patdown.

12/24/2014 3:55:01 PM

I advised:
DHS TRIP is for individuals who are held for multiple hours and asked multiple questions. I advised that what she is describing sounds like a coincidence of having a patdown at both locations.

Hello:

My name is (b)(6) I flew from Vegas to Texas Fort Worth on Monday morning shortly after 8 AM. My flight number was 1680, and I flew on American airlines. When I went through security,my bag was searched by TSA. While my bag was being searched, I was patted down.

During the pat down process, I lost sight of my bag. I had a bottle of liquor in my bag that I got as an xmas present, and I honestly did not think about the fact I couldn't bring it with me. I was told I had to check my bag. Not recalling anything about my searched bag, i hurriedly returned to the check in and checked my bag.

My bag made it to Kansas City, but when I unpacked the vet next morning my laptop was not there. It was in the large outside pocket. It was an Apple Mac book pro.

I have called lost and found at both mci and mccarren with nothing having been turned in. I know my laptop was in my bag when I left the hotel because I checked. I also know I had it in security. So either security at tsa pulled it out and didn't put it back in or someone stole it from my bag while it was checked.

12/25/2014 11:11:15 AM

I want to see the video from the gate I was at. I'm an attorney and intend to see that a full investigation is completed. I would like an investigation opened by tsa.

Please contact me ASAP with regard to this matter (b)(6)

Thank you

Sent from my iPhone

** NOTE: The information contained in this e-mail message, including any attachments, may be privileged or confidential. Recipients should ensure that proper security measures are taken. If you are not the intended recipient, please notify the sender or anyone at (b)(6) immediately and delete or destroy the message and all printed copies. All recipients are hereby notified that (1) electronic mail is not secure, (2) any electronic mail sent to or received by you may be exposed to multiple computers and/or users in transit, and (3) interception during transit by improper means may occur. Although our computer system has scanned this e-mail and any attachments for viruses or other defects that might harm computer systems (b)(6) disclaims any responsibility for any resulting loss or damage. IRS Circular 230 Disclosure: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

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

---

Remote Client IP (b)(6)
Date Time: 12/25/2014 9:41:00 AM

12/25/2014 11:11:22 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Austin airport, TX
Comments:My wife and my daughter-in-law frequently travel out of Austin. They opt out of body scanner. Additionally my wife has medical condition. Invariably they are kept waiting while people are staring as if these ladies are some sort of criminal. They are kept waiting. While during the same trip TSA services at Baton Rouge, or Houston or Atlanta were quite respectful and professional. Apparently it gives us impression that either TSA does not want people to opt out or may be this treatment is due to the fact that being Muslim they wear headscarves and dress differently. Can this situation be remedied or being at receiving end we have to accept this unprofessional and discourteous attitude of TSA at Austin Airport?

Disability Description: Husband is 100 percent disabled Veteran.

Response Details: CCR informed her;

Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. 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.

12/26/2014 10:53:13 AM

She can file if she would like (did not want to proceed) but for future flights, she can call into the TSA cares line and request assistance through the PSS directly at that airport. This will inform them that they are coming before the flight and assistance can possibly be made there at the checkpoint.

Incident Details: Caller stated that when they went through screening, her and her husband had the worst screening experiance due to an ETD alarm.
Her husband is a disabled veteran with 100% and one of his main conditions is PTSD. Since he tends to go shooting alot, when they did additional screening on his leg brace, the ETD alarmed positive which required him to go through additional screening (full patdown).
She feels that this was not something that should have been done since he has a CCDW and a military ID showing that he is not someone that is a threat.

Caller scheduled awhile back to have a PSS today through screening at Newark. She stated this is the 3rd time she has been told by the officers that they do not know what a PSS is and this is only at Newark that it always occurs. She requested a Supervisor this time, and the Supervisor told her that he knew what a PSS was, he walked away and came back and said he had none available and said he would help a little. So the Supervisor walked to a female officer and had the female officer assist the caller and that female officer ended up doing the patdown. The guy from the airline that was helping her with a wheelchair, she told him not to put her belongings up on the conveyor until she goes for her patdown and he did that, while she was being patted down another passenger took her boots and put them on her feet. She said isnt that disgusting. The caller stated that every airport she goes to has the PSS and always assist her and are great, but Newark doesnt care and they are an entire different ballgame. None of the officers even know what a PSS even is. She says alot of the passengers dont even know about assistance and most of them confuse it with wheelchair assistance. She just cant believe this keeps happening and they are not fixing it.

12/26/2014 3:45:14 PM

Airport: Newark
Airline: Delta
Flight number: DL3759
Date and time: 12 16 14 at 4:30 departing late
Terminal or gate: Gate 46B
email (b)(6)

Apologized to the caller that this keeps occurring with the same exact airport. Informed her that if there isnt a PSS available the Supervisors are to assist the passenger, our information states they can request a PSS or Supervisor for assistance. Apologized that the Supervisor did not really help her much. Told the caller this complaint would be sent again to the CSM of Newark and hopefully they will look in to this issue, resolve it and inform each TSA officer that they do have a PSS and what they are.

Caller flew from LAS to CA. Caller had SSSS on his boarding pass and got a secondary screening. Caller wanted to know what was wrong.

Response:

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

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

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

12/26/2014 4:52:22 PM

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

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

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

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

From: (b)(6)
Sent: Friday, December 26, 2014 7:47 PM
To: TSA-ContactCenter@dhs.gov
Subject: ...

So, I got some short execution moving papers from my boss, I had to get from Japan to Virginia in seven days, get the house packed up, carry everything that I needed for at least a few months until my stuff arrived, and then travel half way around the world (counter-clockwise). Getting through the Japanese airports where no problems whatsoever.

12/27/2014 9:16:17 AM

Holy freakin' hell, San Francisco TSA, oh my freakin' god! First, we are tired, but hey, that is travel. I have a cane (partially metal) and they want me to walk through the x-ray thingy without it (I had to hop on one foot), then they want me to lift my arms up above my head (pending shoulder surgery, sure, lets aggravate that sucker, I can't lift it above my head). Wearing hearing aids which don't work quiet well in a nosy environment. I have one TSA woman make a snide remark about me taking too long to get my pass and ID ready (I apologize, bad left knee, means cane in right hand, and bad left shoulder, means left hand in pocket, takes a bit of juggling). Then the x-ray thingy (already mentioned, but worth a second word). Finally, since I am caring all of my small valuables, and a laptop and associated pheriphials, they decide to check it, and check me with a pat down and a ransack. After the guy dumps everything out of my bag, meds, wires, hearing aid batteries, headphones, socks, shirts, laptops, the usual, the guy tells me that I should not pack so much stuff and should ship it next time and not take so much of his time.

At that moment, I pull out my military ID and apologize for the military moving my family across the world on short execution PCS orders (so short they denied my request for leave in transit) and that I was carrying everything I needed for the next two to three months for myself, my daughter and my wife.

He walks away without saying a thing, I finish packing my bag.

Thanks guys for providing a wonderful entry experience back into the United States.

Disability Description: Callers brother has Cerebral Palsy.

Response Details: We recommend arriving 2 hours in advance to the flight time.
If an man officer isnt available for a patdown, they would have to wait on one to become available.
They staff the checkpoints according to the airlines and the number of flights going out.

I can taker her complaint for her but to make it a formal complaint due to her brothers disability she would need to put it in writing. Did she want to do that? Yes
Your complaint can be sent to either
TSA-CRL@tsa.dhs.gov,
or vis postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

12/27/2014 12:07:18 PM

I caller her back at 12:33
I spoke to her and told her I needed to get the flight information and would forward this to the CSM so they too could be aware this happened to her brother.

Airport: Sky Harbor
Airline: Southwest
Flight number:1027
Date and time: 12-27 departed at 8:40 am but says they were checking in at the airline ticket counter at 7:30 am
Terminal or gate: C11

To make this a formal complaint she should put it in wring and send to the email or mailing address I had provided her earlier.
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.

Passengers in a wheelchair can get a patdown if they cant walk through on their own, an officer of the same gender will have to give a patdown, you sometimes do have to wait on someone to become available to do a patdown as well as the ETD
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12/27/2014 11:39:11 AM

12/27/2014 1:00:56 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX, approximately 820am, terminal 3. Employee was named (b)(6)
Comments:I was unimpressed with the TSA staff's knowledge of service dog policy. We had a wonderful experience at MSP but at LAX a very rude employee told me I had to remove my dog's equipment. When I informed her I could not be asked to do that and instead requested a pat down, she sarcastically informed another staff member (using "air quotes") that I wanted a pat down. The employee doing my pat down was very kind but she did not screen my dog or his equipment. This was concerning to me.
Caller is flying from MSY to ATL to West Palm tomorrow. Her husband has a pacemaker and cannot go through certain screenings. When they went through from West Palm, he was rushed into the AIT and she wants to know if someone did the wrong thing. She said that they were told that people who have a pacemaker can go through the AIT. She just wants to make sure that it is safe and will not harm him. She also wants to know if she will have to take her laptop from her bag when she gets to the checkpoint.

12/27/2014 1:18:33 PM

Advised caller:

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

Advised caller that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Disability Description: He traveled with a dislocated knee and broken ankle.

Response Details: Advised the caller this complaint and flight information would be sent to the CSM at Glendive. We track trends of complaints to address areas of concern, so hopefully this will help them to resolve the issues.

12/27/2014 1:52:50 PM

Incident Details: Caller was traveling yesterday, he has some issues with TSA. He wants to file a complaint, caller traveled through Glendive Montana and the TSA there are terrible. He traveled with a dislocated knee and broken ankle. TSA was a very bad experience for him. Everyone he has spoken with so far says it was terrible for them too. He stated he went through another screening at Billings Airport with a breeze and it was a much larger airport. Right before screening started, a lady TSA officer came out and she thought she was a Superior woman. She shouldnt have been telling passengers, that if women had to go through additional screening, a male had to do it. He said there should not be the opposite sex in the room when a passenger gets a patdown. The officer said that was all the employees that they had so woman had to be patted down by men, which meant they were understaffed. When he went through screening, they decided to do a full body search on him. He doesnt understand why that would happen to him. Out of 7 people 5 of them got randomly selected for additional screening. He said it doesnt seem very random, they tried searching a minor before the adult showed up and he believes that was really weird shouldnt have happened, because they could have been molested and nobody would have known. He stated that every single bag he had got searched and went through. The Lady officer was really rude to the other TSA officers. When they started swabbing his things, and it alarmed and the officer said the machine may be acting up. If the machine is acting up they should not use it or they should update it. That made him very uncomfortable. He stated never did TSA in Billings put the back of their hands on his privates but in Glendive they actually fully touched his genitals. They should never be touching his genitals at all, thats an invasion of privacy. They did a swab on his calves, which alarmed and they made him take the bandages off. They never made him take his bandages off at Billings, so he doesnt understand why they would at Glendive. He doesnt think he should have been required to remove his bandage to go through this screening. The officers could physically see there was nothing was under the bandage. He spoke to the airport Manager, she said that she has had several complaints about the security. He doesnt want to fly back in to Glendive anymore because of this.

Airport: Glendive
Airline:Cape Air
Flight number: Does not know
Date and time:12 26 14 at 2:35pm
Terminal or gate: There is only one terminal and gate
email (b)(6)

12/27/2014 7:40:20 PM

Caller had a major screening concern in Minneapolis. She has allergies and needs eye drops. She asked if it was possible to screen it without going through the radiation. They took the eye drops and went she had gone through the body screening, AIT. Her purse went through the conveyor belt and was told that she would get a patdown. They took everything out of her purse. They did ETD testing. The eye drops were not tested. She asked what were the procedures when someone requested a visual inspection of medication. The TSO was rude. A supervisor had to tell her to stop.

Response:
Advised caller that we can forward her complaint to the CSM at MSP

She can email her complaint in writing to
TSA-ContactCenter@dhs.gov

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

Response:

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

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

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

12/28/2014 10:25:33 AM

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

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

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources

Thank you for contacting me (b)(and sorry for my delayed response! Commuting from Jackson Hole to Denver once a week for the first three weeks of December, my daughter s two surgeries and the holidays have delayed me.

Once this report has been completed, I ll forward it to TSA as per their email to me and likely you for a formal complaint. My original concern was who to contact regarding poor, abusive, unnecessary, and rude treatment. According to TSA guidelines, I DO NOT feel my minor daughter s and my experience was in violation of anyone s Civil Rights. TSA officials who are rude and have poor attitudes and neglect performing their duties fall under a category that doesn t currently exist within the TSA (hopefully that will be changed SOON)! My minor daughter just happened to have been handicapped, but that didn t qualify this experience as a Civil Rights issue.

On 12 6 14, my handicapped minor daughter and I were going through Security at DIA- both of us were are TSA Pre.
-at first check point, ID checker told us we couldn t come through her check point w a wheel chair- we explained we had done it previously, not that day , no further instructions directions were offered
-never did she volunteer the side of the airport WITH the Colorado flag (if not that end, the end w the American flag, I may have changed the locations, sorry) always has a wheel chair accessible lane
-she let us go though, someone came to help
-all of our belongings CRUTCHES included went through screening
-as did I
-agent (b)(6) entered in to the situation to take my daughter for a pat down, test her brace and airport wheelchair
-I authorized she could take my daughter and I would meet them (as we have done numerous times before at DIA and other airports) while I waited to collect our belongings

12/28/2014 5:22:06 PM

Now let me say this: My daughter is 15, looks 20+, and is 5 10 - not a small child! (b)(6) informed me they would wait for me and after my authorization, again, said that was procedure- really? Where have I been and what about all the agents who have accepted my authorization, violating procedure and (b)(6) s the only rule-follower? I think not!

My daughter had, had knee surgery the day prior to traveling and we were came directly to DIA from University Hospital as we had done 8 31 14 and were scheduled to again 12 19 14. Needless to say, we are not novices traveling, going through Security, being handicapped, or unaccompanied minors (I also have 12+ year old twin boys, we re all savvy and informed travelers). What I think TSA would appreciate, maybe not.

-once through the Security gate, and I had single handedly collected our belongings (crutches included), (b)(6) took my daughter to search and swipe the airport wheelchair
-NEVER did she tell my daughter she could remain seated
-made her stand one- legged while she patted her, the wheelchair (see next bullet item), AND waited for the results
-I offered my daughter my forearm in the event she lost balance. (b)(6) REPRIMANDED me, told me I couldn t touch her (I knew that). I offered my daughter her crutches (which remember, had passed through screening), (b)(6) REPRIMANDED me a second time. Saying to us, something on the line of if she needs to hold something for balance, she can hold onto me . REALLY? In order for my daughter to have done that, while (b)(6) was swabbing the wheelchair, she would have had to turn around and reached 3-4 feet away!!!! At this point (!), I care about my daughter s safety, the knee that was just operated on and not feeling comfortable w (b)(6) experience and qualifications!!!!! I m well aware of not being able to touch anything while it s being searched, but when the TSA agent leaves someone who is physically challenged in a precarious state, the mother-of- all- mothers comes out in me (especially because of the way we were being treated, knowing we weren t a security risk, altho (b)(6) may have thought we were, but (b)(6) certainly wasn t taking the necessary safety requirements and was dismissing my attempts and requests)!!

Post passing inspection, Agent (b)(6) Something or Other heard me grousing and asked if he could help. I lit into him about the two agents #1 at first checkpoint for IDs and our less than ideal experience with (b)(6) I then went to the line where (b)(6) was working to get her name. Agent (b)(6) .... took the time to explain about a handicap lane always being available at whichever end of the airport we weren t at, someone in a wheelchair DOES NOT have to vacate wheelchair

To Whom It May Concern:
On Saturday, December 27, 2014, I went through a security check that started between 11:30-11:45 a.m. At the St. Paul/Minneapolis Airport. Because of allergies and concern for my eyes, I asked a TSA agent to visually inspect the eyedrops-Systane or test separately without sending it through an x-ray machine. He took the eyedrops, walked over to Agent (b)(6) (I pray the spelling is correct), and gave her the box that contained the eyedrops.
I was instructed to walk through the body scanner, and I placed my belongings on the security belt. Everything cleared without a sound of an alarm. However, I was instructed by Agent (b)(6) to identify my belongings with out touching it; I complied. She lead me to a table, and stated she was going to search me! At this point, I asked why am I being searched? Agent (b)(6) responded, "That's what you get for asking." she proceeded to call her supervisor over to explain to me what happens when I make a special request. At this point, I realized the supervisor was going to support the agent, so I did not dare continue to question when she apologized for the agent's actions. Agent (b)(6) patted me down, pulled my pants where she could look inside of my clothes, and scattered items from my purse all over the table. Again, I asked why she was doing this. She stated, "I'm going to test everything that belongs to you!" So, she tested the following items for the second time:
1. My shoes
2. My wallet
3. My phone charger
4. My my comb
5. My cell phone
6. The lining of my purse

12/29/2014 8:23:22 AM

After all of those things cleared, Agent (b)(6) refused to let me go. Her supervisor, walked over, told her that I had been through security, pat down, items tested, and everything cleared. She further stated, "Let her go." Agent (b)(6) turned and walked away, leaving my things scattered all over the table.
Inasmuch as Agent (b)(6) never tested the eyedrops, or the other medicine or lotion in my purse, I was totally distraught that I was humiliated and spoken to in such a condescending way by Agent (b)(because of my concern about a medical condition. Please advise.
Sincerely,
(b)(6)

Sent from my iPhone

NOTICE:

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

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

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

12/29/2014 8:24:54 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?

To Whom It May Concern:

I am (b)(6) and I am filing a complaint about an incident occurring in DTW airport on Sunday, December 28, 2014. I will detail the incident, then pose two questions.

I did not have proof of government ID upon entering DTW airport for a flight, so I was instructed to wait for a TSA employee for further instruction. I provided the employee with my college ID, where he then asked if I possessed any government issued identification that showed proof of address. In my attempt to look, the employee caught glance of my insurance card, asked to look at it and asked various questions pertaining to the information on it. The employee returned my documents and assisted me to the pat down process.

In the moment of the incident, I was only concerned in providing the necessary information to board the flight. Once arriving to my destination I recounted the events. I now feel harassed and manipulated in the situation. I do not believe that the documents and questions asked of me were appropriate for the screening process. As procedure for travelers without government ID, what information suffices to verify identification and or what is the precedent to board flights? What documents and or questions are in the realm for such employees to ask?

12/29/2014 8:25:04 AM

This incident could possibly compromise my safety as a citizen. I would like to hear back from your Human Resources department as soon as possible.

Thank you,
(b)(6)

(b)(6)

Caller stated that she traveled out of Dulles to CVG and didnt realize that TSA can open luggage for screening. Her checked bag contents were not packed back the way that she had it first and wanted to see if gloves were worn during inspection and if they are changed everytime. There was a NOI inside and her lock was cut off, which she was upset about as well.

Also when she went through the checkpoint, the officer was wearing gloves and when she was doing the patdown, the screeners hand along with the glove went right into her mouth and she was disgusted and wanted to make a complaint about the careless experiance she went through.

She feels that the officers should change the gloves everytime they inspect a new persons baggage in carry on or checked.

FLIGHT INFORMATION:
12/29/2014 9:36:08 AM 26 DEC 2014 @ 615am
Frontier
Bag Description: Lime Green, heavy duty bag
NOI: Yes; no writing or stamp

CCR informed her:
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.

For the locks on the luggage, she can use Travel Sentry and Safe Skies which the screening officers have master keys for.

This information will be sent to the airport to make them aware of the situation.
THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 12 29 2014 8:38:24 AM

12/29/2014 10:12:35 AM
Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc):My complaint is for an inappropriate pat down at the Dallas Fort Worth Airport. The tsa agent (b)(6) who was patting down a teen ager or young adult next to me was being extremely aggressive and verbally abusive towards the passenger. The passenger was visibly uncomfortable and scared. (b)(6) raised his voice and told the passenger You must like pat downs because you re here so be quiet. He also said a few other things that made the passenger upset but I could not hear. His conduct was unprofessional and when I told him he was acting in an inappropriate manner he yelled at me to mind my business several times. When I told him Id be filing a complaint he said that it would never go anywhere and Id be wasting my time. He then put his name card in my face when I asked for his name.
Comments:My taxes contribute towards the tsa and though I think the agency is inefficient and unessessary I, expect a high level of courtesy and professionalism of tsa employees. No one likes pat downs and the passenger was clearly uncomfortable. (b)(6) acting the way he did made the experience worse for the passenger and me as well as an observer.

I traveled through the Denver airport on Friday, December 26th.

I have TSA Pre on my boarding pass.

I have a total knee replacement.

I have a card from my Orthopedic Surgeon stating that I have an implant in my knee.

The card was presented to the TSA agent at Security.

I was walking with the assistance of a wheeled walker.

I am an employee of the Federal Government, with a higher security clearance than the TSA gate agents performing checks.

12/29/2014 10:12:45 AM

I have my Federal Employee ID visible at all times while going through security.

I am a 61 year old white female.

In spite of everything I just detailed, I was pulled aside and subjected to a thorough 10 minute pat down – and told "DON'T TOUCH ANYTHING" more than once.

Folks – is this really necessary? This is how you intend to prevent acts of terrorism…..by making a passenger as described above lift their shirt above their waist not once, but twice?

The agent at the gate was (b)(6) She was uniformly rude and discourteous throughout the process.

12/29/2014 10:13:13 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/29/2014 8:31:15 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/29/2014 6:30 AM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal E Security Checkpoint TSA Employee: (If Known) : (b)(6) Comment : (b)(6) (an African American) was assigned to search me because I asked to go through the metal detector instead of the full body scanner.
When patting me down he flattened his hand in a vertical orientation and forced between my bottocks. I said I don't think that's part of a professional pat down,to which he replyed "you probably like it." To which I replied no I did not like it, or his lack of professionalism. He accused me of lying saying " your probably gay" I said that I as not. Then he proceeded to palpate my genitals 4 times making to comment "You have a little dick." Furthermore he made many racially directed comments pointing out my European heritage multiple times. This I believe was discrimination on his part against my European ethnicity.
In the interest of helping you identify this discriminatory employee with an utter lack of professionalism here is a discription, African American, appx. 5'10, black frame glasses, average build.
I am very disgusted by his utter contempt for me as a human being and feel that I was racially targeted. I want a report of the disciplinary action that is taken.
I am considering calling my attorney and/or a major media outlet if this appalling behavior is not addressed in an appropriate manner.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Disability Description: Caller has a son (b)(6) with cerebral palsy.

Response Details: Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

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.

12/29/2014 10:55:40 AM

Flight information:
From to: DFW to EWR
Flight date time: 12 29 11:34 am
Flight number: 3572
Airline: United
Airport: DFW
Gate Terminal: E9
On Behalf of: (b)(6)
TSO: female TSO (b)(6)
Email: (b)(6)

Incident Details: Caller and her son are flying from DFW. She states that they had a terrible experience in terminal E. She says that she had requested a PSS previously but never got one. Caller states that she was told that the TSO had to open every single one of her son s formula bottles. She says that she explained that they were medically necessary and had prescription labels and would go bad if opened, but the TSO did not get the concept. She states that the TSO did a ETD but then pulled her cleared bags back and retested them again, pulled out all of stuff, did a patdown on her after she had been previously cleared, and was combative. Caller says that the TSO said she was crazy and was acting ridiculous. She estimates that it took about 45 minutes to get through the checkpoint, and states that a STSO told her that a PSS would not have made any difference.

Caller stated that her checked luggage was searched and needed to know if she should wash her clothing again if the officer used dirty gloves. She feels that this process is disgusting and they shouldnt use the same gloves for all luggage.

12/29/2014 11:43:45 AM

CCR Informed her:
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.

Good Afternoon --

I am writing because I am disturbed and unhappy regarding a pat down I received at the New Orleans airport yesterday, December 28, 2014 at approximately 12 noon. I regularly decline to go through the new x-ray screening technology and have been "patted down" at airports across the country. I have NEVER been treated in the manner I was treated in New Orleans. As a precursor, I will say that the TSA agent -- Officer (b)(6) - was rude from our first interaction. Rather than answer my simple question of "Are you ready for me? I don't want to put my stuff through (the belt) until you're ready," her response was to bark at me "Put Your Stuff On The Belt!" (What would been wrong with "Yes, I'm ready..."?) After we walked to the pat down area and she did her preliminary speech, she barked at me "WIDER" with my legs and then proceeded to absolutely MAUL me. I thought you guys had given up molesting people's crotches?! As I looked over at the benches for people who had already gone through security, a woman who I have never met before was gesturing wildly at me wondering what the hell was going on. She commented to me later -- repeatedly -- that she thought the pat down was completely inappropriate, hostile and overly intrusive. This was not a properly performed airport pat down. The closest I could describe it is that it was more akin to a pat down for a PRISON INTAKE than any pat down I have ever received at any airport I have ever been to. People who decline the x-ray screenings are not criminals. A pat down is one thing but this was just beyond reasonable. I reported the incident and my upset to the TSA supervisor on duty, (b)(6) who said that she would "look into it," but that whatever she determined and whatever she did about it was none of my business and that I would not be receiving any communication or information regarding the outcome. She advised that if I wished to leave a comment regarding the incident, I should do so through the information on the "contact TSA" business card. Hence, my email to you today. I am not happy -- at all -- about how I was treated yesterday, but my wider concern is that this is the way travelers are regularly screened at MSY and if that is the case there should definitely be some retraining of the TSA agents there.

12/29/2014 2:11:25 PM

Thank you for your time,

(b)(6)

The callers mother flew from JFK to CLT on Jetblue today departing at 8 AM. She went through screening around 7 AM. She stated that she has a complaint about screening. She stated that she has locked hair and that is her natural state. She stated that she believe that this is a racial issue and that she was chosen for additional screening based on her race because nobody else during screening gets their hair patted down. She stated that it was her son, her mother, and herself. She stated that her mother was also complaining that her sons gential parts were being touched too much. She stated that she feels that this is all racial discrimination.. She stated that they have no reason to touch her hair when she flys. She stated that they should be able to wear their hair anyway that they would like and not been subjected to that. She stated that there were no hairpieces or hair pins involved.

I explained that if she goes through the screening process and her hair anomilies the AIT or we can not clearly see the hair, a patdown would be required to clear the alarm. Even, hairpins and hair pieces can alarm the screenig process, which would result, the passenger's head area must be searched with a limited patdown.

12/29/2014 3:07:28 PM

For a civil rights complaint to be official the following has to be completed in writing:

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

TSA accepts e-mails as being signed or she can mail it in. We will email her the information for filing the complaint also.

Disability Description: The callers 17 year old son (b)(6) is undergoing cancer treatment, which requires a TPN IV line and liquid nutrition. Also, he takes liquid and pill form medications daily.

Information Request: The caller and her son will be flying from DEN within the next week, and she wanted to ensure that the screening procedures were conducted appropriately. However, she does not have the flight information at this time.

Response Details: Advised Caller:

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

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

12/29/2014 7:18:42 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.

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

I offered to e-mail this information to the caller, and she accepted.

I provided the contact information for the CSM:

Name: Robert Kapp
Phone: 303-342 (b)(6)
Email: (b)(6)

I provided the EID to the caller, so that she can reference this record when requesting assistance.

To Whom It May Concern:

During this holiday season, I took a roundtrip flight from DFW (Dallas/Fort Worth International Airport) to MEI (Meridian Municipal Airport) with American Airlines. On December 24th, I took AA Flight 2571 and on December 27th, AA Flight 2572. On both legs of the trip, the Transportation Security Administration inspected my checked bag. While the inspection on Christmas Eve was inconvenient (my wrapped gifts were unwrapped and the wrapping paper balled), it was understandable given that the inspection targeted the gifts containing electronics. However, the inspection of my bag at MEI gravely concerns me. I had an empty Zales box in my luggage. When I returned home and unpacked, I opened the box discovered to my extreme disappointment that it had been opened, clearly rifled through, as if the inspector was, at worst planning to steal my brand new diamond earrings, or at best, hoping to admire the thoughtful gift I received. Nothing else was out of place in my luggage.

12/29/2014 8:05:58 PM

I fly frequently, both domestically and internationally, and this is the first time I've felt violated by TSA regulations. Since 9/11, the world and my fellow Americans have accepted the byzantine TSA regulations, grudgingly if not placidly, as an acceptable part of our continuing safety. I have tolerated shoe removal, restrictions on liquids, pat downs, body screening, luggage inspections, questioning of my carry-on bag by TSA personnel, and much more. But I cannot and will not accept fear that my personal belongings could be potentially stolen by the people and the institution meant to protect me. Please look into this matter and please let me know if the person responsible will be held accountable. I look forward to your response.

Sincerely,

(b)(6)

I just faced gender inequality and profiling at its highest height. I'm really infuriated! I had gone to the Sacramento airport yesterday night. At the Burbank airport, I had not encountered any issues, so I didn't foresee any problems. I went to load my luggage with my father and twin sister. (we are identical twins). When we got to the area where the TSA checks you and you are forced to walk through the medal detectors, my sister went though first. I went directly after her, showing them my passport, college ID, and a copy of my birth certificate. I had shown the men at the other airport in Burbank my ID and passport with no issues whatsoever. Now, mind you that I have an identical twin. I called my twin sister over, and they could see that we are identical. Everyone can see that we are identical! I was so angry, and rightfully so. She still didn't believe me. She then proceeded to boss me around by telling me that I should have my state ID. I am 19, but I had a college ID and don't drive yet. I plan to get it, but she was so condescending. She gave me such hard time. She and the other woman next to her laughed as she said, "And what did I tell you to do?" I was nervous and answered her, saying, Get my state ID?" She had the audacity to pull me aside and ask me to go into the line with the medal detectors, forewarning me that I would be patted down and checked for anything "suspicious." I don't even fit any profile of a mistrustful human being. I walked into the line, went through the medal detector without even a problem, and then came out and put on my shoes. She got ready to pat me down, but prior to doing so, asked, "Do you have any sharp objects in your purse that can poke her?" I said "no. Just earrings." She asked again as if, I, this sweet young woman, would be carrying a pocket knife or a bloody axe in my purse. Finally she patted me down after asking if I wanted to "do this in private, as some People are too embarrassed to be publicly patted down." I told her to just get it over with, because this was really out of hand. I mean, I had my twin with me and all of my info. What more did she need? If that wasn't enough, she groped me really hard and felt everything very roughly. I'm pretty sure she felt my vaginal area. I felt assaulted, prodded, abused, and taken advantage of. I am very disturbed by the way that I was treated by the TSA workers at the Sacramento airport, and feel you are obligated to do something about this!
You can't ignore this, and for other women out there who have clearly had to deal with this, confront it now.
Article 1,3,5, and 7, of the universal declaration of human rights:

1. All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

12/29/2014 10:05:04 PM

3. Everyone has the right to life, liberty and security of person.

5.No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

7.All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

The Fourth Amendment:
This amendment prohibits unreasonable searches and seizures and requires any warrant to be judicially sanctioned and supported by probable cause.

HYPERLINK "http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=video&cd=1&ved=0CB8QtwIwAA&url=http://www.youtube.com/watch?v=X6hvUWv2CsY&ei=_QmiVJOsBImwogSuioHwBQ&usg=AFQjCNHEWT2b0t02zLZz-

I just faced gender inequality and profiling at its highest height. I'm really infuriated! I had gone to the Sacramento airport yesterday night. At the Burbank airport, I had not encountered any issues, so I didn't foresee any problems. I went to load my luggage with my father and twin sister. (we are identical twins). When we got to the area where the TSA checks you and you are forced to walk through the medal detectors, my sister went though first. I went directly after her, showing them my passport, college ID, and a copy of my birth certificate. I had shown the men at the other airport in Burbank my ID and passport with no issues whatsoever. Now, mind you that I have an identical twin. I called my twin sister over, and they could see that we are identical. Everyone can see that we are identical! I was so angry, and rightfully so. She still didn't believe me. She then proceeded to boss me around by telling me that I should have my state ID. I am 19, but I had a college ID and don't drive yet. I plan to get it, but she was so condescending. She gave me such hard time. She and the other woman next to her laughed as she said, "And what did I tell you to do?" I was nervous and answered her, saying, Get my state ID?" She had the audacity to pull me aside and ask me to go into the line with the medal detectors, forewarning me that I would be patted down and checked for anything "suspicious." I don't even fit any profile of a mistrustful human being. I walked into the line, went through the medal detector without even a problem, and then came out and put on my shoes. She got ready to pat me down, but prior to doing so, asked, "Do you have any sharp objects in your purse that can poke her?" I said "no. Just earrings." She asked again as if, I, this sweet young woman, would be carrying a pocket knife or a bloody axe in my purse. Finally she patted me down after asking if I wanted to "do this in private, as some People are too embarrassed to be publicly patted down." I told her to just get it over with, because this was really out of hand. I mean, I had my twin with me and all of my info. What more did she need? If that wasn't enough, she groped me really hard and felt everything very roughly. I'm pretty sure she felt my vaginal area. I felt assaulted, prodded, abused, and taken advantage of. I am very disturbed by the way that I was treated by the TSA workers at the Sacramento airport, and feel you are obligated to do something about this!
You can't ignore this, and for other women out there who have clearly had to deal with this, confront it now.
Article 1,3,5, and 7, of the universal declaration of human rights:

1. All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

12/29/2014 10:05:04 PM

3. Everyone has the right to life, liberty and security of person.

5.No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

7.All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

The Fourth Amendment:
This amendment prohibits unreasonable searches and seizures and requires any warrant to be judicially sanctioned and supported by probable cause.

HYPERLINK "http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=video&cd=1&ved=0CB8QtwIwAA&url=http://www.youtube.com/watch?v=X6hvUWv2CsY&ei=_QmiVJOsBImwogSuioHwBQ&usg=AFQjCNHEWT2b0t02zLZz-
Caller said she went through security and that she is on oxygen 24-7 at Denver Airport last summer and she did not make it to her niece s house because her battery drained and she said she had to go get a backup. She departed from Fayetteville, NC to Charlotte to Philadelphia on Dec. 20 and it drained her battery again. She said she does not want to file a claim. She said that people on oxygen cant go through xray screening.

12/30/2014 12:39:32 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. 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.

I offered to email the claim form to her but she declined.

I advised her to tell the Officer at the checkpoint that she does not want xray screening and that she can have a patdown done instead.

12/30/2014 2:09:25 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 12/30/2014 12:50:22 PM Airport : DAL - Dallas Love Field Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : We have global entry and tsa precheck but were told "you are selected for a random check" and pat down Would you like a response? : False Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

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

---

Remote Client IP: (b)(6)
Date Time: 12/30/2014 2:46:29 PM

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

12/30/2014 4:09:27 PM

Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DELTA 1818, Dec. 23, Orlando to Atlanta 11:02 a.m.
Comments:On Dec. 23, I was "randomly selected" from a TSA Precheck line to have my hands swabbed.

After my hands were swabbed I was, without explanation, told that I was going to be subjected a full-body pat-down by a TSA employee. I was offered the option of a "private screening" and declined because I could not be separated from my young children, a 4-year-old and toddler, while traveling.

I was visibly upset to be subjected to having my private parts and my entire body touched in public by a stranger and I started shaking and crying.

Instead of being sympathetic or trying to make the situation more tolerable, the TSA Agent (a woman whose last name included the word "weather," and who had a dark moustache), made a rude comment: "What, didn't you KNOW you were coming to the airport today?" as if people buying airline tickets should expect to forfeit all Fourth Amendment rights to unreasonable search, and be held in custody if they refuse.

This agent needs a refresher course in sensitivity training, or a new job.
Submitted on Tuesday, December 30, 2014 - 16:49 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Gender Sex
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Gilbert
State: Arizona
Zip Code (Post Code): 85298
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

12/30/2014 6:03:57 PM

==Complaintant Information==
Relationship with Complaintant: Husband
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
City: Gilbert
State: Arizona
Zip Code (Post Code): 85298
Other:
Phone No: (b)(6)
Email: (b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 12/30/2014 7:47:45 PM

12/30/2014 8:04:37 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):My husband, son, his girlfriend and I all missed our flight home to LAX from Omaha NE exclusively due to the slow, seemingly inept performance of the TSA reps. We were all booked on UA flights 3618 & 1274. We all checked in 24 hrs in advance, arrived at the airport more than 75 mins before our flight. In my experience, we never should have missed that plane. The 3 screening lines - 2 reg and 1 pre - were not serviced fairly or properly. The far left serviced 4 travelers to every 1 in our line. Adding insult to injury, multiple non pre passengers were pulled from the fast line and processed through pre instead. Finally, the singular agent servicing our line was taking every other pre passenger as well. Once I finally got into security, I was advised that due to my laptop needing to be screened, ALL of my cleared possessions had to be given back and every single item of mine was reexamined and my person subjected to pat down search. Unfortunately, they failed to have enough staff to start for 10 minutes. They could have given a rats ass about my flight. The screening
Comments:agent that checked my family and I wasted so much time chit chatting with every passenger it was astonishing. Please note that I was in line at 5:30, pulled at 6:08 am and my flight was at 6:30. I was not released until 6:38. My family should not have missed our flight in such a small airport - period. In addition to the agents actually working, I noticed another 6 literally just standing around socializing. Unacceptable. They work for the people - we collectively pay their salaries. If we have to be subjected to this, they should get their act together, be efficient, pay attention and stop socializing while a sea of people are struggling to get home.
Attn: Customer Support Manager

Date: 12/21/14
Time: Approximately 7am
Airport: IAH Terminal A
Date/Time of Travel: 12/21/14 8am
Airline and Flt Number: Delta 5683
Checkpoint/area of airport: IAH Terminal A
TSA Employee: Officer (b)(6)

12/30/2014 8:04:54 PM

Complaint:
I was traveling with my husband and two children on 12/21/14 to Honolulu, Hawaii via Salt Lake city, Utah. My total travel time that day was approximately 10-12 hours. I had packed four 8 oz. size organic milks for my daughter who just turned 3 on Nov. 30, 2014. I was told by the first officer I encountered that because my daughter could walk, she was not considered an infant or toddler anymore and I could not bring the 4 milks through security. I disagree with her reasoning for being allowed to bring through my milk (which by the way is not sold in any airports that I have traveled through in the recent past and milk is not offered as a drink on many flights either) and I stated that I had never had this issue before and when I asked for clarification or written policy, she shook her head at me and said I was not allowed to bring in the milk. I offered to be pat down and for my milk to be swiped with the wipes, which has always been an option for me to bring milk in for my children. She again shook her head at me and refused. I asked if she was a supervisor. She responded, "Close enough." Another officer came over and inspected and also shook her head at me. I then went through security and waited to find out if they would allow me to have my milk since I was offering to be pat down and for my milks to be tested with the wipes. While waiting, the second officer who had given my situation a once-over asked the first officer if she would be patting me down. She responded no and mouthed something about me, which I can only assume was rude and derogatory. I asked her what she said about me and she refused to repeat it. I then asked for her name. She turned her body so as to not allow me to see her name badge. She then told me that she could escort me out of the airport and asked if I really wanted to travel that day. A senior officer finally came and assisted me. She patted me down and allowed me to have the milks. I was deeply upset and insulted by the first officer and I explained the situation to her. She gave me a comment card and told me the name of the officer was (b)(6) That is the only reason I have a name on this complaint.

It is absolutely unacceptable for this officer to threaten to escort me from the airport, especially when she would not even give me her name or any other identifying information and especially not when the reason for the additional screening is milk for a child. I believe this officer (b)(6) should be reprimanded. I am sure it is not protocol for TSA officers to refuse to show their name badge to travelers and that action alone is completely unacceptable. The other things she said and did require her to have some additional training at the very least and generally she needs to be taught some manners and learn to be respectful of others. If TSA wants its position and its work to be valued and respected, it should have officers working for the organization who take pride and responsibility for their role and do not abuse their authority or their positions. I am deeply disappointed by this entire encounter and still upset by it over a week later. I have had issues with TSA employees before at various airports, especially because policies and protocol are not standardized at all airports for what is allowed to be brought through security for children, but this is the first time I have ever issued a complaint.

I would appreciate a response to my complaint. I have included my contact information below for follow up, but I request that my contact information not be shared with this officer (b)(6) Given her attitude toward me, I have concerns about what she might do with my personal information. Thank you for your prompt attention to my complaint.

Regards,

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) Raghogarh Guna M.p.
Zipcode:

12/31/2014 8:20:43 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? Yes
Gender? Yes
Disability? No

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

Disability Description: Caller doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. THe supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startler her and make her fall.
She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Response Details: Response Details:
I spoke to floor support, (b)(6) and then spoke back to the caller. I told her to she may need to opt out and ask for a patdown so she would not be startled by the movement of the AIT. She stated this too can startle her if they hit a point in her back. I said to her she can be face to face with the agent and give them the instructions on her needs as well as request the assistance so we can help her as well.
She felt they did not want her to ask for patdown. I told her it was her choice and she can ask for a patdown anytime for her screening. I was so sorry they couldnt coordinate this for her.

I explained to her to make this a formal complaint she would need to put the complaint in writing and we have contact information to send it but she did not want it, she said she knew about it already and knew where to send it if she decided to send it.

She can file a claim.
12/31/2014 3:48:00 PM She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim from to them as well. She wanted one mailed to her.

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

I was so sorry this was happening to her.

I am forwarding her complaint to the CSM as well
969 Return 12 28 2014 2:55:00 PM Southwest Airlines MDW

Incident Details: Disability Description: Caller doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. THe supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startler her and make her fall.
She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 12/31/2014 3:59:05 PM

Name: (b)(6)
12/31/2014 6:02:43 PM Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Hilo to Los Angeles
UA 1706 Hilo Airport
Gate 4
Dec. 30, 2014
Comments: I fly frequently and choose to opt out to avoid radiation. I have been patted down multiple times, and I am familiar with standard procedure. Yesterday, both me and my brother were sexually harassed by a TSA agent. First he pushed for a private screenimg even after I chose to remain in public view. Secondly he used the back of his hand to go all the way up to my genitals and squeezed on my genitals with the open side of his hand. Not only did he do that on both sides, but he also repeated this obscene maneuver. This was an invasion of my 3rd amendment rights against an unreasonable search. A standard pat down was necessary because I chose to opt out, but there was nothing that would lead the agent to believe a further search or groping my private areas was necessary. I demand that this agent is reprimanded or removed to prevent a future occurence. My brother has a similar story, and my father, mother, and youngest brother are witnesses. Both my father and mother are aware that this is not standard procedure, and viewed the agent abusing his power. My phone number is (b)(6) Contact me for more details.

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

---

Remote Client IP: (b)(6)
Date Time: 12/31/2014 3:59:05 PM

Name (b)(6)
12/31/2014 6:02:43 PM Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Hilo to Los Angeles
UA 1706 Hilo Airport
Gate 4
Dec. 30, 2014
Comments:I fly frequently and choose to opt out to avoid radiation. I have been patted down multiple times, and I am familiar with standard procedure. Yesterday, both me and my brother were sexually harassed by a TSA agent. First he pushed for a private screenimg even after I chose to remain in public view. Secondly he used the back of his hand to go all the way up to my genitals and squeezed on my genitals with the open side of his hand. Not only did he do that on both sides, but he also repeated this obscene maneuver. This was an invasion of my 3rd amendment rights against an unreasonable search. A standard pat down was necessary because I chose to opt out, but there was nothing that would lead the agent to believe a further search or groping my private areas was necessary. I demand that this agent is reprimanded or removed to prevent a future occurence. My brother has a similar story, and my father, mother, and youngest brother are witnesses. Both my father and mother are aware that this is not standard procedure, and viewed the agent abusing his power. My phone number is (b)(6) Contact me for more details.
Caller is in Charlotte Douglas NC and she had a poor experience with TSA today because of her drivers license. She recently relocated from CT to TX and in Texas they give you a paper temporary at first and keep your old license and Texas DMV told her it would be sufficient to use as ID. She had no issues when she flew 2 other times during the Holiday and did not have an issue with the same paper license and was not asked for any other forms of ID. The paper license had been fine as ID at DAL and BDL. This morning at CLT a female TSO at the checkpoint had an attitude and would not take the paper license. She said she told the TSO that paper license has the same information on it and other airports did not have a problem with it. She showed the TSO her Student ID but that was not sufficient either. A TSA Supervisor came to look at the paper license and she finally approved her to come into the screening checkpoint. The same Supervisor said to the TSO to be sure to check the red bin which belonged to the caller. The TSO winked at the Supervisor and said I got you and that made the caller uncomfortable. The TSO also put markers in between the bins to mark the callers particular bin. Caller wasn t sure what they were trying to do. Caller said she felt like a criminal when another TSA Agent patted her head and then had a Trainee TSO to give her a Patdown in which she felt up to her private area.

Caller became argumentative and demanded to file a complaint. I explained to the caller that CLT had the option of requesting additional ID or conducting additional screening due to lack of ID. Caller inists on filing a complaint against the two airports who permitted her to fly with the paper license. She claims it is their fault she was caught off guard today.

****

Airport: Dallas Love 12-23-14 on Southwest Flight #1692 at 9:15 AM (bound for Chicago).

Airport: CT- Bradley she flew 12-30-14 on Southwest Flight (does not have) departing at 6:05 AM.

1/1/2015 9:36:54 AM **********

RESPONSE:

Told her I am sorry she is upset but the paper license is only considered one form of alternative ID so we normally ask for other forms. That is why the TSO had a Supervisor to approve the ID.
We also give extra screening to travelers with an ID issue.
Advised I will send an email that outlines that and that may help.
Told her I do not argue with my callers but Charlotte followed procedure and it could be heavy holiday travel was why the others were lenient but I cannot say.
We try to be consistent with procedures but sometimes it can vary.

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

---

Remote Client IP: (b)(6)
Date Time: 1/1/2015 1:37:13 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Newark International Airport, Newark NJ.
Terminal B/ Gates 40-47 Area
3:50pm, December 31, 2014.
Delta Flight- EWR to ATL

1/1/2015 3:08:44 PM

Comments:I was screened through the walk-through machine, and was re-checked, based on something the machine 'saw'. The female TSA employee spoke quickly, as she mentioned she was going to pat me down. She needed me to 'put your arms out like this' as she extended her arms to show me what I needed to do. I proceeded with the request. The female employee then, unexpectedly, used both hands (pressed her hands together) and attempted to spread my breasts. She used a up and down/side to side motion while she was inspecting between my breasts. She then groped underneath my breasts, and finally examined underneath my armpits. I was extremely uncomfortable, embarassed, and upset.
Meanwhile, there were several (male and female) employees and customers walking around the area, where I was being 'checked'. This, on top of the already uncomfortable check, was utterly embarassing. I started into tears while she was finishing up her 'check'. She could clearly see how disturbed I was, and did not stop.
After she was finally finished with this 'pat down' she asked me to put my hands out in front, and swiped my hands with her wipe. She handed it a nearby male TSA employee, and he checked to make sure nothing was detected. Nothing was detected, and I was finally allowed to move, from the screening line, where I was allowed to take my screened bags.
I was so distraught about being physically abused, that I could barely put my shoes on, and as soon as I could- I needed to sit down and compose myself. I was uncontrollably crying- to my husband, who was luckily there by my side.
I have been traveling for many years, through Newark International Airport, and many other airports. I have never been treated in such a disrespectful manner.
This is by far, the most upsetting and unsettling TSA search I have ever received.

I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

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

---

Remote Client IP: (b)(6)
Date Time: 1/1/2015 1:37:13 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Newark International Airport, Newark NJ.
Terminal B/ Gates 40-47 Area
3:50pm, December 31, 2014.
Delta Flight- EWR to ATL

1/1/2015 3:08:44 PM

Comments:I was screened through the walk-through machine, and was re-checked, based on something the machine 'saw'. The female TSA employee spoke quickly, as she mentioned she was going to pat me down. She needed me to 'put your arms out like this' as she extended her arms to show me what I needed to do. I proceeded with the request. The female employee then, unexpectedly, used both hands (pressed her hands together) and attempted to spread my breasts. She used a up and down/side to side motion while she was inspecting between my breasts. She then groped underneath my breasts, and finally examined underneath my armpits. I was extremely uncomfortable, embarassed, and upset.
Meanwhile, there were several (male and female) employees and customers walking around the area, where I was being 'checked'. This, on top of the already uncomfortable check, was utterly embarassing. I started into tears while she was finishing up her 'check'. She could clearly see how disturbed I was, and did not stop.
After she was finally finished with this 'pat down' she asked me to put my hands out in front, and swiped my hands with her wipe. She handed it a nearby male TSA employee, and he checked to make sure nothing was detected. Nothing was detected, and I was finally allowed to move, from the screening line, where I was allowed to take my screened bags.
I was so distraught about being physically abused, that I could barely put my shoes on, and as soon as I could- I needed to sit down and compose myself. I was uncontrollably crying- to my husband, who was luckily there by my side.
I have been traveling for many years, through Newark International Airport, and many other airports. I have never been treated in such a disrespectful manner.
This is by far, the most upsetting and unsettling TSA search I have ever received.

I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

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

---

Remote Client IP: (b)(6)
Date Time: 1/1/2015 1:37:13 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Newark International Airport, Newark NJ.
Terminal B/ Gates 40-47 Area
3:50pm, December 31, 2014.
Delta Flight- EWR to ATL

1/1/2015 3:08:44 PM

Comments:I was screened through the walk-through machine, and was re-checked, based on something the machine 'saw'. The female TSA employee spoke quickly, as she mentioned she was going to pat me down. She needed me to 'put your arms out like this' as she extended her arms to show me what I needed to do. I proceeded with the request. The female employee then, unexpectedly, used both hands (pressed her hands together) and attempted to spread my breasts. She used a up and down/side to side motion while she was inspecting between my breasts. She then groped underneath my breasts, and finally examined underneath my armpits. I was extremely uncomfortable, embarassed, and upset.
Meanwhile, there were several (male and female) employees and customers walking around the area, where I was being 'checked'. This, on top of the already uncomfortable check, was utterly embarassing. I started into tears while she was finishing up her 'check'. She could clearly see how disturbed I was, and did not stop.
After she was finally finished with this 'pat down' she asked me to put my hands out in front, and swiped my hands with her wipe. She handed it a nearby male TSA employee, and he checked to make sure nothing was detected. Nothing was detected, and I was finally allowed to move, from the screening line, where I was allowed to take my screened bags.
I was so distraught about being physically abused, that I could barely put my shoes on, and as soon as I could- I needed to sit down and compose myself. I was uncontrollably crying- to my husband, who was luckily there by my side.
I have been traveling for many years, through Newark International Airport, and many other airports. I have never been treated in such a disrespectful manner.
This is by far, the most upsetting and unsettling TSA search I have ever received.

I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 77377

1/1/2015 7:06:03 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?
William P. Hobby Airport

Caller is upset because she bought a TSA approved lock and when she arrived at her destination the lock was missing. She flew from McGhee Tyson Airport and when she came back from her trip on December 31st she went to talk to TSA about her missing lock. It was around 11:15 am and 4 TSA agents were standing there and one agent gave her a card and said call this number and they will send you a new lock. She is upset because of the way she was spoken to. She is 75 years old and felt she was being spoken to very dismissive. She bought a TSA lock so it would be easier but since her lock was missing all her items were left for someone to take. There was not a NOI in her bag but caller stated that at McGhee Tyson they open checked baggage there at the check point and normally she watches but this time she did not because she had the approved TSA Lock

Advised Caller:

Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes.

1/2/2015 9:42:00 AM

In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and with little delay. TSA cannot, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which may also cause damage to checked baggage.

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

while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

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

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

Caller did not want to file a claim for the missing lock she just wanted to let TSA know she did not like the way she was spoken to.

1/2/2015 9:43:42 AM

Hello, I have and 89 year old aunt Sister (b)(6) held up by TSA at DLH for an identification issue. Her identification was issued by the Winchester NY, County Clerk, ID No(b)(with a photo and is current. She missed her scheduled flight for a pat down and searches. Her luggage traveled WITHOUT her with ALL her medication. My aunt traveled last week from White Plains NY to DLH via Chicago, without issue with the same identification. Today they are saying her identification is invalid. She just traveled internationally in the last six months so there should be a record of her travel (unfortunately her passport is in NY at Maryknoll). Our concern is her extensive heart medication that she is now without. I need not going into all the TSA contradictions of having seniors travel with additional ease. The hypocrisy of this situation is beyond logic. Sister (b)(6) is a retired nun, traveling in a wheelchair. Please help, any assistance to right this would be greatly appreciated. (b)(6)

(b)(6)

Dear TSA:

The U.S. DOT received the below complaint from (b)(6) Please address the issues (b)(6) raises in her complaint about TSA service at the Denver airport and reply to her.

Thank you,

(b)(6)

1/2/2015 2:05:04 PM

Case Numbe (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6) ORLANDO FL 32827 (b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
GG1921 TSA 12/26/2014 270
Description of Problem/Inquiry
I traveled through the Denver airport on Friday, December 26th. I have TSA Pre on my boarding pass. I have a total knee replacement. I have a card from my Orthopedic Surgeon stating that I have an implant in my knee. The card was presented to the TSA agent at Security. I was walking with the assistance of a wheeled walker. I am an employee of the Federal Government, with a higher security clearance than the TSA gate agents performing checks. I have my Federal Employee ID visible at all times while going through security. I am a 61 year old white female. In spite of everything I just detailed, I was pulled aside and subjected to a thorough 10 minute pat down – and told "DON'T TOUCH ANYTHING" more than once. Folks – is this really necessary? This is how you intend to prevent acts of terrorism…..by making a passenger as described above lift their shirt above their waist not once, but twice? The agent at the gate was (b)(6) She was uniformly rude and discourteous throughout the process. This is an agency that has clearly lost its way. The actions listed above do absolutely nothing to prevent terrorism, and just utilize limited resources in the stupidest way possible.

Caller flew from CVG via Delta but when she reached her destination she realized her luggage was cut and she wants to know the issue with it. Caller also had a NOI. Caller also stated there was a female officer at the checkpoint that was very rude and told her she didn t have to undergo the patdown with diabetes equipment even though she had a doctors note stating she did.

Advised Caller:

1/2/2015 3:00:14 PM

Told caller we regret you are not satisfied with the way your luggage was handled so since you had a NOI I will forward your complaint to the CSM for further investigation. Also sent caller a claim form via email.

Date: 12.30.14
Time: 3:00pm
Terminal: B
Gate: 9
Airline: Delta flight 2455
Baggage tag number: Not Provided
Description of luggage: Medium sized Dark Green Samsonite bag with yellow tag on handle

1/2/2015 4:10:41 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 1/2/2015 3:31:41 PM Airport : TPA - Tampa International Date/Time of Travel : 1/2/2015 6:45 AM Airline & Flight Number : US Airways 1960 Checkpoint/Area of Airport : Security by gate 85 TSA Employee: (If Known) :
Comment : The requirement is a flat hand touch. She gathered and twisted my hair to one side. Closed her hands over my arms. Lifted my right ass cheek. And when she felt between my legs until she reached a impass she didn't pull her hands out she ran her hand up the front right of my crotch then Groped under my breasts.

When I said this was ridiculous she said no it was not. She asked if I travel often I said I won't any more Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

1/2/2015 4:10:41 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 1/2/2015 3:31:41 PM Airport : TPA - Tampa International Date/Time of Travel : 1/2/2015 6:45 AM Airline & Flight Number : US Airways 1960 Checkpoint/Area of Airport : Security by gate 85 TSA Employee: (If Known) :
Comment : The requirement is a flat hand touch. She gathered and twisted my hair to one side. Closed her hands over my arms. Lifted my right ass cheek. And when she felt between my legs until she reached a impass she didn't pull her hands out she ran her hand up the front right of my crotch then Groped under my breasts.

When I said this was ridiculous she said no it was not. She asked if I travel often I said I won't any more Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Submitted on Friday, January 2, 2015 - 14:25 Submitted by anonymous user:(b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name:(b)(6)
Last Name:(b)(6)
Primary Phone: Cell Phone
Phone Number:(b)(6)
Best Time to Contact :
- 09:00 am - 11:00 am
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address:(b)(6)
City: Valrico
State: Florida
Zip Code (Post Code): 33596
Other:
Email:(b)(6)

1/2/2015
4:10:49
PM

==Incident Information==
When did this happen? 01 02 2015
Where did this happen? FLORIDA - TPA - Tampa International
What happened?

-----Original Message-----
From: (b)(6)
Sent: Friday, January 02, 2015 4:34 PM
To: TSA-ContactCenter
Subject: TSA Manual Patdown/CarryOn Luggage Complaint

Columbia, Mo January 2, 20215

Hello:

I am sending you an e/mail with an attached letter of complaint regarding the TSA manual patdown and security check that TSA agents conducted at approximately 1 p.m. at O'Hare International Airport. Specifically at issue is cursing that the TSA agent exclaimed against me after the entire patdown and manual security check was conducted.

The TSA security agent offered no explanation as to why he cursed at me after the manual security check.

1/2/2015 6:13:40 PM

Regards,

(b)(6)

Attachment:
Columbia, MO January 1, 2015

(b)(6)

Columbia, MO 65203

Re: January 1, 2014 - TSA pre-flight security check at Chicago O'Hare Airport

Hello:
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1/2/2015 4:13:53 PM

1/2/2015 6:14:24 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):12/31/14 Left London Heathrow Delta, arrived Detroit Wayne 1:30-2:00. Flight #'s 0019 and 1371.
Comments:At arrival to TSA security loudly were told to not take off shoes and belts. Put my belongings in trays and walked through security device. It alarmed-removed watch, shoes,and belt. Alarm sounded 5 more times. Attendant stated "eventually you'll listen to me and you might get through". He asked "what's in your back pocket?"I responded a London tube map. He-"I don't know what that is? Maybe it's that thing around your neck?" I had forgotten to take ear buds from plane off my person. I was upset from surly attitude of tsa employees before him. I had to walk away after his behavior or I would have his badge # and name. He was about 60 with thin gray hair, morbidly obese,about 5'9-10" no glasses. He held onto a railing with his foot on a lower railing in profile as I continued to watch his behavior. As a family doctor with 40 years experience I detrmined this man was lazy, not very smart, and probably has chronic back pain. He may be on chronic narcotic analgesics for his back pain. I realize this is a minor complaint; I am hoping he is on probation or if he gets 1 more complaint in his file he will be terminated. While I'm at it, I observed my 92 yo blind mother in a wheelchair get patdown in St. Louis. She visibly jumped when the female attendant touched her breasts.

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

---

Remote Client IP: (b)(6)
Date Time: 1/2/2015 6:29:30 PM

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

1/2/2015 8:09:28 PM

CommentsOn 12-22-14 I flew on Southwest #578 out of Spokane WA. I have an artificial hip and inform the agents before going through the line. However, on this day I was directed through the Pre-check and then because I set off the alarm with my hip I had to go through a pat down instead of going through the scan. It has always been so simple to go through the scan and not to have to wait and go through the pat down which is uncomfortable for me. Why was this changed? In November when I flew it was so simple to use the pre-check line and then go through the scan. The change to a pat down was more time consuming and as mentioned uncomfortable. I hope that you will return to the use of the scan even with the pre-check line.

Secondly, I flew to Houston Hobby Airport in TX and on the return had my luggage searched which of course is not a problem except that one of the TSA locks that I have on my luggage was left open.....fortunately it was not lost and no items were missing. The zipper on the main compartment was jammed as well. I understand that Christmas is a very hectic time but there still has to be some care when going through the luggage.

I hope things will change for the better. Locks not relocked are a real problem and this is not the first incident. Please see if this can be addressed.

Thank you.

Submitted on Friday, January 2, 2015 - 19:01 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact :
- 11:00 am - 1:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Thursday
- Friday

1/2/2015 8:09:35 PM

PO Box or Street Address: (b)(6)
City: Aurora
State: Colorado
Zip Code (Post Code): 80013
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 12 30 2014
Where did this happen? MICHIGAN - DTW - Detroit Metropolitan Wayne County
What happened?
At approximately 8am (Michigan time), I went through security at DTW at the security checkpoint nearest the Southwest check-in

Caller stated that she was sexually assulted at Hayden Airport in CO. Caller stated she was grabbed inappropriately in a closet.

Airline- American
Fligth number - Doesnt remember the flight number
Date 1-2-15
Time : 10:30 am

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

1/2/2015 9:35:07 PM

Caller states that she is requesting the CSMs name and contact information at the airport in Hayden CO. Caller states that she was selected for random inspection and so to was her daughter. Caller states that her child received the etd swab and tested fine. Caller states that she received the same treatment. Caller states that the TSO advised her that she needed to be patted down. Caller states that the patdown began in front of everyone at the checkpoint. Caller states that she requested a private screening. Caller states that the private screening was allowed. Caller states that when the the private screening was conducted the female officer used the front of their hand to pat down the front of her vagina. Caller states that the screening officers name was (b)(6) and the supervisor was (b)(6). Caller states that outside of the vaginal rub with the palm the rest of the patdown was as explained. Caller states that she went through screening on the 02 January 2015 at or around 1030.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

1/3/2015 9:25:06 AM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 1/3/2015 6:26:11 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 01/03/2015 Airline & Flight Number : American 4304 Checkpoint/Area of Airport : checkpoint
TSA Employee: (If Known) :
Comment : With an artificial knee I had to go through the entire patdown process which took a lot more time than I had initially anticipated Would you like a response? : True Passenger's Name (b)(6) 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 sent this last night from my phone, and in viewing it morning saw several typos, and am sending you the updated version. I look forward to your feedback.

Today, at around 6:40 pm at the Denver international airport south checkpoint, the lead officer was rude, threatening and abusive to my minor son and me.
My son is 16. Due to directions from the person sorting into lines, he was sent to a different security checkline from me. I got through but he was stopped by the lead officer. I gave my parent accompany pass to the tsa security officer near me and they contacted the lead officer. He refused to release My son, who by this time was already scared.

Another tsa officer took over my pass, then told me I would have to go over and try, as he would not listen to them. The lead officer said I would have to move back and be quiet. I explained that this was my minor son. He said to be quiet. He continued to ask my son the same questions over and over. The other officers there had said he should let my son go. He refused. This was unnecessary frightening for both of us. The lead officer continued being unnecessarily rude. My son is a minor, I had a parent pass-. My son attempted to show the officer his name on his high school honor roll-the officer refused to listen. He asked questions and then refused to listen to the answers. He was very threatening to my child.

He then said he knew a way that might work and headed toward the scanning area, giving my son no time to pick up his bags. As we followed, the officer turned to me and said, "not You, You go to the end of the line." First is all, it was extremely inappropriate to separate me from my minor son (again), second I had already been screened and this was more bullying. By the time I arrived, they were giving my son a full pat down in public, of everything including his genitals. His luggage was thoroughly manually inspected too and the questions they asked were way beyond anything a minor should be asked. The officer doing the pat down did ask the lead officer if this was really necessary, and he was told yes.

1/3/2015 1:09:22 PM

The lead officer also indicated that he wasn't interested in whether or not my son missed his flight. When I asked how to file a complaint, I was told I would have to go through security again to get to "the podium."

I cannot believe that scaring a minor is a part of tsa's job. Bullies should not be tolerated. Minors should not be separated from their parents. This is incredibly frightening and intimidating and serves no purpose. Minors do not have to have IDs and I had a pass to accompany my minor son. Please respond.

Thank you,

(b)(6)

On Friday, January 2, 2015 11:20 PM (b)(6)

Today, at around 6:40 pm at the Denver international airport south checkpoint, the lead officer was rude, threatening and abusive to my minor son and me.
My son is 16. Due to directions from the person sorting into lines, he was sent to a different security checkline from me. I got through but he was stopped by the lead officer. I gave my parent accompany pass to the tea security officer near me and they
TSA Contact Center

People aren't born hating their government, but they start on the journey after experiencing the many minor insults ands and indignities that the government – local, state or federal – can heap upon decent law abiding citizens who mind their business, pay their taxes and go about their life in an attempt to achieve life, liberty and the pursuit of happiness.

I consider 911 to be the biggest failure of government in the history of this nation. The Federal government failed to protect the people it supposedly serves, resulting in a massive loss of life. Government then compounded the insult by restricting liberties and instituting "Security Theater" in an attempt to fool the citizenry about the incompetence of the federal government.

I cite by way of example of the minor insults experienced almost daily, my most recent experience in flying from IAD to LAX. I packed a large cocktail-table book in my luggage that had a dust wrapper about that was provided by the bookstore. TSA entered my luggage after it was checked with VirginAmerica, destroyed the dust wrapper and then went on to wrap it up with government tape (literally!) such that it was impossible to subsequently open the package without damaging the book cover. See enclosed photo.

Naturally nobody at TSA will be held responsible for the lack of judgment or the destruction of property. Good citizens continue to be harassed by these low level functionaries and I have no respect for this agency. It angers me every time I fly, when I watch them harass families with little kids, grope grandmothers and otherwise insult the people who pay their salaries.

1/3/2015 1:09:27 PM

TSA has started me on my journey to hating my government.

(b)(6)

cc: Rep. Chris VanHollen, 8th District, Maryland

(b)(6)

(b)(6)
Bethesda, Maryland 20817
(b)(6)
HYPERLINK (b)(6)

From: (b)(6)
Sent: Saturday, January 03, 2015 11:54 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

Remote Client IP: (b)(6)
Date Time: 1/3/2015 11:54:14 AM

1/3/2015 1:09:43 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

DHS TRIP

Comments:

As an individual who has inquiries and seeking resolution regarding TSA travel screening at transportation airports and seek The Department of Homeland Security's Travel Redress Inquiry. Traveler treated unequally and with out dignity, respect, and Caller said he has a TSA complaint and that his carry on bag got swabbed 8 times with negative results. He said the last Officer he talked to was TSA Officer (b)(but he does not know the other Officer s name at Denver Airport today at the security checkpoint. He said they wasted 30 minutes of his time in a separate room due to a false reading by the machine. He was told they got a postitive response by the machine and needed to do additional screening and he said they did not need to take him to a little room and give him a patdown. He said his laptop was not in his carry on bag when they swabbed it. He said he did not ask for a Supervisor and that the airport was busy today and that he will be at the terminal until 5:30 pm and he said he can talk to the CSM if they want to contact him.

COMPLAINT:CSM

Claims:Complaint

1/3/2015 2:06:36 PM

Airport:Denver
Airline: Delta
Flight Number:4526
Departure Time:01-03-15 at 11:20 am at the checkpoint
Arrival Airport and Time:Des Moines at 11:45 pm due to delay
Description of Bag:Black and Blue Backpack that they swabbed 8 times
Location:Security checkpoint
Terminal: unknown
Gate:unknown
Contact Information: (b)(6)

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

I'd like to give a mild complaint about an incident at Tampa Airport security screening this morning, between 5:10 and 5:45 am. My daughters (ages 16 and 18) and I were catching united flight 1507 to Newark leaving at 5:57 am on January 3, 2014.

I asked the screening agents to allow my daughters to skip going through the AIT machine. The agents set my daughters aside for a pat down while I went through the AIT and waited for them on the other side. It was very busy, so I knew it would take extra time. But after 20 minutes, I started to suspect that the agents were actually extremely annoyed and were trying to teach me a lesson—show me that I'm an idiot, and that they have the power to make us miss our plane (though we arrived nearly an hour ahead of take-off). After my first daughter finally got a pat down, and I saw the hostility directed toward us, I gave up on the second daughter and sent her through the AIT machine. I had no choice really, as our plane was so close to take off.

After we ran for our plane, my daughters told me they were very upset. They said that when they were waiting, the agents were radioing loudly and complaining about "the mother" insisting on a pat down, and basically making a scene to embarrass them. They felt so humiliated. Honestly, I really thought it was our option, so I had been very polite and patient about it.

1/4/2015 9:32:43 AM

I do not blame the agents, but you do have the system set up so that it is impossible for a passenger to decline the AIT. I think you need to be honest about that. The security agents are human and "special orders" are going to annoy them when they are busy. Some agents will lose their professionalism and engage in petty power struggles, which they will obviously win at 5 minutes to take off.

Your web site says the following:

Q. Can I choose the way I would like to be screened?

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

But please, be honest! Given my experience I would add a few lines to this:
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 1/4/2015 12:37:12 PM

1/4/2015 3:08:28 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I recently traveled from Denver to Tucson. TSA in Denver was EXCEEDINGLY RUDE! You say not to leave bags unattended. I had my bags on the belt to go into the screening machine. However, since TSA was taking their time sending actual passengers through the detectors, I held up sending my bags through x-ray. I was then ordered by TSA to send my bags through. I explained this would leave my bags unattended on the other side. They did not care. I was again ordered to send my bags through. I again said not until I was allowed to go through the screening x-ray. I was again ordered to send them through or take them off the belt. At this time one TSA agent motioned to the other three standing around him. I did not think much of that at first. I told this agent that I would send my bags through (At this point I just wanted to go home) but if ANYTHING was missing I WOULD hold TSA ACCONTABLE! Upon exiting the screening machine, I was then given a full pat down by TSA. I believe this was done due to my initial refusal to send my bags through until I went through. When finally allowed to collect my belongings, I had no less than THREE TSA agents standing around me in a half circle, hands clasped behind their backs as I went through my belongings as they had been sent through before me. This in turn upset TSA that I was going through my stuff to make sure I had it all and I was ordered to move. I reiterated not until I was sure I had EVERYTHING and that nothing was missing. This is the WORST experience I have ever had flying!

Submitted on Sunday, January 4, 2015 - 13:57 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Gender Sex
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Walnut Creek
State: California
Zip Code (Post Code): 94595
Other:
Email: (b)(6)

1/4/2015
3:08:50
PM

==Incident Information==
When did this happen? 01 02 2015
Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International
What happened?
Travelers: Myself, Mother, Father
Flight info: CDG SEA (delta flight 33), connection SEA SFO (delta flight 5738)
What I was wearing: Black leggings, tank top underneath beige cashmere turtle neck

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, January 04, 2015 7:10 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM http: www.tsa.gov contact index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1 4 2015 7:10:15 PM

1/5/2015 8:28:26 AM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)
City:
Albuquerque
State:

1/5/2015 11:31:31 AM

Caller is 83 and handicapped. He had an experience on January. He was bullied and pushed around. This was at FLL. They were yelling that that all people had to take off their shoes.He said he knew that 75 and older were allowed to leave on shoes. He asked for a supervisor and this made it worse. He felt like this was a drill sergeant. He has metal in his body from the Korea War. He said that he always alarms and they made him endure a 20 minute patdown. He said he always gets along with everyone but it was not possible with this male supervisor. The supervisor was (b)(6) He is a male. The caller said that he felt like he had interrupted (b)(6) from something. His flight was at 2:15 pm December 13th on Southwest airlines. He had issues with his liquids. Caller is upset about the lack of customer service at the checkpoint.

I apologized to the caller and told him our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I also told him that any time he travels he may call TSA cares and we can request some assistance for him. I offered the number but he did not take it.

She is an African American women and experiences issues at PHL and other airports every time that she travels. She will be flying on Thursday and would like to alleviate the issue. She is an African American woman with her hair in microbraids that she wears long. Other women boarded with the same hairstyle only in a ball and they did not receive additional screening. Someone physically inspects or touches her hair. She doesn t like this as they have touched other things at the checkpoint. She sees nothing nowhere that indicates that this must be done.

She asked a TSA agent in regard to this and they advised that they do not know that her hair is human.

She asked another African American women who indicated that they do not check her hair. She asked why is her hair being checked.

She doesn t use any type of hair pin or clip and there is not an alarm. She asked if this is part of their procedure as she was advised by a TSO that it was.

Her son is attorney and the intend to take steps. She feels that her civil rights have been violated.

She feels embarrassed by the additional screening.

1/5/2015 4:48:56 PM

She doesn t want this to occur when she travels on Thursday.

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 her hair down in a private screening area. She can request a private screening in a private room or area out of view of other passengers. TSOs have to conduct additional screening to clear alarms.

TSA Civil Rights can assist px who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing. I can email information on how to do so.

She asked for a supervisor.

(b)(6) took the call. The caller stated that she gets pulled aside at PHL every time she flies because she has microbraids. She stated that other African-American women did not get checked like she did. She stated that she was in tears last time she flew because she was so embarrassed. She stated that she is feeling very singled out because of her hair and because her husband is white and she is black.

Airport: PHL
Date and time: 12-30-14 and the flight was around 5:50 p.m.
US Air to Dayton
She does not know the flight number

Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

Advised caller

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

1/5/2015 5:46:42 PM

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

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

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

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

Date of Travel: 10-18-14
Flight Time: 1:33pm
Arrival: 11:00 am
Flight: Delta DL3304

Passenger: (b)(6)

TSA Employee: (b)(6) and (b)(6), unknown male TSA agent at start of security.

1/5/2015
6:26:46
PM

I am going to try to keep this short because TSA has taken enough of my time that I can not get back.

I travel for work all the time, with that being said I appreciate the security that goes into keeping us safe. I am however greatly disgusted with how you handle people with medical issue s through security.
I am 32 yrs old, without getting into too much detail I recently had a mastectomy and undergoing reconstruction and other medical surgeries.

When I arrived at the security check point I let the TSA agent (Unknown Male agent) know I needed to opt out and do the pat down due to medical reasons.

He immediately replied back with multiple reasons why I SHOULD be able to go through the scanner in a rude condescending tone. I may not look sick, but I am a human being and a little respect would be nice. He made it very clear all the steps that would be in place for the pat down and immediately I was being treated as if I was if I was a terrorist taking over the airport. I have never felt more uncomfortable. I was being treated as if I was asking for something completely ridiculous and now I was going to have to pay for it because I have medical ports and devices in me that set off the scanner. But I look healthy, so I guess it is completely OK to be treated this way according to TSA.

I then was sent over to the area to be pat down with TSA agent (b)(6), she was completely calm and nice. However everyone is trying so hard to stick to guidelines that don t fit everyone. I explained to her my situation and where she could not touch due to my most recent surgery. I then patiently waited while she explained again what she was going to do and again...I felt like I was being treated like a criminal. As much as I fly and as many time as I have had to do this I have never been made to feel this way. I do get patted down but to the extent that (b)(6) was required to go was excessive for my situation.
We were almost complete with the serious invasion of privacy on display for the entire airport to see. By this point I was furious and having to keep my arms up for her was causing extreme pain so the situation was just getting better. I was then told

Hello and happy New Year,

I am writing this email in hopes that my travel experiences with TSA Precheck have been resolved and I do not continue to experience 100% denial over the past three months. I have contacted both TSA and American Airlines and they recently sent me back a message that my information being sent to TSA is 100% accurate and with 100 segments in 2015 and over 300 in the past 3 years I sit in the qualification of the top 5 most frequent travelers in all of America. I was surprised by the response below that stated I was determined that "I may not meet TSA's eligibility requirements…". Oddly enough I have received over 90% acceptance on my flights since I was selected in the very initial pilot stages of the program. What makes it even more frustrating is that I am a Type 1 Diabetic with an Insulin pump so I automatically receive a full pat down from the full body scanners not to mention the additional line times. American said they reached out to their liaison with the TSA to clarify this but have not received a response in several weeks. The agent I talked to thinks that my name may be mistaken for someone that is potentially on the watch list and suggested I contact the TSA to receive a Redress number and a known traveler # as a potential solution. I begin traveling again next week to (to the busy DFW and O'Hare Airports) and want to do anything in my power to get my status back. Please advise and thank you for your attention to this matter.

Regards,

1/5/2015 8:09:22 PM

(b)(6)

American# (b)(6)

TX DL (b)(6)

American Passport (b)(6)

(b)(6)

Phone (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA) Contact Center regarding your experience with TSA Pre?™.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 1/5/2015 6:13:27 PM
Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 01/05/2015 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security B Checkpoint Terminal 4 TSA Employee: (If Known) : All Comment : I work for Prospect Airport Services and when we bring empty wheelchairs to be screen, the agents seem like the wheelchairs are not even there and we all know it's there. I know they call it out on the radio because I can hear the announcement, but no ones acknowledges it and actually do the screening. Today I brought two empty chairs that need to be screen. One that is the older one that just needs a simply "pat down" and the other one that new and need to be "swabbed check". The TSA Agent saw both but only did the old chair because it was quicker and then left. I waited for 10 mins, which is considered quick, sometimes I waited for 20 mins but that because it get busy, but I seen an opening to check the wheelchairs and still do other tasks. Then finally an agent checked the second chair and he was working the pre check lane all the way on the other side. I mean if you think checking a chair is that hard why don't you train us employees to do it.

1/5/2015 8:09:42 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

Caller states that when she became disabled she got PreCheck. She has been getting Precheck for a couple of years. She was not chosen for PreCheck for her upcoming flight. Caller would like to know why. Caller has a broken arm and will not be able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won t get PreCheck.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.
Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

1/5/2015 9:39:30 PM

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

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

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.

Submitted on Monday, January 5, 2015 - 23:38 Submitted by anonymous user:(b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Speech Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name:(b)(6)
Last Name:(b)(6)
Primary Phone: Cell Phone
Phone Number:(b)(6)
PO Box or Street Address: (b)(6)
City: Chicago
State: Illinois
Zip Code (Post Code): 60611
Other:
Email:(b)(6)

1/6/2015 8:21:57 AM

==Incident Information==
When did this happen? 01 05 2015
Where did this happen? NEVADA - LAS - McCarran International
What happened?
The incident took place on January 5, 2015 around 7:15 pm. The checkpoint was the one leading to Gate C. I was traveling with my husband to Burbank, CA on Southwest Airlines flight 1968.
I was wearing a top that was flagged on x-Ray that prompted a pat-down procedure. While waiting in the TSA line, my husband and I were conversing about showering when we make it home and we decided not to. After I Learned about the pat-down, I turned to my husband and told him that I will need to take a shower when we get home.
Officer(b)(6 overheard the conversation and acted in a very unprofessional manner. She said that she is the one that will

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 1/6/2015 8:10:52 AM
Airport : CMH - Port Columbus International Date/Time of Travel : 01/06/2015 7:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : DL2419 Comment : My privacy was violated by a TSA agent. I went into the body scanner like I usually do. I did not wear any jewelry, I had on a sports bra and tight skinny jeans. Therefore, I had no metal on me and nothing in my pockets. I do not understand the pat-down, but allowed it because I have received them many times before. This time the agent told me she needed to pat me down. After a long pat down on my waist I was clearly uncomfortable and told the woman I would like a private room. She said okay and just stood there for awhile. The security line was very long and my flight was boarding. I asked her to do the pat down again in public as my husband was now through the scanner and standing next to me. She then proceeded to pat me down and then told me she was going inside my waist band and ran her fingers along it, putting her hands inside my pants. This is a clear violation of my 4th amendments rights as a United States of America citizen and I do not believe this was necessary, considering I did not wear a belt and my pants are not baggy at all. She also did not give me the option to not allow her to go into my pants. This is a clear violation of my privacy. My husband saw all of it happen and is a witness to this violation of my 4th Amendment rights.
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

1/6/2015 10:01:41 AM

Caller s son just went through TSA screening at DCA and wishes to file a complaint with someone directly at the airport. Caller indicates his son is handicapped and has one arm and a catheter. Caller states that during the course of his son s patdown a cap was knocked off his son s catheter. Caller also states the officer s replaced the cap and assured the passenger it was sterilized before it was replaced. Caller does not believe the cap was sterilized and states he highly doubts there is a sterilization area available at the checkpoints for such instances. Caller is extremely upset and wants someone to handle his complaint immediately.

1/6/2015 12:10:03 PM

Resolution:

Advised caller he may contact DCA CSM Daryush Mazhari at 703-603-(b)(to address his complaint with someone specifically at the airport.

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

1/6/2015 12:29:15 PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. There is no way for a passenger to completely avoid a patdown for screening.

If a patdown is required in order to complete screening:

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

Hello, I asked for the the yellow card after (what I felt) was over-the-top, unnecessary pat-downs (2) and detainment at ORD on Friday, Dec. 12, 2014.

I am a 72 year old healthy female, grandmother of 10, with a prosthetic metal and plastic left knee. I have also had RT rotator cuff surgery and have issues with LFT rotator cuff. I was in OHare and traveling to Ironwood, MI on AirChoiceOne. Of course, I told them my knee would trip the buzzer - which it did - and then was pulled aside and given the routine patdown. I told them I was headed to my step-daughter's wedding and a family visit with my other 3 children.

In Grand Rapids, MI and NY (I go every year) they have the revolving door full body scanners that show every bit of metal on your body - and my tickets are usually marked TSA approved so I go to the head of the line and zip into the scanner and am released WITHOUT A PAT DOWN EVER. Why does OHare not have this full-body scanner?

1/6/2015 2:21:34 PM

I didn't mind ONE routine patdown - especially if it would generate a TSA approval for future flights. Instead the handler used what looked like a bandaid to touch my body and then put it into a machine which said I HAD BOMB MAKING CHEMICALS ON MY BODY. So she called a second handler - they took me to a private room and repeated the patdown. Failed again - this time she explained perhaps GLYCERINE (in many female lotions, body creams) triggered the FAIL. I had just put handcream (with glycerine) on - on the way to the airport. What they should have done is look carefully into my luggage and see that I had the usual femal clothing, lotions etc. in plastic bags. They did not -- my body was not a threat.

Then, while I was extremely worried and ANGRY I would miss my plane - they called a supervisor. He arrived a HALF HOUR LATER -- and only gave their paperwork a cursory look and released me. He did not apologize for HIS cocky delay or give any explanation. I feel the women were using me as a test case for their patdown and tester - and generally were WAY OVER THE TOP in their judgment of the situation.

Meanwhile -- these women were detained with this unnecessary work - while perhaps more suspicious people were allowed a pass. I now do NOT HAVE A HIGH OPINION OF ORD and will avoid it except when necessary.

I plan to take Air Choice One from ORD in the future to see my children and grandchildren -- how can I get TSA clearance or notice of my knee on my ticket profile -- and AVOID the fiasco I endured and will not forget. Thank you in advance for answering this letter. You may choose to call me at (b)(6) Or email.

(b)(6)

Good morning,

I have just gone through TSA security at Chicago O Hare flying on United. I travel a lot and always opt out of the full body scanner. In the last 18 months that is approximately 30 opt outs with phyiscal pat downs.

Today I had officer (b)(6) (female african american late 30 s) who was by far the most aggressive physical search I have ever had. She was clear and concise in telling me what about what she was about to do. My complaint is that she slammed her hand upwards in between my legs phyiscally hitting me so hard in the vagina I jerked. I am not mistaken in my experience. This was not once accidently -- but all 4 times on the back and front side. I have been told that the object of the search on the inside of the leg is to ensure that nothing is hidden in the inside of the leg. This officer did not feel the inside of my leg but jerk her hand straight up and hit me very hard.

1/6/2015 2:22:44 PM

I walked away feeling very violated and compelled to write this complaint immediately.

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Chicago O Hare

January 6, 2015

10:45am

Caller wants to talk to someone in charge of implementing screening procedures in Frankfurt, Germany. He was told that they were just following what the TSA requires them to do. He felt harassed. They were blaming the US. He states he will take his complaint to congress. His BP and his families had 4 S s and they received an extensive patdown. They almost missed their flights. The screeners had 0 compassion. They said they were following TSA mandates. He wants to talk to someone in charge of TSA. He asked for my last name and where we are located. He will talk to his congressman and senator.

Response:
Advised caller that TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA does not implement procedures at foreign airports. They are implemented by the person there at the airport.

1/7/2015 8:33:45 AM

When a traveler gets the 4S s usually they get them on the rest of the trip.

When a similar complaint occurs within the US we forward the complaint to the appropriate person or are able to provide contact information for such person.

If he wants to contact someone in charge we can provide their mailing address. We don t have a phone number.
John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Caller was at the checkpoint on Jan 5th. at MCO. She was in a wheelchair and had PreCheck on her boarding pass. A gentleman who was helping, (b)(6) helped her through the checkpoint. Prospect was on his card. She had to go through the regular screening. He did not take her through the proper channels. She had to go through the AIT. She had to take her shoes off. She was trusting this (b)(6) guy. He took her to the wrong spot at the checkpoint and to the wrong gate. TSA PreCheck was on the boarding pass and he took her to the wrong lane at the checkpoint.

They asked her to take the laptop out and place it on the Xray machine. Items on the Xray belt pushed her computer off onto the floor and it broke. They threw away her hand lotion.
She was directed to the Supervisor. The supervisor told her that she wanted him to provide the information and not to use the video. She did not need to view the video. She was at the checkpoint between 4-600PM.
He did not take her through the proper channels.

She had requested wheelchair assistance with the airline.

Advised:
I stated I would forward this information to the CSM for review. I offered a claim form which woudl be sent within 24 hours to her email address for possible reimbursement.

1/7/2015 10:50:34 AM

Airport--MCO
Date Time--1 5 2015 6:15:00 PM
Gate or Terminal--75
Bag Description—Laptop was out of the case and is grey colored. Toshiba
Airline—Delta
Flight #-- 1905

I explained since she had not requested assistance with TSA the gentleman would have possibly worked with the airlines. She should contact the airline about the gentlemans assistance.

Call Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling to request assistance for the screening process. Try to call at least 72 hours in advance.
She could request a patdown and remain in the wheelchair for future screenings.
Form sent via email.

Caller advised that she had a flight at LAX on 12-24. Caller has an artificial knee and set off an alarm. Caller advised that the TSO had her step to the side and wait for another TSO to be available for a patdown. Caller advised while having the patdown the security officer took her pedometer and after taking it she took it and placed it in a bin. After the patdown was complete the TSO couldn t find where she had placed the pedometer. Caller was given a form by the security officer to complete so that she could be contacted if the item was found. Caller has contacted lost and found at LAX and hasn t received a response from them. Caller asked what she could do to get reimbursed or get her pedometer back.

Airport:LAX
Airline:United
Flight number:1498
1/7/2015 11:35:54 AM
Date and time:12-24-14@7:15am
Baggage claim number:N A
Terminal or gate:Unknown
Items Missing:1 pedometer

Advised Caller:

TSA regrets that you found items missing. You can file a claim with TSA by completing a SF-95 claim form. You will receive your claim form within 24 hours. Since the complaint concerns security screening at a specific airport, we have forwarded this information to the Customer Service Manager at that location.

Disability Description: Callers son had surgery on his abdomen and was connected to a Ostomy bag and had stitches.

Information Request: Callers son was flying from SAT via Southwest and had a incident with one of the officers there and she wants to file a complaint.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations.

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

1/7/2015 1:09:39 PM In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

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

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

Told caller I would email her the information on how to file the complaint and it would include the email address and postal mailing address.

Incident Details: Caller stated the officer that was conducting the patdown was really rough to her son and when she tried to explain to him that he had stitches and could not be touched in his abdomen area he told her to get back and that he would handle it.
Caller stated the officer torn his stitches and a ambulance had to come to the airport.

Caller flew from JFK on 12-20. He is concerned because he seen passengers going through screening wearing head coverings. She is concerned because this could cause an issue with misidentification.

1/7/2015 3:55:32 PM Advised.
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.

To Whom it May Concern:

My husband and I recently traveled abroad to Belgium for the winter holidays. On our way back, we received horrible treatment from the security guards at the boarding gate. I wouldn't normally contact you about this except that they told us that you (the TSA) had ordered this treatment. We had already been through security. We walked through the metal detector and had our bags screened and then hand checked. We thought that was normal but when we arrived at the gate, we were singled out, in front of everyone getting on the plane to be frisked. They made us strip off our shoes and socks and jackets and they opened up our carry on bags. They put their hands all over me, inside my pants, touched my breasts, went up my pants legs, etc. Whilst this was occurring, I asked of all of this was necessary to do in front of the other passengers. I mean, we were giving them a BIRD'S EYE view/show. The woman groping me shouted, "WHAT? If you don't allow us to do our job, you won't be allowed to get on the plane. YOUR government has required us to search you." They were like NAZI guards, seriously!

1/7/2015 4:09:33 PM We have NEVER done anything wrong. We are employed, hard working citizens of the US. We don't steal, we don't harm anyone, we pay our taxes, we do everything we are supposed to be doing. Why are we being subjected to these harassment tactics?

I'd like to know what it is that we did to make it onto your hit list and how we can get off of it. Please either provide me with the information needed to avoid this kind of treatment again, or direct me to someone who can help us.

Sincerely

(b)(6)

TSA Complaint

Name: (b)(6)

Address: (b)(6) San Jose, CA 95125

Email: HYPERLINK (b)(6)

Phone: (b)(6)

Date of Travel: December 17, 2014 (corrected)

1/7/2015 8:07:45 PM

Location: LAX Southwest terminal

Flight #: 331 LAX – SJC departing 4:10pm

Complaint for:

(a) Failure to Follow Established TSA Guidelines,

(b) Unreasonable search and seizure,

(c) Gender discrimination,

(d) Discrimination based upon medical condition

TSA Complaint

Name: (b)(6)

Address: (b)(6), San Jose, CA 95125

Email: HYPERLINK (b)(6)

Phone: (b)(6)

Date of Travel: December 12, 2014

1/7/2015 8:07:48 PM Location: LAX Southwest terminal

Complaint for:

(a(a) Failure to Follow Established TSA Guidelines,

(b(b) Unreasonable search and seizure,

(c(c) Gender discrimination,

(d(d) Discrimination based upon medical condition

(e(e) Harassment

Caller flew from BWI to FLL. She says that TSA was great at BWI. They flew back on 12 17 from FLL. Her husband has a pacemaker. Caller states that he had a terrible patdown and that she had to get up to pull his pants up because the TSO pulled them down and that the patdown lasted at least 5 minutes. She says that having his pants down was embarrassing for him because he is 75 and wears Depends.

Advised caller:
We regret that you were not satisfied with the service you received.

(NOTE: Caller states that she will call back with more information. Please send this to the CSM when she calls back.).

1/8/2015 10:23:23 AM Flight information:
From to: FLL to BWI
Flight date time: 12 17 10:40 am(?)
Flight number: (does not have)
Airline: Southwest
Airport: FLL
Gate Terminal: (does not have)
On Behalf of: (b)(6)

Caller said that her and her husband (b)(6) traveled from FLL on 12 17 2014 at 10:25 am. Caller said that her husband has a pacemaker and has to get a patdown when going through screening. Caller stated that the way the patdown was conducted was very poor. She stated that her husband is 75 and he was in a wheelchair due to the recent pacemaker surgery. She stated that she is in a wheelchair as well because she has bad knees. She said that they made him get out of the wheelchair and left him standing for about 5 minutes. Caller said that he wears Depends now and his pants had fallen down during the patdown The officer continued doing the patdown and ignored the fact that his Depends were showing. At this point she said that she got out of her wheelchair and told the officer to wait and she assisted her husband in pulling up his pants. She stated that the whole ordeal was very embarassing and she thinks that the officers need to be more considerate of these situations. She had no complaint toward the officers personally and she does not think he was discriminated or treated unfairly due to his medical condition. She does not want to file any type of formal complaint, and doesn t want to get any one in trouble she just thinks the officers need to be made aware of these situations so they can be more considerate. She stated that there next flight was from BWI and was handled completely different and was a very smooth screening experience.

1/8/2015 10:36:35 AM

Airport- FLL
Airline- Southwest she does not have the flight number
Date and Time - 12-17-14 10:25 am
Gate or terminal- Does not have
Names of Officers- She did not get any names

Resolution:

Apologized to the caller for the experience.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. 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.

Caller stressed that she does not want to get anyone in trouble.

From (b)(6)
Sent: Thursday, January 08, 2015 10:57 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

1/8/2015 12:09:34 PM

Remote Client IP: (b)(6)
Date Time: 1/8/2015 10:56:40 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint regarding TSA employee

Comments:

New Orleans Airport 12/28/14

Disability Description: Her 11 year old daughter is in a wheelchair.

Response Details: Response:Response:I advised her to ask for a Supervisor and that her child can have a modified patdown. I advised her that everyone and everything has to be screened at the checkpoint. I advised her that she can ask for a PSS.

I gave her the CSM info:Name: Juan Ovalle.
Phone: 469-948-(b)(6)

Per Supervisor (b)(6), call her back and go over D-RFI (PHONE) and need her email address.

I called and left a message on her machine to call me back.

I called her back per Supervisor (b)(6), and she gave me her email address and I advised her that the disability related complaint needs to be in writing and that I will send her the email info to do this.

1/8/2015 12:29:23 PM

Incident Details: Caller said she just went through security at DFW and her 11 year old daughter is in a wheelchair and she said they told her they could not patdown her daughter. She said they went through all of their stuff and she said her daughter is in her wheelchair at the checkpoint and that she called us yesterday. She said she was told by the Officer that they can not pat her down because she is a child and that the Supervisor was standing there when the Officer told her this. She said she is frustrated and she said they told her that her daughter can not have a patdown due to her age. She said she called yesterday to avoid all of this and that they are still at the checkpoint. She said she did not get the name of the Officer or the Supervisor.

I called her back at 5:33 pm today and she told me after she got off the phone with me they told her that it would have been a 45 minute to 1 hour wait to have someone come down there.

COMPLAINT:CSM

Claims:Complaint

Airport:DFW
Airline: Spirit
Flight Number:202
Departure Time: 01-8-15 at 1:46 pm
Arrival Airport and Time:BWI at 5:28 pm
Location:Security check point
Terminal: E

(b)(6)

Brooklyn, NY 11201
(b)(6)

January 8, 2015

Dear TSA-

I am writing this letter to inform you of an incident that happened on Dec 29th at DFW airport. We have flown internationally and domestically before with my 11 year old son who has severe cerebral palsy. We are used to additional screening procedures that occur when taking medications and prescription formula through the security check-points and have found the TSA agents, in the past, to be very professional. This was not the case at DFW on Dec 29th.

I informed an agent (upon entering the check-point) that we had called TSA Cares, because we were carrying-on medications and prescription enteral formula. The officer asked if we had a prescription for the formula. I indicated that we did. She said it would be no problem going through security. We then x-rayed our belongings; 2 backpacks, stroller, bag of pill-based medication (transparent so one can see through), laptop, ½ case of enteral formula medication with script taped to the outside. My husband carried my son through the metal detector, and I walked through the x-ray machine. When TSA agent (b)(6) saw the prescription formula the following occurred:

1/8/2015 9:03:16 PM

The TSA agent insisted that she open ALL the cartons of enteral formula medication (there was approximately 7 small cartons). I explained to her it was a prescription formula medicine that was used to G-tube feed my son, and we had ordered it from a medical supply vendor (it could not just be picked up from a pharmacy). I stated that if she opened all of food cartons that we would have no way of feeding my son because once opened it begins to go bad. I showed her the script that was taped to the outside of the box. She insisted on opening them, so I said she could open one and screen the outside of the rest of the containers.

She said because we refused to open ALL of the containers that they would have to pull ALL of our carry-on items and do a more intensive search of each of them. They then took all of the items that had just been x-rayed (including our shoes) and very thoroughly tested them inside and out.

She also said because we refused to open ALL of the containers one person in our party would need to undergo a formal pat-down.

Here are the problems that I have with what happened:

I would like to file a formal complaint against the TSA agents at the Des Moines International airport. After proceeding through the AIT machine it said I had something between my breast, which I didn't. I felt that the agent inappropriately felt my breasts in front of everyone in line. I feel violated and disgusted that she didn't not take me to a more private location to do such a pat down. The fact that she made the line wait and everyone was watching me get my breasts felt up made me feel uncomfortable and violated. I hope your team addresses this issue so that other women won't have to feel the awful way I did.

1/9/2015 8:34:17 AM

(b)(6)

Regarding my recent experience at Austin airport on 1/9/2015 at approximately 9:45AM

TSA agent in line requested a pat down no less than 3 times – no response. I requested a supervisor, no response. Meanwhile my laptop, prescription glass and other assets are sitting unattended on the conveyer after scanning for about 15 minutes. Finally the original agent did the pat down – no supervisor ever appeared. They seemed disinterested in my complaint.

This is TOTALLY UNACCEPTABLE and definitely retribution for not going through your scanning machines. There were no less than 3 TSA agents standing around the supervisor desk while I was put on ice.

1/9/2015 12:05:17 PM

I would like a response on how this treatment will be addressed – training may be needed here as well as a reprimand.

Regards,

(b)(6)

Caller states that she and her son are trying to contact TSA in Long Beach. Caller needs to know if there is a secondary screening room to screen the cat because it cannot be removed from the carrier. The caller contacted the TCC previously and was told that there is no enclosed room for private screening. Caller needs to know if the private screening is a private enclosed room so that they know if it will work to screen the cat. Caller has tried to contact the CSM at the airport several times and they have heard nothing back. Caller is very upset that they have not been able to contact anyone about this issue because they will not book the flight until they find out that they can bring the cat through screening.

1/9/2015 2:21:33 PM

Advised caller:
If traveling with a pet in the aircraft cabin, present the pet to a Transportation Security Officer (TSO) at the checkpoint. The owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. TSOs are required to resolve any alarms associated with the pet using visual observation and patdown inspections. All accessible property associated with the pet, such as cabin kennels, must be separately screened
If a passenger believes that the removal of their pet could result in escape, a Supervisory TSO can authorize an alternative screening measure. If the passenger is permitted to carry their pet through the WTMD in the carrier, the passenger, pet, and carrier must all undergo additional screening. Additional screening of the animal may still require its removal from the carrier. Passengers may request to go to a private screening area to help maintain better control of the pet.

Name: James Laux
Phone: 949-862-(b)(6)
Email: (b)(6)

I received a call from (b)(6) from Charlotte TSA this morning. He stated that he received guidance from TSA in Washington DC. He informed me that if I were to fly through Charlotte again with my service animal, that there would be NO accommodation for the excessive scarring on my hands in regards to the ETD. He insisted that I would have to have the explosive testings done on my hands and there was no accommodation available to have it done anywhere else.

Basically, as a disabled veteran with excessive scarring on my hands due to a service connected injury, I would not be allowed to pass through TSA security without this testing done specifically on my hands. This is a severe violation of the ADA. If I were to not have a service animal this would not be an issue.

As you can see in the email from TSA, ETDs can be done on the hands OR ACCESSIBLE PROPERTY.

Please advise how I'm supposed to fly with my disability that requires the use of a service animal and with excessive scarring on my hands. Other airports have been able to accommodate me since my injury.

I am more than willing to apply for TSA Pre-Check if you would waive the fee.

1/9/2015 4:10:46 PM

---------- Forwarded message ----------
From: (b)(6)
Date: Fri, Jan 9, 2015 at 1:59 PM
Subject: Fwd: In Response to your inquiry
To: HYPERLINK "mailto:(b)(6)

---------- Forwarded message ----------
From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \ntsatcc_do_not_reply@senture.com>
Date: Wed, Jul 23, 2014 at 4:22 PM
Subject: In Response to your inquiry.
To: HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions.

Specifically, you would like to know what to expect for passengers traveling with service animals. TSA personnel should never separate passengers from their service animal. If a passenger has a service animal due to a disability or medical condition,

1/9/2015 5:29:15 PM

Caller says that he is 73.
He travels often. He flies Colonel on Delta. He said he gets Precheck on his boarding pass. He says it doesn t help since he has an artificial hip. They tell him to go through a patdown. Is there any way around that.

Caller Advised:
TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

He said to add this information to the website. I told him I would note this in my record.

How long does it take to get a response? My enquiry (see below) was sent some time ago.

Regards,

(b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 10/28/2014 at 8:52 AM. We have forwarded your email to the appropriate group for response.

Name:

1/9/2015 6:13:07 PM

(b)(6)

Email:

HYPERLINK (b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A

Comments:

To Whom It Should Concern,

Disability Description: Caller is in a wheelchair.

Response Details: Airline: Delta
Airport: SAN
Flight Number: 1687
Date and Time: Jan 7, departure 12:30pm, coming through checkpoint around 10:45 AM or 11:00 AM
Baggage Tag Number: NA
Description: she was in a wheelchair (b)(6) was African American
NOI: NA
Anything on NOI: NA
Location: she isnt sure
Email: (b)(6)

I adivsed I would send this complaint to the airport and disability specialist.

1/9/2015 10:05:34 PM

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

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

TSA accepts e-mails as being signed.

To file a complaint via e-mail, please send it to TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

Incident Details: Caller flew on Jan 7 from SAN to EWR at 12:30 PM with Delta. She was traveling with her mother. She travels in a wheelchair, and cannot get out of it. She knows the procedures, and usually gets a patdown. She had a wheelchair attendant push her through. Her mother can walk and had already went through screening. Officer (b)(6) conducted her patdown, she pushed her through the checkpoint, and asked who s is this where does this go , but never spoke directly to her. She was essentially treating her like cargo. She told the officer she was able to speak, and the officer got offended and just left her sitting. When her mother approached, the officer came back, she yelled at her mother and made her mother get a patdown because she touched the wheelchair. THen Officer (b)(6) conducted her patdown. Then office (b)(6) started sticking her tongue out at her, and mocking her, while patting down her mother. (b)(6) was the supervisor at the checkpoint.

REASON for the call: Caller received a patdown after an ETD scan. The TSOs explained the procedures that they were doing but did not epxlain why
Date Time: 01 09 around 2pm
Gate Terminal: Gate A24
Airport: PHL
Airline: American
Flight #: 743

1/10/2015 12:46:21 PM

RESOLUTION to the caller's issue: Advised caller I will forward the information to the CSM at the airport provided. Adivsed caller the ETD swabbing is very sensitive and can pick up traces of items that could be found in perfume, soap, or even laundry detergent.

Special Notes: The airport was empty and quiet. The caller was on a business trip. She travels several times a year. On her flight home she was stopped and searched. No one explained to her why a search was conducted. Her luggage went through with no alarms, but she was still screened. She went throught he WTMD and nothing went off. The caller states her hands were swabbed and after she got extensive screening.

Caller does not wish to provide an email.

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

---

Remote Client IP: (b)(6)
Date Time: 1/10/2015 12:31:54 PM

1/10/2015 1:02:20 PM

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 in NY, entering Terminal 4 shortly before 8:00 PM on January 8, 2015.
Comments:After walking through the scan machine, Agent (b)(6) gave me a secondary screening. Without advising me what she would be doing, she stuck her fingers into the front waistband of my pants and started poking my bare abdomen with her fingertips. The lack of advising me as to what she was going to do and the repeated poking with her fingertips was extremely inappropriate, and I consider her behavior to be assault. She then asked repeatedly what was in my back pocket while patting around. When I explained that there was nothing in my back pocket, and that in fact was sewn shut, she asked repeatedly if it was flat, which is a useless and inappropriate question, particularly considering that she was talking about my buttocks.

She was extremely rude after the pat down, as well. She saw me looking at her name tag, complained loudly that I was getting her name, and claimed that she had a witness. Her comment indicates to me that she was well aware that her behavior was inappropriate.

1/11/2015 9:18:22 AM

Hello there, my name is (b)(6) and I would like to give you feedback of a recent screening:

TSA 'officers' who abuse their position are THE filth of the earth. SCREW THEM ALL. I hope they end up PACKING COAL IN HELL. If you can see everything through X-RAYS why the hell are you trying to pat-down individuals? PACK COAL IN HELL you pieces of garbage. The homosexual queer-faggots who enjoy molesting men can burn in hell.
(b)(6)

Submitted on Saturday, January 10, 2015 - 21:53 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- Profiling
- Race Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Edmonton
State: Washington
Zip Code (Post Code): T6R 0J6
Other: Canada
Email: (b)(6)

1/11/2015 9:19:18 AM

==Incident Information==
When did this happen? 01 09 2015
Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International
What happened?
I was returning home to Canada from Christmas Vacation with my wife and two young children via SEA-TAC. We just got off a 13 hour international flight and had 2 hours and 40 minutes in Seattle to connect to our flight to Edmonton on Alaskan Airlines 2584 at 14:40. After getting off the flight we proceeded to US CUSTOMS AND IMMIGRATION. We all have nexus cards so we used the global entry kiosks and handed our reciepts to the CBP officer.

Submitted on Saturday, January 10, 2015 - 20:06 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
Best Time to Contact : 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

1/11/2015 9:19:22 AM

PO Box or Street Address: (b)(6)
City: Blacklick
State: Ohio
Zip Code (Post Code): 43004
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 01 09 2015
Where did this happen? FLORIDA - RSW - Southwest Florida
International
What happened? I disconnected my insulin pump so it could be hand
checked, then was directed to walk through the medical detector.
Once on the other side, i asked for my insulin pump back. The
short hispanic female agent in charge yelled hand check, pat

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels alot and she knows TSA gets alot of complaints. Every single time she goes through in checked luggage, it is ramsacked. She has friends that travel and never get theirs inspected. She doesnt bother to lock her suitcase that always get cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no since of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away She has had breast cancer and used to request a patdown but she doesnt anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

1/11/2015 11:59:48 AM

Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Explained to the caller that we do not actually send passengers through an Xray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an xray machine are passengers belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the xray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1/11/2015 12:38:03 PM

1/11/2015 1:13:26 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Denver International Airport DIA. 1/10/14 5am
Comments:Pat-down screening was done with training TSA agents. The pat-down took over 10 minutes because the trainee couldn't remember his schpeel and he didn't know how our where to pat down. This is very unprofessional and not very safe practice. This caused me to lose my flight. Is this normal to train srecurity agents and their practices on the general public?

Caller is frustrated that this is the 4th time liquids have been left open and spilled inside her checked bag when travelling from BWI. She previously had an incident at the checkpoint relating to her request to be screened with a patdown, and not by the screening technologies. This began after that incident. She is upset that she has called before, and no action appears to have been taken, since this continues to happen when she travels from BWI. It does not happen when she travels from other airports. She had taped the tops of the bottles closed to prevent leakage, but the tape seal has been broken and not replaced each time.

Southwest flight #2585
BWI gate C12
NOI no writing or stamp
Bag Tag (b)(6)
Black wheeled case with red band with a pink Mickey Mouse tag on handle.

Advised caller

1/11/2015 5:41:48 PM

We regret that you were unsatisfied with the manner in which your checked baggage was handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

I'm in a wheelchair bc I have Multiple Sclerosis and Scoliosis I am taking JetBlue from JFK to RaleighDurham Sunday January 11, 2015 My husband went through and I had to wait 20 minutes before getting a pat down Give me a break!
Change your policy for disabled people
We need to stay with the person we are traveling with (b)(6)

1/11/2015 6:02:25 PM

Sent from my purple iPhone
22
(b)(6)

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and recieved TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

1/12/2015 11:59:06 AM

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

I advised the caller that I can t speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she beleives she is on a watch list, or if the additional screening is an on-going issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

REASON for the call: Caller had a bottle of water in his backpack. Caller said he went through screening right before he went through the x-ray machine. Caller said his hand was swabbed and was told he didn t have to take his shoes off. Caller said he put his suitcase, backpack, and belt in the bin to be x-rayed. Caller said he had no illegal substances. Caller said he is a teacher and has no criminal record. Caller said his backpack never came out of the conveyor belt. Caller said his backpack went down another conveyor belt that was behind a plastic shield. Caller said he went and got his backpack off the other conveyor belt. Caller said he then walked to his gate. Caller said a big man then yelled at him Stop right there you are in big trouble! . Caller said he was then escorted back to the screening area. Caller said he then received a patdown while many other TSO agents watched. Caller said he had a packet with his passport and boarding pass and it was taken out of his hand. Caller said he was asked provoking questions such as, Where do you work? Is this your real address? . Caller said a agent then went through his backpack and found the bottle of water. Caller said he was given the option to drink the water or throw it away. Caller said he told them to keep the water. Caller said the supervisor then told him it was a honest mistake for him to grab his bag. Caller said the agent that was asking provoking questions never apologized. Caller said he is traumatized now and he can not look at a bottle of water without getting excited and sweating. Caller said he is now going to see a therapist. Caller said the individual that yelled at him will be in big trouble and should of never yelled at him. Caller said he already contacted his lawyer and the newspaper. Caller said that the name of the TSO is (b)(6) that he feels he was mistreated by. Caller said the name of the supervisor is (b)(6) his title was Transportation Security Manager. Caller said he knows the TSO is very well trained and he knew that they can tell by his face that he would not be a problem. Caller said he was terrorized by (b)(6) because he screamed at him, took his passport from his hand, and asked him provoking questions. Caller said when all of it was over he felt that he was raped. Caller said he was violated on multiple levels. Caller said he wants to make sure (b)(6) does not do that to another passenger and he thinks he should be working in a jail with inmates and not passports. Caller thinks he was discriminated by the way he was treated because they wouldn t let him open his mouth and he is Latino.
Date Time: 1 8 2015 at 10:30pm
Airport: Kahului Airport
Airline: Delta
Flight #: 2116

1/12/2015 1:12:15 PM

Location: Caller said he was yelled at when he was upstairs by Starbucks. Caller said he does not know the gate or terminal he went through for screening.
RESOLUTION to the caller's issue: I am sorry you feel that you were mistreated. Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.
For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

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

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

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. 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 reason in your complaint.
Disability Description: Caller just had heart surgery.

Response Details: Date Time: 1-08
Gate Terminal: Unknown
Airport: Houston
Airline: Southwest
Flight #: Unknown

1/12/2015 3:22:32 PM

Email (b)(6)

I apologize for any inconvenience. Screening at the checkpoint depends on the level of ability of the passenger. I will send this complaint to the CSM at the airport. I advised they would contact him by email if additional information was needed.

Incident Details: Caller and her daughter has been flying from Amarillo to Houston frequently, Due to a heart surgery. He was advised to stand up to get a patdown, He advised he thinks that was a little overboard because he had just had heart surgery and the wound could have busted open. He advised that he was able to remain seated on other flight. He stated he advised the TSO that he had just had surgery, But the TSO still made him stand up.

REASON for the call:She wants to make a complaint.
Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her.
She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am
Gate and Terminal:Not Sure
Airport:Orlando International
Airline:Southwest
Flight Number:Not sure
Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.

1/12/2015 5:20:31 PM

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

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.
In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.
Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location

Caller has had a very bad experience with TSA in Houston. He flew with Delta. Delta assured him he would have PreCheck. When he printed the boarding pass at the airport he did not have PreCheck. They told him to go talk to the TSA. Then TSA stated he could go back to the airline they could print the boarding pass. He spoke with the airline again. He went back and spoke to the TSA supervisor. He then received a very thorough Patdown which was more thorough than ever before. He did not pay $85 for Precheck to not receive it.
The TSO s did not want to accomodate him in any way. The older African American Supervisor was nice. The older African American TSO who conducted the patdown was not nice.
He was told that Kalispell,Montana did not participate in the PRecheck program. He would like for TSA or the airlines to decide who is going to control the computers. The TSO denied responsibility and the airline denied responsibility for the selection of PreCheck. Why would Denver, Atlanta, and Houston not have PreCheck?
A travel Agent booked his flight.

1/13/2015 12:03:19 PM

Advised:
I explained that PreCheck is not guranteed with each flight or with any of the programs.
Approved travelers should remember to enter their KTN in the "known traveler field" of their reservation to receive TSA Pre\u2713® consideration. In addition, ensure that your name, date of birth, and gender as submitted on your reservation are an exact match to the information you provided TSA at the time of enrollment. If you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel website, please confirm that this information is up to date.

I apologized the TSO was rude.
I stated that some airports do not participate in the PreCheck program. I explained that Houston, Atlanat, and Denver do. He could go online to our website to find out what airports participate.

Hello,

I was told to contact TSA customer care by a rep that I spoke with on the phone at Houston Hobby Airport.

I had a pat down and had four trays of items that were pointed out to the TSA rep performing the procedure. This rep took all four trays and in particular took one tray which contained my laptop to another area.

After the procedure was completed, the rep gave me three trays. The laptop had not yet returned. At that moment, when I checked I cleaned out the three trays that were given back to me. I later realized the fourth tray was never placed in front of me until I got back into Nashville.

1/13/2015 12:07:02 PM

I called TSA lost and found and they were able to recover it immediately. However, they were saying that I would be charged for the shipping since I left it. I disagreed saying the rep had taken it in his hand, thus the onus should now be on TSA. If I had left it on the conveyor belt and had forgotten about it, I would completely understand and the onus to pay should be on me.

It's not a huge amount for shipping, but it's the principle which I believe is incorrect. The rep was kind and told me to contact customer service which is why I am emailing now.

Thank you for reading.

(b)(6)

From: (b)(6)
Sent: Tuesday, January 13, 2015 1:23 PM
To: TSA-ContactCenter
Subject: Re: Complaint at Melbourne International Airport

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude. I have enclosed a copy of my complaint below which I submitted last month.

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

1/13/2015 4:22:38 PM

On Tuesday, January 13, 2015 9:26 AM, (b)(6)

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude.

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

On Monday, December 15, 2014 6:40 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"TSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.
The Contact Center's frequently asked questions<http://www.tsa.gov/contact-transportation-security-administration> page has answers to the most common inquiries we receive from the public.
If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<HYPERLINK "http://www.tsa.gov/" \nhttp://www.tsa.gov> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.
The Travelers<http://www.tsa.gov/traveler-information> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.
You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing

Dear TSA Contact Center,

I am writing to you about an incident that occurred at security check on Wednesday, January 7th at San Diego Airport. I was traveling from San Diego to Newark with my mother when we entered security check. I travel with a wheelchair and due to my medical condition (Muscular Dystrophy) I am unable to get up out of the wheelchair to pass through security monitors. I was told I would get patted down and I agreed, as I travel often and know that is standard procedure for disabled passengers.

I understand fully that the TSA is only protecting and monitoring our safety and need to fully ensure all passengers are cleared to board an aircraft. My complaint isn t in reference to an invasion of privacy, but to an officer s inhumane and intentional treatment of a person in a wheelchair.

1/13/2015
4:25:06
PM

At San Diego Airport, a female attendant (Officer (b)(6) was called over to perform the pat down. Officer (b)(6) came over, grabbing my wheelchair and drove it around asking, Whose is this? What, she can t out of a wheelchair? She conversed with her colleagues and again referenced me a this , to which I asked her to not do. I told her she could ask me any questions she had about my condition and speak to me rather than about me and I would be more than happy to answer her queries. Officer (b)(6) immediately stopped the wheelchair, looked at me and said, Excuse me? What did you say? Her attitude was appalling and I told her so. She pushed my wheelchair away and she, Okay, someone else take this, I can t and walked away. She left my wheelchair in the middle of security check and my mother saw I was alone. She asked what happened and Officer (b)(6) immediately re-entered the scene, yelling at my mother that she had to back away from me. Now, Officer (b)(6) DID NOT isolate me in an area for screening, she left me in the middle of security check. Even though my mother and I didn t have any physical contact. Officer (b)(6) forced my mother to undergo another security check, despite her already being cleared through normal security check. Officer (b)(6) took over my pat down without any problems and I was cleared.

Officer (b)(6) was snickering at me while she patted down my mother in front of me, sticking her tongue out and basically making a mockery out of the whole situation. It was absolutely disgusting, not to mention grossly unprofessional. My mother and I cleared security.

Caller feels like she has been harassed at the airport today by TSO (b)(6) Caller stated that she opted out of the AIT as she always does. They advised her to stand on a mat at the checkpoint and the location of the mat prevented her from maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to man handle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent his from happening as she does not want to pay $85 for TSA PreCheck.

Advised caller:

1/14/2015 12:32:18 PM

REASON for the call: Screener rudeness
Date Time: 01 14 2015 12:00 pm
Gate Terminal: Terminal 2 to gates C and D
Airport: RDU
Airline: American airlines
Flight #: 1620
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification.

Special Notes:
Caller flew from LGA via WestJet but when she went through screening she did not like the way she was screened. Caller did not want to under go the AIT or Patdown because she is OCD and a Germaphobic. Caller also stated she did not like the way they patted her down and searched her bag. Caller then stated the officers where very rude to her.

Advised Caller:

Told caller we would forward the issue to the CSM for review since the screeners where rude to her.

1/14/2015 3:38:31 PM

CSM RFI
REASON for the call: Caller stated the screeners where rude to her
Date Time: 01.12.15 - 6:00pm
Gate Terminal: D
Airport: LGA
Airline: West Jet
Flight #: 1219
Bag tag # (10digit:
Bag Description:
Missing Damaged item description:
NOI:
RESOLUTION to the caller's issue:
Special Notes: Caller had no information on the officers.

Caller does not have a email and stated if the CSM needs to contact her she needs to call.

Dear Sir/Madam:

Please consider this a formal complaint for our client (b)(6) claiming that TSA employees inappropriately "frisking" him during his trip December 28, 2014. (b)(6) says that a TSA employee improperly groped his private parts when he was being searched.
According to (b)(6), when he complained to the TSA agent about him touching his "private parts", the agent rudely retorted "I'm doing my job". Additionally (b)(6) has complained that on several trips, specifically on December 23, 2014 he is being stopped and questions for several hours. During his trip on December 23 he was already in the process of getting on the plane and was detained by TSA from 1:28pm until 4:00pm. Please feel free to contact me when you received this email. Your cooperation is greatly appreciated. Thank you.

Sincerely

1/14/2015
4:35:38
PM

(b)(6)

Houston, TX 77004
Telephone: (b)(6)
Fax: (713) 838-2250
Cell: (b)(6)
Web: (b)(6)

Dear Sir/Madam:

Please consider this a formal complaint for our client (b)(6) claiming that TSA employees inappropriately "frisking" him during his trip December 28, 2014. (b)(6) says that a TSA employee improperly groped his private parts when he was being searched.
According to (b)(6), when he complained to the TSA agent about him touching his "private parts", the agent rudely retorted "I'm doing my job". Additionally (b)(6) has complained that on several trips, specifically on December 23, 2014 he is being stopped and questions for several hours. During his trip on December 23 he was already in the process of getting on the plane and was detained by TSA from 1:28pm until 4:00pm. Please feel free to contact me when you received this email. Your cooperation is greatly appreciated. Thank you.

Sincerely

1/14/2015
4:35:38
PM

(b)(6)

Houston, TX 77004
Telephone: (b)(6)
Fax: (713) 838-2250
Cell: (b)(6)
Web: (b)(6)

Dear Sir or Madam,

I am writing to inform you of the experience I had with your officers at San Francisco International Airport on Monday, January 12th around 12pm PST. This occured at Lane 4 at the "F2" screening checkpoint which is adjacent to gates 72 and 73.

I have walked with an above-the-knee prosthesis for over 20 years and have never been treated the way I was the other day. When I approached the officer checking IDs, I informed him that I had an artificial leg and requested to go to the scanning machine rather than the metal detector. He stated that I should continue to proceed to the metal detector and there would be no problem. After I went through the metal detector and set it off, the officer there told me that next time I should ask to go through the scanner. When I informed him that I did, he simply repeated himself again. I asked if I could go through the scanner at that time, and another officer stated that I could not.

I was then taken to the secondary screening area where I was patted-down by Officer (b)(6). This was the most aggressive pat-down I have ever received. During this, without asking, he put his hands down the front of my jeans, and was touching a part of my artificial leg that extended to my other hip. He put his hands on the inner part of this, against my underwear, and in the process, touched my genitals with his fingers. I was never offered a private screening. Afterwards, he did not know he was supposed to swab a portion of my leg; I had to tell him how to do it. When one of his fellow officers confirmed, he finally did this. The entire process took around 15 minutes.

I was so shocked initially, that I did not say anything. But after I went to lunch and had a horrible feeling from my experience, I went back and spoke with the supervisor, Officer (b)(6). He seemed annoyed that he had to go back to the tape and get a complaint form (which is a comment card to the contracting company that requires a stamp) and said "next time" I shouldn't wait.

1/14/2015 6:05:13 PM

The TSA officer had no right to touch my genetals the way he did which I believe qualifies as sexual assult under California penal code. I see no provisions in your organizations materials that either grant officers an exemption or give them the authority to do this. I wrote an email to Covenant Avaition Security, LLC, your contracting company describing the incident; I respectfully request a response from the TSA. I hope that you will take precautions so that no other traveler, disabled or otherwise, will have to experience the intrusiveness and humiliation that I did the other day.

Sincerely,
(b)(6)

Good morning,

I'm a regular business traveler who travels through Sacramento (SMF) just about every week. I opt out of the body scanner as often as possible, so most weeks I get a pat-down in Madison and Sacramento.

This morning I accidentally left some coffee in my travel thermos. I was in a bit of a rush, but I was told by (b)(6) about the requirement that if I wanted to keep it I'd have to get my pat-down, then go back through the security line and do the whole thing again.

1/15/2015 10:10:59 AM

I've had almost entirely positive interactions with the TSA staff at both SMF and MSN, but (b)(6) was an exception. Her words, her condescending tone of voice, everything about the way she treated me went beyond rude. Most of the time I'm treated the same as the people who don't opt out, but (b)(6) acted like I was a criminal for choosing to opt out.

I know you're a government agency, but the TSA is still a part of the service industry. I hope this can be communicated to (b)(6) superior at SMF, because nobody deserves to be treated like that - even when they elect to opt out.

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 1/15/2015 11:14:54 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):Over the holidays
Comments:Nature of complaint: Theft of personal property.

1/15/2015 12:13:39 PM

My uncle was traveling over the holidays. On the way to see us he was pulled out for a pat down while his personal affects sat attended only by TSA screeners. When he returned to pick up his personal property a solid silver belt buckle had been stolen. He tried, but in usual TSA manner the implied threat was that if he made a big fuss he would miss his flight or worse. The fact is either a TSA employee stole his personal property or allowed his personal property to be stolen. Since only the belt buckle was stolen obviously the person who took it picked only the item of value so it would be obvious to a trained observer that the person was a thief. TSA screeners are certainly trained observers.

He chose to let it go in favor of not missing his flight.

I have not touched on why he was pulled over for a pat down. Other than as a setup for theft I can't imagine why a 70 year old man with Parkinsons disease was pulled out of line, but I'll assume there was some legitimate reason. The thing is at best TSA employees through incompetence allowed somebody's property to be stolen, or at worst were involved directly in petty theft.

After hearing my Uncle's story I did some research and found that while this was not extremely common, this type of occurrence is not as uncommon as it should be. Here is the fact. While his property is in your possession and until it is returned to him it is your responsibility. Maybe legally (certainly for any other government enforcement employee it would be), but certainly ethically and morally.

I mention the cause of him being pulled out of line. Not because it was part of my complaint, but because of what happened on his return flight. My wife and I gave him a solid silver belt buckle for Christmas along with a cheap buckle to wear on his flight. We told him to pack his buckle in his suitcase so TSA screeners could not set him up to have it stolen again. When I called after he returned home to see how things went he said there was no issue with boarding, but he found a note indicating his bags had been searched. Its seems really odd that an American born Vietnam Veteran with a lifetime as a productive member of society was targeted not once, but twice.

I do not expect a response. I expect TSA mistakes to be fixed when they are pointed out. I already choose not to fly if it can at all be avoided because of the way Americans are treated like property without rights from the moment they pass thru those doors until they are released back into society at their destination.

TSA,

I am writing this on behalf of my cousin (b)(6) who had contacted you on Dec 20th, 2014. I am very disgusted that a passenger who had stated to several personnel that she had PTSD & travels with a support dog because of this, was treated in the manner that she was. We do realize that security is top priority & that these policies are in place for a reason. The problem I have is with how the situation was handled.

You stated in a response email to her that your employees go through training to increase their sensitivity to victims of sexual violence & abuse. This is awesome, but apparently not working. You also stated that "All TSOs are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process". Well I am pretty sure that being snotty and asking a passenger "isnt there a pill you can take for that" is not being courteous & respectful. And the lady who said that was suppose to be a supervisor. So even worse, since she should be setting an example to those under her supervision.

The main problem came in when the rude female supervisor left & sent out a male supervisor who also apparently forgot that they are required to be courteous & respectful. He also was rude & used a tone of voice & words that were very threatening. His name is (b)(6) & we know this because he tramatized (b)(6) so much that she cannot forget his name. A suggestion to you for future use would be to NOT send out a male to intimidate a female passanger who has PTSD from a sexual assault. Stick with the female & just simply state there is no other option rather than threatening "if you don't you dont fly". Patience & kindness go along way while working with everybody but especially those with PTSD. Please also have extra training sessions to teach & refresh your employees on how to handle these situations. I think some have forgotten.

(b)(6) suffered a full blown panic attack because of these actions & if it wasnt for the fact that she was going to her parents house for Christmas she would not have flown. She is still having nightmares from this ordeal & has gone backwards in her recovery. A recovery that she was finally doing very well with and getting back to living her life. The after affects of something like this last a long time which, if you communicate with organizations that represent victims of sexual assault & violence like you stated you do, you should already know this. Please be more curtious to all costumers, but especially those with disorders. After all if people don't fly, many airport employees would be without jobs.

1/15/2015 6:06:34 PM

I have included a copy of her letter so that you can better know which case I am talking about because I have a feeling that this has not been the only complaint againt these supervisors. Thank you

(b)(6) email:

Subject: Concern

Date: Sat, 20 Dec 2014 16:21:40 -0700

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should

CSM RFI

REASON for the call:

Caller was on flight 774 from RDU to Orlando. Caller went through security and was in line to board a plane. Caller said an agent approached her and asked if she can look in her purse. She was offended and the officer did not explain what they were doing. Caller did not understand why. Caller said the agent was not rude, but caller was confused and did not know she may be screened again at the gate. Caller wanted me to send the complaint to the CSM.

Date Time: 1-16-15 7AM

Gate Terminal: A8

Airport: RDU to MCO

Airline: Southwest

1/16/2015 9:42:52 AM

Flight #: 774

Bag tag # (10digit: NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

RESOLUTION to the caller's issue:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates. TSOs should explain the procedure and offer passengers a private screening before beginning any additional screening, including a patdown. Your complaint will be sent to the CSM.

Special Notes: Caller suggested signage about additional screening at gates.

From: (b)(6)
Sent: Friday, January 16, 2015 9:26 AM
To: TSAExternalCompliance
Subject: Opportunity for learning

TSA,

My family I traveled through Denver International Airport last Sunday evening (1 11 2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "it's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

1/16/2015 10:15:07 AM

I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Sincerely,

(b)(6)

TSA,

My family I traveled through Denver International Airport last Sunday evening (1 11 2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "it's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

Discriminatory action: denied a pat-down, instructed to pass through the X-ray machine with insulin pump.

Name of parent (b)(6) on behalf of (b)(6) same address)

1/16/2015 2:23:18 PM

(b)(6)

Redlands, CA 92373

Signature: " Please note that TSA accepts e-mails as being signed"

I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Caller said her check bag was opened and she got the noi. She said she traveled from Philadelphia and that she had her laptop, GPS and large shampoo in the bag. She said nothing is missing or damaged but she said the lock was broken. She said she also had to have a patdown and she had a money pouch and metal chain around her neck at the checkpoint. She asked if she can have the items in her check bag on her return trip and that the airline told her they were allowed in check bag.

1/16/2015 2:55:23 PM

Response:We electronically screen the check bags but if a bag triggers an alarm it has to be hand inspected and we put the noi inside the bag. I advised her that it could have been a random selection. I advised her that a laptop, GPS and shampoo are allowed in check bag. I advised her that it can also be a random selection for the patdown or if she triggered an alarm at the checkpoint she would have to have the patdown. I offered to go over how to file a claim but she declined.

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

---

Remote Client IP: (b)(6)
Date Time: 1/17/2015 7:45:57 AM

1/17/2015 9:20:20 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Terminal B Reagan National
Comments:Left the scanner. Screener touched me without barely saying anything about doing so. She mumbled something about patting down my legs and back and started touching me immediately without giving me time to think or say anything. The first place she touched happened to be a knee injury I sustained yesterday. It hurt when she touched me. Had she announced more slowly and clearly what she was doing I could have told her about my injury. Also it was rude. I'm okay with your folks touching me because it's a condition of travel but they need to be trained to be considerate and communicative.

Caller needs to fly from LAX to Seoul South Korean, but lost his passport. Can he fly with a Korean photo ID and a Korean license?

Advised caller:
I can never guarantee that someone without proper ID will be able to fly.

1/17/2015 6:07:55 PM If international travelers are willing to provide additional information, TSA has other means of substantiating a passenger's identity, such as using publicly available databases.

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 to include a thorough patdown. We recommend that travelers arrive at least 3 hours in advance of their international flight time to allow ample time for security screening and boarding of aircraft.

Disability Description: Caller has diabetes.

Response Details: Response:

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

Passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels needed for the duration of their flight itinerary, allowing for delays, and to pack the rest in checked baggage.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

1/18/2015 9:02:16 AM Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening which could include 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. The TSO 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. If a patdown is needed to complete screening:

The TSO conducting the patdown will be the same gender as the passenger.
The passenger can request a private screening at any time.

Incident Details: REASON for the call:Since the caller has diabetes, she needs water and snacks, and her syringes. Caller s bag was scanned and TSO (b)(6) started giving caller a hard time. Caller said she declared that she had diabetes, but felt no one was listening to her. Caller also had an issue with Supervisor (b)(6) Caller stated that they both yelled that caller did not declared her supplies, but she did. Caller stated that TSO (b)(6) was nasty and had embarrassed her. Caller was chastised by (b)(6) . Caller has taken a nitro pill because caller is upset.

Date Time: 01-18-2015 at 8:38 AM
Gate Terminal: A17 Terminal A
Airport: TPA
Airline: Spirit Airlines
Flight #: 178

Submitted on Saturday, January 17, 2015 - 20:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: sexual violation Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Deltona
State: Florida
Zip Code (Post Code): 32738
Other:
Email: (b)(6)

1/18/2015 9:17:16 AM

==Incident Information==
When did this happen? 01 10 2015
Where did this happen? COLORADO - DEN - Denver International
What happened?
1 17 2015

On January 10th 2015 I was traveling by plane from Denver Airport to MCO. I was going through the upper TSA security point when my bag was pulled because I had a container of salt in my carry-on. The TSA worker named (b)(took my bag and began a search that would take almost 20 minutes completely going through my tote bag which also contained my purse which most of my personal items were laid all over a table along with most everything in my

Disability Description: Caller states she wears an insulin pump.

Response Details: Informed caller that the rules we have in place in regards to insulin pumps states she should inform officers before screening begins of the presence of the insulin pump and request a patdown. Informed caller that the methods screeners use to screen passengers is at their discretion. Informed caller that she can call the TCC at least 72 hours before a flight to arrange assistance if she wished. Informed caller that I would email her a claim form and forward this information to the CSM at Buffalo for her.

Incident Details: Caller states she flew out of Buffalo New York and wears an insulin pump. Caller states she asked if she can go through a patdown when she arrived at the checkpoint and every time she said something someone would but in and interrupt her. Caller states she informed them that she can not experience radiation. Caller states they made her go through the walk through screening and informed her that they are only cameras. Caller states when she arrived in Florida her sugar was really high so she called the manufacturer and was informed that the machine does in fact have radiation and informed her to use the loaner pump she always carries. Caller states she thinks they are going to charge her for the loaner pump that she is using now. Caller states on her return trip she did not have any trouble at all and asking why the trip back was different. Caller asked what can she do to avoid this on future flights.

1/18/2015 11:03:02 AM

Airport: Buffalo New York
Airline: Southwest
Flight #: 256
Date Time: 12-15-2014 7:15 am
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: Insulin Pump
NOI: NA
Gate Terminal: NA

1/18/2015 12:46:55 PM

REASON for the call: Caller states this morning she was being screened at LAS about 4:35 am and she had a sweater on and when she got in the body scan the officer informed her that she has to take off her sweater. Caller states she did not have anything on except a t shirt and her bra. Caller states she was exposed in the open and people were going through there. Caller states she felt this was not the right thing to do. Caller states the officers supervisor even came up and asked what was going on. Caller states she wants to file a complaint on this officer.

Airport: LAS
Airline: American
Flight #: 1088
Date Time: 01-18-2015 4:35 am
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Gate Terminal: Gate D 10

RESOLUTION to the caller's issue: Informed caller that I did not have any information on this incident but it is at the discretion of the officer on what methods they use to screen passengers. Informed caller that it is possible that our screening methods could not penetrate the sweater that she was wearing which would have resulted in a thorough patdown or her having to remove the sweater. Informed caller that I would forward this information to the CSM at LAS for her and she needs to monitor her email over the next few days in case the CSM needs some additional information.

Special Notes: Caller first stated she was flying out of DFW but then toward end of call changed airport to LAS.

1/19/2015 9:24:30 AM

I am currently an active duty soldier traveling to my uncle who has very little left to live. Upon arriving at the gate I go through the TSA prechecked area with photo identification. I realized that the dod number has to be put on the ticket, but on the sign for the TSA pre-check it said that the CAC card was still accepted. So I was turned to the normal line. I wasn't really upset at this, but when I had empire all my pockets for the normal line the official there told me to put my cash back into my pocket. I complied with this. Upon going through the scan I got out and then was patted down because of the money in the back pocket. I feel as if the official there had set me up for a pat down. I am extremely disappointed in the treatment towards me. I hope I will get a reply as to why this has happened, and hopefully it will justify this problem.

Sincerely,
SGT (b)(6)
US ARMY

Disability Description: Caller is a diabetic and has a complaint regarding her screening experience.

1/19/2015 9:43:43 AM

Response Details: CSM RFI-----Mishandling RFI
REASON for the call: Caller stated her blood sugar dropped during screening. She had asked the agent for some juice, either hers or any other kind because she needed it. They did not give her any juice at all, causing her blood sugar to drop. She is very upset that the could not help her with this and says she doesnt want this to happen to anyone else.
Date Time: 01-17-014, about 1:40 pm, it was scheduled at 1:55 pm but they changed it to 1:40 pm
Gate Terminal: Gate 10 (320) she did not what this was but it was on the ticket
Airport: MCO
Airline: JetBlue
Flight #: 506
RESOLUTION to the caller s issue: I had first told her I would forward the complaint to the CSM so they can address the complaint but after I had to call her back, due to a dropped call she stated this was a discrimination due to her diabetes. I then provided her the contact information and told her to make this a formal complaint she would need to put it in writing and send it to the ODPO office. She stated she wanted someone to call her back from MCO and if no one called her back she would then handle it as a formal complaint.
Special Notes: This call did not come in on ODPO, but after I had to call her back she then stated this was a discrimination due to her disability so I handled as an ODPO complaint. She did not want to have to write in her complaint and said if someone would call her she would not but if no one does she has the contact information to do so.
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

Incident Details: Caller flew via JetBlue, she has her confirmation number from Sat. She is diabetic. She always carries 3 bottles of juice. She went through screening and the bottles went off, but she was able to take them through with her. She says during the process she needed her juice for low blood sugar, so she ask for juice her or any other kind of juice and they told her they had to give her another patdown before she can get a juice. So she wasnt provided any juice until her screening was done. She was upset that her juice dropped during screening and no one would help her.

Caller has a flight in a few days from MSY to SEA and just talked to United. They had no record of his PreCheck. He is not sure why. The last few times he has flown hes had issues due to his artificial knee. He does not have a KTN, but has recently obtained his TWIC card.

Advised caller:
Why you may be getting PreCheck Now...
You may be getting PreCheck now based on the secure flight data you are submitting to the airline. TSA is now identifying low-risk passengers for PreCheck based on that fact.

If you are wanting PreCheck on a more consistent basis...You can go through one of Customs and Borders trusted traveler programs such as GE, SENTRI or NEXUS or through the TPAP.
To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. A non-refundable $85 fee is required to cover an in-depth background check and other operational costs. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility.

1/19/2015 1:16:16 PM Generally you receive a response 2-3 weeks after your visit at the enrollment center.

As far as the artificial knee...
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u2713®.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u2713® individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

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

Even if you have TWIC...
While some individuals may have completed a certain level of security vetting for employment or credentialing, typically, these security clearances are particular to an agency or job and have specific purposes.

So having a TWIC card, does not currently qualify you for PreCheck.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 1/19/2015 4:52:50 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 01/19/2015 10:00 AM Airline & Flight Number : AA 1090 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
1/19/2015 6:26:06 PM Comment : TSA got my trip off to miserable start with delay and full patdown in pre-check line--apparently because I had 2 containers of orange juice--needed for unexpected low blood sugar attacks. You did not earn my goodwill today. The patdown was much too thorough--given the circumstances. I think you were trying to make a point. Point received!
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

My name is (b)(6) and at 2:30 pm on Sunday January 18 2014, I was traveling to Minneapolis Minnesota via Midway Airport in Chicago.

When I approached the security lines I was directed toward the hand swabbing station. When after my hands were swabbed I was singled out for additional screening.

I was walked to the far left x ray machine and put my carry ons on the conveyor belt, including my laptop computer. After going through the line I was not allowed to touch my carry ons.

1/20/2015 8:36:14 AM I was brought to the station at the end of the security lines to have my carry ons swabbed, and then taken to a private room to be pat down, after which I was free to go.

At some point after my carry ons went through the x ray machine my laptop was separated from the rest of my belongings, and it never made it to the final room with the rest of my carry ons.

I need to know what happened to my laptop as soon as possible. I am a student at the University of Minnesota and my laptop is crucial to me, as I use it heavily for my day to day academic tasks.

Let me know what next steps need to be taken to resolve this problem as soon as possible.

(b)(6)

1/20/2015 8:38:19 AM

My name is (b)(6) I am 62 year old woman and a law abiding tax paying citizen of the United States. I have 2 children and 5 grandchildren, and have been married almost 42 years. I was born and raised in Pennsylvania and now live in Texas. I am a retired teacher but for the last 18 years have run a church library at Westlake Hills Presbyterian Church. I love my country, and I live by the laws. My husband and I travel quite a bit, so we know airports and their procedures. We appreciate safety and the job you do. We use precheck a lot but with a bilateral knee replacement, I always request the Pro Vision body scanner, because I will beep. And I have been checked often in different ways, but never ever like the pat down I received yesterday. It was horrible.

On Sunday January 18th, we arrived back into Fort Lauderdale after a jazz cruise, and were flying a nonstop Southwest flight home to Austin, where we have lived for 23 years. I asked to use the body scanner, because of my knees, but it did not work....so I never went in a scanner....instead I was sent over to a woman who did the most disgusting body pat down I have ever had.....starting with my hair and touching every part of my body including my breasts top and bottom, between my legs, and inside the top of my pants. I was sooo revolted by this. My friend who was along with me, could not believe what this woman did to me!!!! It was out of line and totally embarrassing....one quick check of my knees and she would have known why I would have beeped, but the other TSA man never explained that to her. She was sassy, invasive, and unfriendly to me. My shoes were off as well as my jacket and scarf. I only had on a tight pair of black pants and a little black top, so she could see that I was without anything and clean. I told her about my knees, but she did not even care to see them...I have big scars. My bags went through fine, but I am still very upset about how I was treated. I truly deserve an apology, and I want to know how I can avoid this happening again when I fly through that airport. It is unfair that I am punished because I had to have knee replacements. I know you need to do your job, but not like this!!!! I hope you will send this on to the authorities in Fort Lauderdale. And by the way...the unsanitary cattle car that lines people up for their pat downs, its also a shame! Something needs to be done, so that good people are treated with respect and kindness and not like animals.

I did not get the woman's name....wish I had.
Thank you for reading this.
(b)(6)

Sent from my iPad

1/20/2015 8:58:51 AM

REASON for the call: The caller wants to know how to file a claim and try to get TSA policy s changed. He traveled from JFK to Porta Spain, Trinidad. The caller states that at security he put his personal items in his carry-on bag. The caller states that while waiting on a patdown the officers rummaged through his bag. The caller is missing a Louis Vuitton belt and a pair of sterling silver earnings. The caller wants to know if the footage can be retrieved to see who took his items. The caller has flown many years and he feel molested.

Date and Time: 1-7-15 departing at 11:00am and he went through screening around 10:00am.
Gate Terminal: JetBlue gate 4 or 5
Airport: JFK
Airline: JetBlue
Flight #: 1817
Bag Description: Dark navy blue 2 foot duffel bag with orange interior.
Missing Damaged item Louis Vatton belt brown in color valued at 600.00 and a pair of sterling silver cubic zirconium studs.
description
NOI: NA

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. Since the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager at JFK.

Special Notes:

Reason for the call - Caller had a PreCheck notification on her boarding pass. She said that she went through the regular screening. She told the TSO that she had two artificial hips. The alarm went off. She was told to take off her necklace walk through again. The alarm went off again. She said that a woman TSO told her to go to another area. She said that the TSO told her that she did not have a choice. She said that the TSO gave her a series of directions that she could not understand because she was taking so fast. She said that the agent then spoke in an extremely slow manner. She said that the agent was mocking her and trying to embarrass her. She was given a patdown. The passenger told her that a little courtesy would go a long way. The TSO ignored her and walked away. She said that the TSO s last name was (b)(6) She said that she spoke with a supervisor who acknowledged that this was an issue. He said that she should have been told that she could have gone through the AIT. He wrote the TSO s name on a card and asked her to submit it. She did not have the time to submit the card so she called to make a complaint.

Airport - DCA
Airline - JetBlue
Flight Numbers - 249
Departure Times - 11 am
Arrival Times - She went through the checkpoint at approximately 10 am.
Date And Time of Incident - 1 19 2015
Baggage Tag Numbers - N A
Description Of Luggage

1/20/2015 10:45:01 AM

Color - N A
Style - N A
Size - N A
Brand - N A
Was There An NOI - N A
Was Anything On The NOI - N A
Missing Damaged item description - N A
Location Of Incident
Gate - 30
Terminal - Does not know
Phone Number - (b)(6)
Email - (b)(6)
Special Notes - Caller said that she wanted to report and extremely hostile agent that she had to deal with yesterday. She said that another TSO was uninformed.

Resolution to the caller's issue - I apologized to the caller and told her that I would forward her record to the CSM at DCA for review.

Once again met by woman TSA person who refused to be courteous or listen to what I was saying. Apparently, my bag set off alarm. Bag was cleared after but they I was told I had to be patted down because of the bag even though bag was cleared. The person began explained her pay down to me. She asked if I wanted private screening, I said yes but there is not time because of plane, so " go ahead and do it " she then (as usual got a male TSA agent to act as though I was not complying. They asked again and I repeated what I said. I then asked why if bag was cleared would I have to be patted down (TSA precheck already). They again accused me of not complying. I repeated I told her to go ahead, she argued, he argued. No one detailed why a bag setting alarm could be cleared but then I had to be patted down.

Finally she went ahead but while they threatened me with not flying.

And of course then passed me through because there was nothing wrong.

As always.

I am sick to death of being patted down. I am TSA cleared on most flights. TSA has lost my fathers WWII record during a pat down of me, have broke an air cast of mine, I have never ever down anything wrong on any flight and fly often. I have large breasts and have been called "bulky" as a result (in a loud TSA personnel voice" and all sorts o humiliating things.

1/20/2015 12:28:50 PM

When will TSA treat civilians as valued people versus potential criminals? Innocent until proven is standard rule of thumb.

As a rape victim and domestic violence victim, pat downs (by females with authority complex) are also humiliating.

Why can't the agents listen to a person versus changing what is stated and getting other agents to also humiliate. Why do the male agents have to watch the pat down, also arguing with customer and making accusations that are not real? Why, when nothing has ever been wrong with a passenger, despite years and years of pay downs, the same thing happens over and over again.

TSA, I am not doing anything but flying. Normal things in my bag. Nothing on me. Ever.

If a bag is cleared and bag set off alarm, why fully pat the woman passenger? This makes no sense and is humiliating, exhausting, and unnecessary.

(b)(6)

Sent from my iPhone

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

---

Remote Client IP: (b)(6)
Date Time: 1/20/2015 6:17:46 PM

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

1/20/2015 8:01:51 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):LAX Terminal 8 TSA Precheck Line at approx 1420 for 1600 flight
Comments:A female TSA employee monitoring passengers entering the TSA Precheck line forced me to put my purse in my carry-on bag prior to allowing me to enter the security line.

This action was inappropriate and not her job as a security officer.

Although she was attempting to enforce the airline rules for the number of carry-ons allowed on a flight, I told her I was waiting to combine my bags until just before boarding the flight. I told her I still needed access to my wallet and would need to remove my purse from the bag for the security scan anyway so there was no point in combining bags at that time. She insisted that I combine my bags right then and there...and of course I immediately had to unpack them in the security lane. I am now waiting at the gate and will properly store my purse just prior to boarding.

The packing/unpacking of my purse during the security process was an exercise in futility. Please have TSA agents practice some common sense when interacting with passengers.

(b)(6)

Caller has issues when traveling to and from the US. Caller is seeing SSSS on her boarding pass and is having to undergo additional screening when she goes through the checkpoint.Caller normally uses United Airlines and will be flying from HNL to the UK tomorrow.

Response:

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

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

1/21/2015 1:49:17 PM

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation. The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at https: trip.dhs.gov . Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

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

1/21/2015 2:26:21 PM

Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.
Date Time: 1 16 2015 9:05 am
Gate Terminal: N A
Airport: San Jose
Airline: Southwest
Flight #: 301
RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.
Special Notes:

(b)(6)

I hope this email finds you well.

I wanted to bring to your attention about your severely unprofessional staff.

I have never felt so disrespected and so low as I have after being searched MULTIPLE times by your staff. After checking the photos from the original screening there were spots that they had to check more in depth, so I agreed for them to pat me down. Knowing I had nothing to hide, I didn't see this as being a strenuous process, initially. However, TSO (b)(6) made it her life mission to not only waste my time, humiliate me, but most importantly she caused defamation of character.

After calling upon numerous other employees to "help" her, she made sure every one in the airport knew that I needed to be taken back to be screened privately because "she couldn't find anything".

Excuse me, but as far as I'm concerned if you can't find anything after a few pat downs, wiping my hands to make sure there is no "bomb"debris (and that coming back that in fact, there was NONE) I'm not really understanding what else there is to do.

She belittled me, and made me feel like a helpless individual standing there and being judged and screened by many spectators as if this is the main event in a circus act!

1/22/2015 4:06:37 PM They then brought me into a private room where STSO (b)(6) did the exact same thing.

Guess what the results were....NOTHING. This may be because nothing was wrong with me. There is a huge difference between doing your job and using your power of authority to humiliate someone.

I can't help but think this was racial profiling because I am an African American female. After standing there for minutes I have seen multiple girls, that had yellow spots on the screen, just breeze through security. Blond hair, blue eyes, top knots and all-no pat downs, just a simple 'have a safe flight'.

This needs to be reprimanded and if this does not get settled by you, I will ensure it does by your superior.

Looking forward to your response.

Best,
(b)(6)

Callers son (b)(6) flew on either Jan 13 or 14 and was in a wheelchair. He had a paldown at DCA in a private room. When the pat down was being performed the tip of his Hickman Central line and a valve fell on to the floor. (b)(6) saw the tip which was green but the valve was clear and no one saw this. (b)(6) stated that the tip had to be sterilized but TSA explained they could wipe with alcohol. But no one was aware the valve was missing. He also had an insulated bag of antibiotics of infusions. The bag of antibiotics were not an issue. The issue is they touched the central line that went into his body. The traveler had a note from his doctor with information on it. Caller stated that (b)(6) had called and spoke with her husband (b)(6) (b)(6) and from her they learned about the Passenger Support Specialist.

1/22/2015 5:13:51 PM Advised Caller:

Offered Information on the Passenger Support Specialist and verified the number that (b)(6) had provided to (b)(6) The number is (b)(6) Told caller to be sure and call the TSA CC to set up and PSS 72 hours before their next flight.

Offered to send her the information regarding the screening process for travelers in Wheelchairs and got her email address. She will also get the information on Ports. Please forward email to her.

Told caller I would forward this to the CSM at DCA so they are aware of her concerns.
Caller frequently travels from Ft. Lauderdale Intl and says the security there is abysmal. Caller stated that on 1 17 he and his wife went through the security checkpoint and was rushed through without having a patdown, or going through any of the screening technologies. Caller states that this happens every time they return from a cruise. Caller also stated that noone else was screened that day nor their carryon bags. Caller was told by a security officer this happens every time that a cruise ship returns and they get busy. Caller is afraid to travel through Ft. Lauderdale because fo the Lax security.

1/23/2015 11:18:43 AM Airport:Ft. Lauderdale
Airline:Southwest
Flight number:4970
Date and time:1-17-15@3:10pm
Terminal or gate:Southwest terminal

Disability Description: Caller is an amputee.

Incident Details: Caller has been waiting on a call back from someone at RIC. Caller had a bad experience on Wednesday, October 22, 2014. Caller feels she was roughed up and discriminated against. Caller is in a wheelchair and has a prosthetic leg. Caller was told she had to walk through the screening technology and remove her shoes. Caller also was wanded and had a patdown that she felt was a bit much. Caller has metal mesh in her abdomen that the TSO kept pushing. Caller did have PreCheck show on her boarding pass. Caller feels that she was violated.

1/23/2015 2:41:02 PM

Date Time: 10-22-14 at 5:30 AM
Gate Terminal: Gate A5
Airport: RIC
Airline: US Airways
Flight #: 1732
Special Notes: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 1/24/2015 12:34:15 PM

1/24/2015 12:55:08 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 2235, Southwest Airlines, Phoenix Sky Harbor, traveling to MSP Airport on 01/20/15. Incident took place during prescreening.
Comments:While traveling with my wife and son (17 years old) from Phoenix to MSP Airport the TSA agent randomly swab my sons hand which alerted on their ION scan. The TSA agent asked my son if he had been in contact with any fertilizer. Both my wife and I were not exposed to the swab but were told to stand off to the side along with my son away from the general public line. The TSA agent alerted via radio for an additional supervisor/screener to where she had us stand. A male TSA agent then walked over to the three of us and requested that I grab my carry on bag and follow him. I asked for clarification if he wanted all of us to follow him and was told "no." I followed him over to a different prescreening table. He asked me to remove all items from my pockets, shoes, belt, etc and placed them in xray bin. He then escorted me back over to a manned TSA screening area where he assisted me placing all my items through xray machine. At this time I completed the full body xray. I then returned back to line and collected my property. At this time they searched my carry on bag. I was then escorted to a private area where I was subjected to a pat down search. During this time I repeatedly asked why all the focus is on me, when the ion scan alerted on my son and not me. I was never given an answer. When I was done with the final pat down search I was told that I could leave. My wife and son passed through security no differently then the general public. I cooperated during the entire incident knowing that it would speed up the process. I also advised the TSA agent that I have been a police officer for 20 years and understand how the swab/ion scan system works but was not sure why the focus was only on me. At this the second TSA agent seemed to try to distance himself from the process by telling me that he was only assisting and not sure what lead up to this point. If we are in the business of keeping the traveling public safe, I am not sure why all the focus was on me and not my son. If the swab tested positive for explosives as indicated by the TSA agent that person should be subjected to additional testing and probably to include the people they are traveling with. Also, during this time I began questioning whether or not someone had any amount of opportunity to tamper with my bags. I look forward to a response from TSA regarding this matter.

Thanks (b)(6)

1/24/2015 2:39:41 PM

Caller stated that she traveled through the security screening checkpoint at BHM today and has a complaint. Caller stated that she is disabled and has implanted medical devices. Caller stated that she alarmed the AIT and her hands were tested for residue and there was an issue. Caller stated that at the time she was not told what the issue was. Caller stated that her belongings were collected by a supervisor and boarding pass and passport were given to someone to scan. Caller stated that then her belongings were sent through the x-ray machine and then she went through the AIT and alarmed again. Caller stated that then a woman karate chopped her under her right breast and it was very painful. Caller stated that she believes the alarm was caused by the under wire of her bra. Caller stated that her belongings underwent the testing for residue and a supervisor came and told her that she tested positive for explosives on her hands. Caller stated that she told them it can t be. Caller stated that she was told they would have to take her to a private screening area. Caller stated that she did not want the screening in a private room and wanted it in the open. Caller stated that she was told she could not have it in the open because they would be checking in her groin area. Caller stated that she told them that she did not feel comfortable going to a private area. Caller stated that the supervisor said that if she did not go in the private room she could not go to the flight and she went into a room against her will and felt very uncomfortable. Caller stated that she should have the choice for a private screening or not. Caller stated that she had put on hand sanitizer and it was possible that is what tested positive. Caller stated that it was portrayed to her and only explosives. Caller stated that she told them she would probably alarm the AIT and she had cards from the manufacturer to avoid the machines and get a patdown. Caller stated that she still alarmed. Caller stated that what happened at BHM should not happen. Caller stated that she almost missed her flight due to this.

Caller stated that she believes that it had some disability discrimination involved to her, but the TSO s would not have known. Caller stated that she thinks it was poor customer service on their behalf only. Caller stated that they wouldn t think she is disabled.

1/24/2015 5:12:06 PM

Airport: BHM
Airline: US Air
Flight Number: 5304
Date Time:1 24 15 departing 6:00am
Terminal Gate: B1
Email Address: (b)(6)
Supervisor: Tall man with a red beard
My name is (b)(6) and when I flew back From Puerto Vallarta this time I was stopped at security in Dallas because my Boarding pass had 4 s's (SSSS) printed on it .What does that mean? I had a full pat down and carry on bag check (1st time in all my years flying) The TSA agent told me to go to the web site but I can't find out what this means and why I had it on my boarding pass. Could you please let me know what triggers this and if I should plan on the extra delay for future flights.My last five trips I had TSA Recheck so I'm a little confused as to this new (SSSS) designation Thanks You can e-mail or call (b)(6) CELL

I have never been more embarrassed than after my TSA experience yesterday. I traveled almost 200,000 sky miles last year 2014 worldwide and had NEVER been body searched like yesterday. I'm filing this formal complaint as after getting through Pre-Check security yesterday I asked to speak to a TSA Supervisor. She told me that the only way to file a complaint is to contact TSA directly so she handed me a Contact TSA card.

1. Went through security as I usually do with about 20 other business colleagues. I went through the Pre-Check line and did remove my boots as I know that they beep

2. I sent through my roller bag with computer/iPAD and a small luggage bag (purse) brand new on the belt

3. My small luggage bag beeped so they sent it through another time

4. Then the small bag set off an "alarm" so they pulled me aside

5. Told me that I had to answer questions, take my business jacket off, shoes off and spread my arms

1/24/2015 5:12:17 PM

6. I then experienced a FULL body "pat down" but it was more like a FEEL DOWN. Hands tight along my entire body, including my breasts as well as hands up and down my full crotch.

7. There were 3 TSA agents addressing my situation. One agent told me to sit down in a chair. One other agent told the other agent to "watch her"!

8. To make matters worse, a gentleman approached me just outside the TSA security area after my experience and said, "Miss, pardon me for asking, but I couldn't help but notice you getting searched quite inappropriately over there. What was going on that they had to treat you like that?"

9. And yes, I was asked if I wanted the search to happen in a private room but I declined. I declined because #1 there's NO WAY I'm going into a back room with a stranger and #2 I'm not leaving my wallet, personal items and ID behind.

10. Throughout this entire time not ONCE did either of the 3 agents explain to me what was going on and WHY I had to go through this. It wasn't until I spoke with the TSA supervisor that I found out my small bag set off an alarm that detects some kind of chemical.

11. I still don't know what set the alarm off. My bag contained everything that I normally carry on in my purse i.e. mouthwash, toothpaste, makeup, eye solution, fruit, cell phone, etc.

Being a world traveler for business I sincerely appreciate the lengths TSA Security goes to ensure our safety. But this search clearly went over the line.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 1/24/2015 10:53:29 PM

1/25/2015 9:16:50 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL1403/Delta/Washington - Dulles/B-74/Jan-22/Boarding - 6:30P/Departure - 7:10P
(b)(6)
Comments:I flew into the Washington-Dulles Airport on Monday, January 19th, 2015 and was to depart on January 22nd, 2015. Prior to my trip I called TSA to ask if there would be a problem flying back on the day my temporary license expired. The clerk told me that there would not be a problem but to make sure an had an extra ID with my picture on it. I told them that I had a copy of my Birth Certificate, my EY employee ID and my Social Security card. They told me that there would be no problem. I got to Security, and they walked me down to the Pre-Check Security area. I showed them my ID and she called for help to look at the ID because she did not see a hologram. She then looked in a book and said that I needed to go through more screening.
I was asked if I wanted stay outside or go in a private room for the screening. I told her this is humiliating I am not staying out here. I was touched by more than one person. I am going to make sure more complaints because your guidelines are not clear to your personnel and something needs to be done. I also feel like they may have been some levels of bias as well.
In my opinion opening travelers luggages should be illegal without the owner being present. There should be a law against it. As a matter of fact I am going to look into that when I get back. I have no problem with you guys searching my bags which is why I do not lock my luggage. I even let the occasional pat down slide. I would however prefer to be present. During this particular search through my belongings whoever did the search let a brand new bottle of hair dye spill over my brand new pair of shoes. They forgot to close the bottle. They did not re tie the bag it was in either. Luckily it did not spill over my other items. Something sharp was used during the search as well because a couple of my cereal bags were sliced open. This could not have happened during flight because it is a hard shell suitcase. If it did there would be slices on the outside of my luggage as well. I have enclosed photos of the damage and I expect these items to be replaced due to the carelessness of TSA. I could be reached at (b)(6) I understand it's for the safety of all travelers but you guys need to have the traveler present when searching so that stuff like this does not happen again.

1/25/2015 3:04:53 PM

Sent

from my iPad

Caller went through DEN yesterday. He said that they always has his locks cut off his bag. He said that the agents don t really seem to care about the passengers there. He went through Precheck because he is DoD. He has a knee replacement and had to have a patdown. He said that he witnessed treatment of an older couple at the checkpoint that was awful. He said that they were all yelled at. He said that it seems like there is a lot of stress at DEN that isn t at the other airports. They went through the screening machine, a woman TSO was irate that passengers who alarmed had to have a secondary screening. The older man didn t know what was going on, they pulled his pants up and had him lifting his leg. His wife was very shaken from the screening procedure. He couldn t believe the way that they were treated.

1/26/2015 10:36:15 AM

Airline- Southwest 4541
Gate- Main terminal

Advised caller:

Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures.

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

1/26/2015 10:44:35 AM

Reason for the call: Caller has a complaint on the way he was screened and specifically that he was made to go through the AIT.
Date and Time (departure time and arrival time): 1-26-15 @ 10:53 p.m.
Gate Terminal: Gate 33B, Terminal 3
Airport: LAX
Airline: JetBlue
Flight Number: 100
Baggage tag number (10 digits): N-A
Description of Baggage: N-A
Missing Damaged item description: N-A
NOI: N-A
Anything on the NOI: N-A
Resolution to the caller's issue: Forward to the CSM
Special Notes: He went through the checkpoint at 8:45 p.m. The TSO had white hair, he was the oldest one there, around his 60s, bald on the top of his head, he had a white beard and he was American (later specified that he meant caucasian). He had an attitude and was pushing him around (not literally) but did consider the attitude abusive. He states he has never been treated that way. He was told to not take off his shoes, belt and jacket. He was told to go through the AIT twice because anomolies were detected all over his body. He states he was exposed to too much radiation and that upset him. He received a patdown due to that which he does not have a problem with. He feels he was forced to be screened that way.

Caller stated he went through the checkpoint and was advised not to go through any screening devices by his primary DR. He requested a patdown 24 JAN 2104 and the officer manning the screening area hassled him and made him take off everything (belts, shoes, etc) and put everything on the conveyor system along with his carry on luggage. It took several minutes for a male TSO to become available but during this waiting period, a female TSO kept hassling him about how the AIT is safe and that he had no reason to not want to go through the screening devices. He stated that she was very forceful like she was mad because they now actually had to work to conduct his screening.

When his luggage finally came through the scanner, it sat at the end of the conveyor system for a long time and he could barley see the bag from where he was standing. He mentioned this to another officer and finally a nice TSO that was standing near by offered to move his luggage to a conveyor system closer to him so he can have a line of sight. When the officer was moving this, he noticed that the front pocket of that bag was open. He completed his patdown and went straight to the carry on bag to find that 5 - 20$ bills were missing from that pocket and his cigar case (that contained a pen inside) was open and not closed back.

He did not leave the screening area until the STSO on duty went back and looked through the footage to see what might have happen. The STSO reviewed the film and had him come in the back to look as well but there were to many people walking past to see anything (if it was a TSO or Passenger). The STSO didnt offer any other assistance but to have him fill out a card with information about what occurred.

1/26/2015 3:46:40 PM

Departing: ORD
Arriving: Maui
Airline: United
Flight #: 202
Baggage #: Carry on
Bag Description: Black Leather carry on size With Police officer patch on the outside.
NOI: n.a
Time and Date: 24 JAN 2015 @ 10:30 (went through at 830)
Terminal: United Terminal 1
TSO: Female officer working the Priority and Business line.

---NEXT INCIDENT -----

His girlfriends checked luggage was opened and there was not a NOI inside. She had a TSA lock on the outside of the luggage, which was broke. but when she looked through her stuff, she noticed that her 2 perfume bottles were damaged and the spray caps were missing so now she can not use these. These were 2 - 2.5 fl oz perfume bottles of Victoria Secret perfume that had no liquid missing from the bottle itself.

Departing:ORD
Arriving: Maui
Airline: United
Flight #: 202
Terminal: United Terminal 1

1/26/2015 4:49:26 PM	REASON for the call: Caller told the screener in ATL she didn t want to go through the AIT. When she flies out of MSP you go through and gather your things and they do the patdown on the other side. In Atlanta they would not do that. She had to wait somewhere else with her belongings unattended. She asked them if she could get her things and they told her no. She told them if her belongings are gone that they were responsible for them. They suddenly became rude to her and told her not to talk back to her. She was coming in from Mexico City through ATL and back to MSP and no one was keeping an eye on her things. One TSO was a man about 6 4, 300 pounds and the other a woman 5 1, 150 pounds with glasses and short, cropped, black hair with gray. The woman was the one who told her not to talk back. What they did was a very punitive thing to tell her to go stand over there and not to talk to her. She finally had to go thorugh the AIT because she was waiting so long and she is reporting this because they are probably doing it to other people. Date Time: January 24, 2015, 330 pm Gate Terminal: Gate B20 Airport: Atlanta Hartsfield Airline: Delta Flight #: 300 Bag tag # 10digit: N A Bag Description: N A Missing Damaged item description: N A NOI: N A RESOLUTION to the caller's issue: Told the caller I would forward this information to the CSM at the airport for investigation. Special Notes: N A
1/26/2015 7:05:39 PM	Caller wants to know which line he has reached. He said that he complained to a supervisor about something that happened at the airport and they told him that they couldn t do anything about it. He said that yesterday LIH 12:40 PM in the first lane on the left. There is only one terminal there. He put his luggage on the belt to be checked in and a TSO at the check point was very rude to him. He was told that it was the wrong time to start trouble with him. He said that he yelled at him and got in his face and asked what he said over and over again. He said that he walked through the gate and got a patdown and the TSO continued to yell at him and then he spoke to the supervisor who told him that the TSO should not be working here. He said that the whole thing should be on video. The TSO that had yelled at him was Officer (b)(6) He spoke to (b)(6) who was the supervisor. Airport: LIH Date Time: 1 25 2015 12:40pm Only terminal, in the lane on the left
1/27/2015 12:10:36 PM	Feedback Type : Complaint Categories : Screening Current Date/Time : 1/27/2015 11:01:04 AM Airport : MCO - Orlando International Date/Time of Travel : 01/26/2015 8:45 AM Airline & Flight Number : US Air Flight 1850 Checkpoint/Area of Airport : US Air Terminal Screening TSA Employee: (If Known) : Comment : I am 6.5 months pregnant, and requested to be patted down instead of going through the machine (this was at the instruction of my doctor). I had 4 TSA agents separately SCOLD me for wanting a pat down, and telling me that I was "wrong" for thinking that the machines have radiation harmful to a fetus. They made me feel dumb and harassed, and this type of behavior is 100% unacceptable. The guidelines clearly state that I am able to choose a pat down - that choice shouldn't come with such belittling from TSA agents. I have never felt so disrespected in my life. Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager
1/27/2015 1:52:46 PM	The caller goes to Las Vegas once per month. The caller had her grandchildren with her on one trip. The caller has been receiving precheck regularly via the application program. She did not receive precheck on her most recent trip. She stated that Southwest told her that the TT was not in front of her number. The caller asked if it needed to be on the number. The caller also received rude treatment on the last trip as well. She stated that an officer who had grey hair and was short and plump referred to her as granny . The caller stated that not even her grandchildren are allowed to address her as granny. The caller was upset and stated that she felt it was disrespectful. The caller then stated that she had to undergo a patdown. The woman who did the patdown was a tall lady and was quite rude. The caller stated that she had patdowns before but that this was rude.The flight details are as follows: Airport: St. Louis Time and date: 1 22 15 at 11:00AM Airline and flight number Southwest no flight number available Terminal Gate: E9

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wtmd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has alredy called the CSM today at the airport and she told him to call us. He said he is disabled and he said the alt machine is not available at the TSA precheck line and they wont walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

1/27/2015 5:22:48 PM

REASON for the call:Complaint
Date Time: 01-8-15 at 8 am
Gate Terminal:Terminal 4
Airport:LAX
Airline:American
Flight #:2381
RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport.
Special Notes:His complant is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

1/27/2015 6:39:07 PM

Caller went through the Application process for Global Entry and had membership.
He noted that TSA provided him with a Precheck mark on his boarding pass.
He said that he called Global Entry and they told him they couldn t help him. He said his artificial hip sets off the metal detector.
He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

1/27/2015 6:39:07 PM

Caller went through the Application process for Global Entry and had membership.
He noted that TSA provided him with a Precheck mark on his boarding pass.
He said that he called Global Entry and they told him they couldn t help him. He said his artificial hip sets off the metal detector.
He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

1/28/2015 4:23:59 PM

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Columbia
State: South Carolina
Zip Code (Post Code): 29209
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 01 25 2015
Where did this happen? NEW JERSEY - EWR - Newark
International
What happened?
My name is (b)(6) I am 32 years old, and a United States Citizen. I reside in Columbia, South Carolina. I am Chief of Biomedical Engineering with the Department of Veteran s Affairs in Columbia since September 2014. I travelled to the New York area on January 24th to drop my father (b)(6) for a

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: 63.218.71.180 Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

1/28/2015 4:23:59 PM

First Name: (b)(6)
Last Name:
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Columbia
State: South Carolina
Zip Code (Post Code): 29209
Other:
Email: (b)(6)

==Incident Information==

When did this happen? 01 25 2015
Where did this happen? NEW JERSEY - EWR - Newark International
What happened?
My name is (b)(6) I am 32 years old, and a United States Citizen. I reside in Columbia, South Carolina. I am (b)(6) (b)(6) with the Department of Veteran s Affairs in Columbia since September 2014. I travelled to the New York area on January 24th to drop my father (b)(6) for a

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Columbia
State: South Carolina
Zip Code (Post Code): 29209
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 01 25 2015
Where did this happen? NEW JERSEY - EWR - Newark International
What happened?
My name is (b)(6) I am 32 years old, and a United States Citizen. I reside in Columbia, South Carolina. I am (b)(6) (b)(6) with the Department of Veteran s Affairs in Columbia since September 2014. I travelled to the New York area on January 24th to drop my father, (b)(6) for a

1/28/2015 4:23:59 PM

I received my known person # (b)(6) on 1-15-15. I traveled from ABQ-LGA on 1-20 and had a very east time navigating the TSA-Pre security line. I told the agent I would set off the alarm because of my knee surgery, so she sent me through the x-ray machine and I was off. No problem.

Different story on the way home on 1-25 from LGA-ABQ. I was in the security line at Gate B at about 3PM. I again told the agent I would set off the alarm because of my knee surgery. This time a gruff agent told me I would have to take off my shoes because the ringing alarm preempted TSA-Pre. I asked her to send me to the x-ray machine while wearing my shoes. She refused and brought over two colleagues who informed me I would have to get patted down. I argued with them and again said I was a TSA-Pre member. I also said this treatment did not occur during the trip into NY. They were getting angrier and angrier and brought in another "supervisor, (b)(6) (who would not provide me with her badge number). She said I had to go through the pat down. The last name of the woman who conducted the pat-down was (b)(6) She said her badge number was (b)(6) She was loud voiced, rough and heavy-handed. I've had pat-downs before in other cities, but no one has ever touched my breasts or pubic area before. I think this woman was really going above and beyond her duty while patting me down. The approximate time was 3:15 PM.

1/29/2015 7:59:43 PM

I would like these two people to be interviewed by supervisory management and be instructed in procedures involving TSA-Pre members of the public. I would also like a reprimand placed in each one of their files concerning this incident.

I didn't spend $85 to enroll in the TSA-Pre program, only to be harassed by TSA agents and subjected to a violative pat down..

I look forward to your reply.

(b)(6)

1/30/2015 9:20:52 AM

Caller advised that every time he flies he is selected for secondary screening. Caller advised he just went through security at New Orleans and walked through the technology and the alarm went off. A security officer began patting him down without telling him on the inside of his thigh. After the patdown the security officer grabbed his hand and swabbed it. His carry on was then searched without being told. Caller stated that TSA doesn t protect the public from anything. Caller doesn t think TSA has the right to search him or his property that this violates his rights.

1/30/2015 12:13:34 PM

I have been through security at FLL 50 or more times. This was my first unsettling experience with a TSA agent. I passed through the AIT unit, and, as always, since I have an ostomy, I was told I would have a pat down. TSO (b)(6) asked me to remove my belt, which I did. He then proceeded to pay down the ostomy area with the front of his hand, grabbing at it (this grabbing had never happened before). I pushed his hand away and asked for a private area pat down. He said he has to do it, proceeded again and I pushed his hand away again. I told him I was entitled to a private pat down. He then called someone over, STSO (b)((b)(6) arranged for two TSA men to take me to a private room where the pat down was performed in an acceptable manner.

I have never been treated roughly by any TSA agent before. I was alarmed that he was grabbing at an ostomy which I told him about. In the ostomy section of the TSA website, there is a statement that a passenger can have a self pat down of the ostomy. This was not offered. TSA (b)(should be a bit more sensitive to people with ostomies as embarrassing accidents can occur.

Thank you for reading this.

(b)(6)

1/30/2015 12:15:30 PM

Caller flew Sunday from JFK and on Wednesday from RSW and in both cases she went throught the AIT and was waived out of it someone patted her hair.

She said she filed a complaint in mid summer 2014 and TSA investigated and sent her some information that the agent was in the wrong and they are reviewing policy but that is all it said.
She stated she is 36 and she feels she is being racial profiled by the extra screening of her hair and she wants to file another discrimination complaint as well.

Caller wants a packet so she can file a complaint again for racial profiling and she wants to file a screening complaint on both airports and the hair screening rule itself.

COMPLAINT # 1:
At JFK someone patted her hair with no warning after waiving her out of the AIT.
DETAILS:
01-25-15 JFK at 10:45 top 10:50 AM at JetBlue Terminal 5 (Flight 1129)
She exited the AIT and the TSO waived her thorough and then she witout warning patted down her hair.
She was a tall african american with cinnamon colored complexion and her long dark brown hair with orange roots was pulled pulled back in a pony tail
She was at the AIT to the immediate right of the Supervisors desk and she spoke to the Mgr. (b)(6)
Caller stated she wants to file a complaint because it was like being attacked by a stranger on the street to have someone pat her hair without warning.

COMPLAINT #2:

At RSW the agent did warn her that she needed to pat her hair down and initially she declined it and they refused to let her fly unless she allowed the patdown of her hair. She did have some bobby pins but could not remove them without messing up her hair but it was clear to see what the issue was. They called a supervisor and she just rolled her eyes around at her and they called a Manager who said they get into trouble if they do not do their jobs and the AIT showed as an anomoly It was 5:30 AM and she ended up in tears before it was over.
DETAILS:
1-28-15 she flew from RSW on a 6 am flight from Terminal (did not know) on Jet Blue Flight 130 She was at the checkpoitn around 5:10 AM to 5:20 AM.
Her complaint is that the Supevisor who came over to her was not empathetic to her situation at all. (Note: Initially she said the TSO rolled her eyes at her but when I repeated it back she would not agree to what she had said and changed to saying she was just not empathetic and was not a good representative to TSA).
The TSO was a white older lady with dark brown hair with a reddish hue.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 1/31/2015 12:01:22 AM

1/31/2015 9:10:23 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 Airlines/El Paso Airport 1/29/2015 About 345pm to 400pm
Comments:I put all my belongings on the belt and went through the body scanner. On the other side I got the majority of my belongings but saw one of my bags on the other side of the divider where the bags go that need closer examination. I gathered all the rest of my belongings and waited for the tsa agent to examine my one bag. I was only told the bag had set off an alarm. I then was told I needed to surrender all my belongings as well as my shoes and belt and was going to be subjected to a pat down. Again I was never told why this was happening. All I was told was I had set off an alarm. I was never even told what the alarm was for. As I was watching the TSA agent swab all my belongings I heard her say she couldn't find what had set the alarm off. Then I was subjected to an extremely embarrassing pat down. The TSA agent had me face the entire security area when she patted down sensitive areas. I also had to spread my hands out like I was a common criminal. Had I known it would have been done like that I would have requested a private screening. It was extremely embarrassing. At the end of all that the TSA agent didn't find anything. None of my belongings included anything that needed to be thrown away or was out of what TSA allows through security. It was absolutely ridiculous what I was subjected to and at the end of all of that I was just told okay you can collect your belongings now. No apology no explanation as to why I was subjected to all of that.

Good Morning,

I traveled though the Hilo International Airport (ITO). My husband and I are TSA pre check members. We have a 6 year old son named (b)(We travel to Hawaii from Las Vegas NV every year to visit grandparents. There is no problem at the Vegas airport but at Hilo it is a different story. Our son (b)(6 only likes to drink chocolate milk. We have attempted to bring chocolate milk for him in the form of Pediasure on the plane. When we go through security scanning we advise them of the single bottle of Pediasure and leave it in the tray. This bottle is 8oz which I understand is over sized and needs to be checked for explosive material with the patch test. This bottle is in original packaging label on and not opened. Sealed from the manufacturer. I have no issue whatsoever with the patch test. What I do have issue within that my husband and or I must go through a full on body pat down in order to bring this item through security. I might be able to understand the pat down if we had no child but

1/31/2015 11:04:47 AM

our son is always traveling with us. What is the point of the full on body pat down? As I mentioned before my husband and I are also Tsa pre-check members meaning we have had more security checks on us than your regular passenger. I just think this procedure is flawed. If the bottle was not in original packaging or was opened I could understand the pat down. It just seems like for our circumstance that the pat down is excessively violating and not needed. I would like to see this procedure changed to needing the patch test but not the full body pat down.

I think you as a whole do an excellent job at what you do to keep us as safe as you can in the air. I understand it is hard to write policy with all the extenuating circumstances that arise but I think that this is one policy that needs to be changed for all of the parents out there who are traveling with children. Especially on a 6 hour flight it makes it easier if you have something that is a treat for the child.

(b)(6)

Caller stated that yesterday she flew from SNA to EWR and was humiliated because she was treated like a terrorist. Caller stated that she had her breast milk with her and told the officer that she did not want it to pass through x-ray screening and wanted an alternative screening measure. Caller stated that the woman took it out of her sight and used another machine. Caller stated that she did not know what the machine was and what it does. Caller stated that her items were all inspected and she went through a patdown. Caller is upset because she stated the officer was slow checking her items and giving her the patdown. Caller stated that this process took 30 minutes. Caller stated that this was not necessary and she was humiliated.

Airport: SNA
Airline: United
Flight Number: 1691
1/31/2015 11:50:05 AM
Date Time: 1 30 15 departed 9:07pm
Baggage Tag Number: NA
Description of Baggage: NA
Missing Damaged Item: NA
NOI: NA
Anything Stamped or Written on NOI: NA
Terminal Gate: 9
Email Address: (b)(6)

Submitted on Saturday, January 31, 2015 - 22:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Gender Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Niagara Falls
State: New York
Zip Code (Post Code): (b)(6)
Other:
Email: (b)(6)

2/1/2015
9:12:05
AM

==Incident Information==
When did this happen? 12 27 2014
Where did this happen? NEW YORK - JFK - John F. Kennedy International
What happened?
I m sending this twice because I didn t get a response the first time I sent it.

I m not sure of the spelling of this man s name because he refused to let me look at his name tag.

I was in JFK for a flight to Dubai on Dec. 26 at around 9 a.m. in terminal 4. I had spent a lot of time in the security line and I knew that the airport was busy that day.

From (b)(6)
Sent: Sunday, February 01, 2015 9:36 AM
To: TSAExternalCompliance
Subject: Selective Full cavity search incident summarized as attached
Importance: High

Please see the attached PDF account but form info is below..
Is your allegation based on: Civil rights liberties
Are you filling this form out for yourself? *: yes
Please use the following boxes to provide as much information as possible about the alleged incident.
When did this happen? *: 2-1-2015, 5:40 am
Where did this happen? *: Jackson, MS airport security line
What happened? *: See attached PDF
Who treated you unfairly?: See description of TSA person in question
List anyone else who may have seen or heard what happened?: The area was filled with other TSA personnel but doubt anyone would see as there was obvious averting of eyes as I left not a reaction as if business as usual.

2/1/2015 11:16:36 AM

Is there any other information you want us to know about or consider?: The nature of her pokes and pushes were of a very sexual nature whether it is by a female or male. I doubt that such a search reveals anything about what is present on a person s body and Jackson should get a machine if they don t want to risk personnel of perverted sexual orientations making advances on passengers.

How would you like for your concern(s) to be addressed? *: Observe Jackson airport s search methods anonymously and question the TSA personnel in question about her judgment and the inconsistent application of her own shared search rule and confirm if these full cavity searches are TSA new policy as I have had pat downs not feel ups by TSA. This was very unprofessionally applied and not like any previously performed.
Please read the following and check the corresponding box to signify your consent and authorization. You must check the box prior to submitting the form. *
( ) Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I CONCUR WITH THE STATEMENT ABOVE AS I CANNOT PHYSICALLY CHECK THE BOX.
Caller stated he was traveling with his wife and kids through OAK and when he got to the screening checkpoint the TSO by the name of (b)(6) was rude to the caller. The caller stated he did not want his child going through the machine and wanted him to go through a patdown. The caller stated the TSO got mean with him and got all up in his face. The caller stated that a supervisor showed up and the TSO calmed down.

Mishandling RFI
REASON for the call: Caller stated a TSO got in his face over his sons screening
Date Time:02.1.15 12:50pm
Gate Terminal: Was not given
Airport:OAK
Airline: Spirit
Flight #: None
Bag tag # (10digit:None
Bag Description:None
Missing Damaged item description:None
NOI: No
RESOLUTION to the caller's issue: I advised the caller that I would forward the information to the CSM at OAK so they can take a look into the situation.
Special Notes: None

2/1/2015 3:58:09 PM

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

---

Remote Client IP: (b)(6)
Date Time: 2/1/2015 10:40:36 PM

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

2/2/2015 8:30:46 AM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Southwest airlines flight #60 2/1/15 2130 departure time
Comments:Southwest flight #60 2/1/15.

Hello,
upon arriving at gate c security most of the security agents were pleasant and professional except for the one lady. She was extremely rude. She asked me to stand where the footprints were which was normal but did not move to let me stand there. She was very hostile and I did not want to get too close to her. When i didn't stand exactly on the footprints she became very frustrated with me and pretty much yelled at me to stand there. She then scolded me for not removing my cash from my pocket and demanded to know what was in my back pocket. (I did not have anything in there) There must be an inconsistency between airports because when I left phx I was told that I did not have to remove my cash. She then proceeded to give me a terrible pat down and told me to be on my way. (She barely checked my right pockets and didn't even check my left side at all) I am a very seasoned traveler as I used to be a flight attendant and have traveled the world in many different airports. It is my opinion that this lady was on a power trip because of her lack of thoroughness and professionalism. I do not wish to be contacted but wanted to let you know as she will be making contact with many passengers going through las. I hope that you resolve her attitude asap!
Caller has a complaint. He says every single time he goes through the screening machine, it gives a false alarm. He says 100 percent of the time he gets an alarm and he gets a patdown. He wants to know why they use this kind of stupid machine. He wants them to have a better machine for screening, he says it invades his privacy.

2/2/2015 10:59:23 AM

CSM RFI-----Mishandling RFI
REASON for the call: Caller is upset his body has to be touched every week for screening
Date Time: NA
Gate Terminal: NA
Airport: He says every single airport
Airline: Every single airport
Flight #: NA
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: Caller is upset about the AIT screening
NOI: NA

2/2/2015 12:04:27 PM

To whom it may concern:

I am writing to file a complaint with reference to an enhanced pat down I received recently.

I utilized the KCM screening checkpoint when reporting for duty in CVG recently. After the I.D. verification, the agent informed me that I had been selected for hand swab explosives detection screening. The screening returned a false positive, so I was immediately subjected to an invasive intrusive full body pat down – as well as an extensive search of my personal belongings. The pat down included touching of my buttocks and groin area, which I found severely intrusive. The agent asked if this had ever happened to me before – and I answered no. He then replied that "it happens all the time." This implies to me that this equipment is generating a large number of false positives, and thus a large number of unnecessary intrusive full body searches. (The agent also implied that the cold weather was causing the equipment to generate a larger than normal number of false positives, as well as saying numerous lotions, creams, and various other hygienic products would generate false positives.)

I understand the need for secondary screening in general, and random screening for KCM participants. I don't believe, however, that escalating to an invasive intrusive full body pat down on a flight crewmember is appropriate without substantial suspicion of wrong doing – particularly if the rationale for conducting the search is based on the outcome of a test that seems to generate a high number of false positives. It would seem to me that there are better ways to resolve a likely false positive without subjecting a crew member to invasive screening methods.

Thank you for your time.

(b)(6)

2/2/2015 3:54:47 PM	Caller has a valid TX drivers license. He wanted to know what month and year the TSA required a security feature on the back of the license. He traveled from Charlotte, NC . He stated he was treated like a terrorist. The features on the front of the license were accepted. They were not faded. A security feature was not on the back according to the TSO. A security symbol did not glow green and he was pulled aside for screening. He had the concealed hand gun weapons license which he presented. The FBI authorized TX to issue him a weapons license. They asked him if he had a credit card and he did. He had to go through the additional screeing. He stated he was groped and touched inappropriately by two TSOs. He had 15 minutes of additional screening. He complied with everything they wanted him to do He stated all of this humiliation occured in front of the public. His job includes testing the accuracy of E-911 calls. He stated he is appalled the way this screening was conducted.
2/2/2015 3:54:47 PM	Caller has a valid TX drivers license. He wanted to know what month and year the TSA required a security feature on the back of the license. He traveled from Charlotte, NC . He stated he was treated like a terrorist. The features on the front of the license were accepted. They were not faded. A security feature was not on the back according to the TSO. A security symbol did not glow green and he was pulled aside for screening. He had the concealed hand gun weapons license which he presented. The FBI authorized TX to issue him a weapons license. They asked him if he had a credit card and he did. He had to go through the additional screeing. He stated he was groped and touched inappropriately by two TSOs. He had 15 minutes of additional screening. He complied with everything they wanted him to do He stated all of this humiliation occured in front of the public. His job includes testing the accuracy of E-911 calls. He stated he is appalled the way this screening was conducted. Caller states that she was leaving LAS to go to Dallas Love. Caller was requested to put her bluetooth, coat, belt, and purse in a bin to be screened. An alarm went off, and she was given a chance to go through for a second pass. She had to get a patdown. Caller is upset because she was afraid that another passenger would take her belongings from the conveyor belt. She tried to grab her belongings before her screening was completed. The TSO got her items for her and placed them on a table for her during the patdown. Caller did not get her bluetooth back and did not realize it because she was in a hurry to get to the boarding gate area. When she went back to the checkpoint to ask if it had been found, she asked for the TSO who had done her patdown. She also spoke to the STSO and did not feel like he cared very much even though she was in a big hurry to get to the plane. She finally did get to speak to the TSO who did the patdown, but she did not remember her. Caller feels that her belongings were sitting there too long out of her reach and that someone probably took her bluetooth and that someone should have gotten her belongings immediately when she was taken aside for screening. Caller would like someone to review the security cameras to see who took her bluetooth. Caller states that she asked several TSOs to look for it in lost and found and they did not find it. Caller does not want the bluetooth back because she feels that it has probably been damaged and contaminated. Caller would like to contact the CSM directly and requested that she be given the CSMs number because she could not get it from the self service menu. She would also like the information to be sent to the CSM from the TCC. Caller states that on her return flight from DFW with Spirit, a TSO asked her if some carry on items were hers that were left on the conveyor belt and apparently belonged to someone who was taken aside for additional screening. Caller would like security surveillance cameras to be reviewed to verify the incident. Caller feels that TSOs are not following policy at all the airports and that TSOs are not keeping a close watch on passengers belongings.
2/2/2015 4:14:14 PM	REASON for the call: Date Time: 01 22 2015 1030AM Airport: LAS to Dallas Love Airline: Southwest Flight #: 43 Bag tag # (10digit: NA Bag Description: loose in the security bin Missing Damaged item description: Bluetooth headset that goes around the neck NOI present (writing on it): NA RESOLUTION to the caller's issue: Claims, CSM

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

---

Remote Client IP: (b)(6)
Date Time: 2/2/2015 5:06:51 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):JetBlue 801 Orlando to SLC Feb 2 2015 8:10p
A Terminal

2/2/2015 6:27:45 PM

Comments:I flew to Florida last week to see my new grandson and spend a week. I booked a filight on JetBlue. Also, beacuse my birthday was near, I got a renewed driver's license. I had to produce a birth certificate, social security card and two forms of proof of legal residence to do so. They then issued me a temporary drivr's licence in paper form a told me the plastic card would arrive in two weeks. This was not in time for my trip so I specifically asked if this was legal as an ID and they said yes.

Fast forward, I depart the airport in SLC and was fortunate that my boarding pass showed TSA Prechek. No problem as they passed me right through. When it came time to return to Salt Lake City, I again was pleased that I had been selected for TSA Prechek again. However, when I presented myself to the TSA Prechek line for my flight, I was informed that this paperwhich had my picture on it was not valid ID for flying. The TSA agent was very kind, but informed me that each airport made their own rules and that their rule in Orlando was not to accept what I had. We waited nearly 30 minutes for a supervisor to evaluate my other IDs along with the paper and was told they would accept it, but not for precheck. They moved me to the regular line (which I would have been through 40 minutes ago had I not presented myself for TSA PreChek. She then informed the agents at the new station that I was to have additional screening. Apprently this meant, a deetailed pat down, emptying everything from my carryon bag, wiping everything down for explosive residue and costing me still an additional 1/2 hour. When asked why they had to go to that extent, he said they had apparently seen something in the full body scan although he did not know what.

My comments are these:

How can he check the validity of the scan's discovery if they don't even know what or where the anomaly was?

Why was there no problem accepting my ID in SLC, or at Jet Blue in both SLC and Orlando, at Alamo Car Rental, at two of the stores in the airport??

Why was I pointed out as needing additional security when there was no anomalous information about my scan conveyed to subsequent agents?

I had two other picture IDs, Red cross doner card, 4 major credit cards, social security card, plus family pictures, etc. All ignored.

This does not make sense - I realize a need for security, but with the evidence I had, why was there such a problem at MCO and not SLC?

NOTICE:

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

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

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Cambridge, MA-02139,USA
Zipcode:

2/3/2015 8:26:39 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?
Detroit Metropolitan Wayne County Airport

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

---

Remote Client IP: (b)(6)
Date Time: 2/3/2015 2:02:45 PM

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

2/3/2015 3:04:19 PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Flight UA1142
Departure time 11:15 a.m.
Comments:This is the second time I have been quote "randomly" selected for additional TSA screening. I find it unacceptable to be subjected to searching by seven TSA employees when a brief re-check of my licensce would reveal I am 65, never had a ticket, lived in the same residence for 40 years, never traveled out of the country, and worked my entire medical career at the federal VAMC. I am petite, blonde and travel with a hot pink tiny purse and hot pink small 16 inch carry on. The individual who pulled me out of line mumbled. He did not even clearly say what I was to do. He swabed my hands. He then left his post and led me to other screeners. I have suffered a broken shoulder so I was unable to completely lift my left arm while in the scanner. That disturbed the routine for the screeners so after rechecking my items, the three TSA men carried my tray with pink items and my shoes across the screening area to the same small room I was placed in the previous time. Then two women began another much more invasive pat down which, due to my injury that I identified for them, actually hurt when she went under the arm. Both times, this unnecessary screening took more than one half hour. The previous time, I had to wait for a male wearing a black T-shirt that I believe said "Explosives Specialist". Ridiculous if a TSA employee would use common sense this stressful situation would not happen. It begins my trips with a great deal of stress that is totally unnecessary. I am certainly not willing to pay the fee to have the "Pre-Screening" so the TSA employees do their jobs correctly. The procedure used to quote "randomly "select travelers needs to be addressed. I feel I am profiled needlessly. During the entire process, I never say anything for fear I will be detained even longer. The TSA employees do not speak either. That is intimidation. Again, a simple check of the license ID would give them more than enough information, then the X-ray and quick look in the bags would certainly be more than enough to clear a 65 year old woman.
Am I permitted to ask for a supervisor?
Please identify for me a way for this never to happen again. Twice is enough.
Incident occurred Saturday January 24th 2015 at 9:45 a.m.
Denver International Airport

First incident that I referred to in this complaint was also at the Denver International Airport. This reaffirms that it is a problem in training and procedures for TSA at the Denver airport.

(b)(6)

Aurora CO 80014
(b)(6)

2/3/2015 9:02:53 PM

Name: (b)(6)
Email: HYPERLINK mailto (b)(6)
Complaints: Inappropriate Screening Pat Down Screening
Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): United Flight UA1142
Departure time 11:15 a.m.
Comments: This is the second time I have been quote randomly selected for additional TSA screening. I find it unacceptable to be subjected to searching by seven TSA employees when a brief re-check of my licensce would reveal I am 65, never had a ticket, lived in the same residence for 40 years, never traveled out of the country, and worked my entire medical career at the federal VAMC. I am petite, blonde and travel with a hot pink tiny purse and hot pink small 16 inch carry on. The individual who pulled me out of line mumbled. He did not even clearly say what I was to do. He swabed my hands. He then left his post and led me to other screeners. I have suffered a broken shoulder so I was unable to completely lift my left arm while in the scanner. That disturbed the routine for the screeners so after rechecking my items, the three TSA men carried my tray with pink items and my shoes across the screening area to the same small room I was placed in the previous time. Then two women began another much more invasive pat down which, due to my injury that I identified for them, actually hurt when she went under the arm. Both times, this unnecessary screening took more than one half hour. The previous time, I had to wait for a male wearing a black T-shirt that I believe said Explosives Specialist . Ridiculous if a TSA employee would use common sense this stressful situation would not happen. It begins my trips with a great deal of stress that is totally unnecessary. I am certainly not willing to pay the fee to have the Pre-Screening so the TSA employees do their jobs correctly. The procedure used to quote randomly select travelers needs to be addressed. I feel I am profiled needlessly. During the entire process, I never say anything for fear I will be detained even longer. The TSA employees do not speak either. That is intimidation. Again, a simple check of the license ID would give them more than enough information, then the X-ray and quick look in the bags would certainly be more than enough to clear a 65 year old woman.
Am I permitted to ask for a supervisor?
Please identify for me a way for this never to happen again. Twice is enough.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/4/2015 9:31:03 AM
Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/04/2015 10:30 AM Airline & Flight Number : dl437 Checkpoint/Area of Airport : near the C gates in terminal 2 TSA Employee: (If Known) :
Comment : I told huge tall blond guy I wanted to opt out of the scanner and he said "it's going to be a long wait." I said, "okay" and he just stood there. After a minute or two he muttered "male opt-out" and a colleague across the room said "we only have one guy and he's doing two bag checks." Blond guy: "I know." Nobody moved to tell anyone else that I was waiting. Nobody volunteered to do the patdown themselves. After a couple of minutes I said, "I'll just go through the scanner."

2/4/2015 10:17:59 AM

I do not want to go through your scanners. Radiation exposure is cumulative over a lifetime and I don't want more than my share for the amusement of the illiterate scofflaws who dictate TSA policy. I resent being treated like I'm returning a broken television to KMaTim when I try to opt out of a 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

2/4/2015 2:01:45 PM

Caller is a frequent traveler in many airports. She has a medical device that can not go through the AIT. She has an insulin pump and a sensor. She was upset because she always gets a patdown. She wants to go through the metal detector. She stated that she does not opt out to the AIT. She said that she just can not go through the AIT. She said that she is frustrated with the process. She wanted to know where to make a complaint. She did not have a pen an paper to take down the email address. She asked that it be emailed to her along with the information that I provided on the screening of passengers with insulin pumps.

2/4/2015 7:06:28 PM

Caller states she is traveling from Cancun to Cleveland with a stop in DFW on American airlines. Caller states her flight leaves at 6:45 tonight and she had precheck. Caller states she went through the checkpoint and had purchased alcohol from the duty free shop that triggered an alarm and was informed she can not take this. Caller states she asked to speak with the person in charge as they went through many airports before that without any problem. Caller states the supervisors name was (b)(6) and she requested a patdown for the passengers after she arrived. Caller states she was informed she could leave the bottle at the checkpoint and place it into checked baggage which would have charged her a fee. Caller states the bottle was 750 ml.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/4/2015 8:04:20 PM

Nam (b)(6)
Email (b)(6)

2/4/2015 8:59:03 PM

Complaints:Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight #544 US Terminal 4 Gate A13
Comments:Screening procedures are illogical and completely devoid of actual security regarding the allowance of documented employees to use the metal detectors vs the back scatter scanning machines. I am an American Airline employee with a badge that allows me access behind security even if I am not traveling, yet that same badge somehow becomes randomly irrelevant according to some TSA agents at the metal detector. I repeatedly get the response that since I'm not in uniform, I cannot enter. I don't have a uniform since I work at corporate headquarters, and it's almost always because an agent looks me up and down deciding on the spot if I'm not dressed well enough. If that excuse doesn't work, TSA claims because I'm not working that day. Today and nearly twice a month for the last year have I been traveling for work. If both of those responses don't work they say it's because I don't have a SIDA badge - which I don't have. Well today and more often than not I am dressed professionally, I am working, traveling on business, and am refused a quick scan through the metal detector, clumsily wait for another agent to pat me down which I'm sure neither of us enjoy. While waiting for a male assist pat down, other travelers are congested in the screening area and to my surprise are simply let through the metal detector right in front of me. No badges, no kids, not elderly. Just randomly let through because the line was getting too long. How in the wide world of security does this make sense? Still I am refused to enter because I already "opted out". Why do some agents think they can proudly command and order passengers around as if they have almighty authority? There are specific lines for employees for specific reasons and yet agents with very little experience are picking and choosing randomly which employees to hold back and who to expedite. Some agents see I have a badge, am dressed appropriately, ask if I am working and use common sense to let me through without hassle. I'm all for proper security and common sense when protecting our country and our people from dangerous threats, however these specific "policies" are not effective. They're not stopping criminals, but slowing down badged employees, clogging the process and only frustrating everyday passengers.

Hello,

I wanted to tell you about the appalling experience I had traveling from the Richmond, VA airport yesterday. The TSA agent who handled my pat-down was both disrespectful and inappropriate, and I'd like something to be done about it.

I opted out of the full-body scanner check, as I always do. In all other airports I've traveled with, the person who conducts the pat-down asks if I'm traveling with anyone, (if so) asks that person, usually my husband, to get my bags off the conveyor belt. The woman assigned to conduct my pat-down in Virginia berated my husband for trying to do so. When I explained the reason he did this is because it's was what we do at every other airport, she berated me, telling me that "every other airport is wrong."

When she began explaining to me how every airport "should" conduct this process, I admit I grew impatient, both with her power-trip attitude and with the fact that none of this mattered: Should I correct the TSA agents at every other airport, because Richmond told me they're wrong? I told her I understood the procedures and would like to get it over with - this was around 5:15 a.m. She again berated me, adding "Don't rush me, I'm security."

2/5/2015 2:08:16 PM

As I've said, I always opt-out of the full-body scanners. I think they're unnecessary, and quite frankly unlawful, but this is besides the point. I have never had a TSA agent pat me down in the manner she did. She was rough - pushing and prodding hard into and all over my body, sometimes more than once, taking extra care to prod especially roughly into my genital area.

I felt violated. I honestly believe she conducted her "search" in such a manner because I was short with her, and this was her way of retaliating, as if to say "serves you right, I'm security". It was incredibly inappropriate.

I don't believe someone who has this all-power "God-complex" mentality should be put into a position where they can do this to citizens - especially ones who have exercised their right to voluntarily opt out into this.

Unfortunately, I didn't get her name - the thin stencil on gold nameplates that glares in the lights don't make it easy to read (conveniently). If there's a way to figure out who she is, I'd like to see her redistributed - she should not be in this position. I doubt this will happen, so at very least I'd like this group to be observed, to make sure this doesn't happen again.

Thank you,
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/5/2015 9:25:41 PM

2/5/2015 10:07:15 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Kahului airport on Maui in Hawaii
Comments:For the 1st time ever, one parent was not allowed to go through the metal detectors with our children. We fly very frequently and have never had this issue. Female TSA personnel was rude and ignored the request at first to go through metal detector instead of the provision machine. We knew a pat down would be included with denying provision machine. Female tsa employee indicated she would get a male assist only to walk away, move to another station and completely ignore us. She left us with zero help, a line mounting and people late for flights. Unprofessional and rude behavior is never needed. Especially when this was a pretty insignificant issue that we inquired on and came to a solution on, but she did not like the outcome apparently and left. Holding up a line due to unprofessional behavior in not doing your job is unacceptable.

2/6/2015 2:39:56 PM

Caller flew yesterday and she says that yesterday the staff seemed professional and she was travelling with her 12 month old son and she said that she had to go through screening and her hand was swabbed for ETD and it was positive. She had several bags and the TSO went through everything that she had and she felt that it took a long time. She says that it took about 15 minutes and she had a patdown after that. She says that she feels that it took too long especially since she is not a threat in any way. She asked if there was anything she could do to prevent it in the future. SHe asked about TSA PreCheck.
The caller is a professional photographer, and requested that his film and camera be screened by hand. However, the TSO called over a supervisor, who indicated that this decision would result in a patdown inspection of the passenger. He believes that this is retaliation due to asking for a different type of screening which may slow down the line. Therefore, he wanted to file a complaint against the supervisor.

Flight Information:

2/6/2015 5:25:51 PM

Date and Time of Flight: February 6, 2015; 5:45 PM
Departure Airport: PHL
Airline: US Airways
Flight Number: 1935
Time of Incident: 4:27 PM
Description of TSO Supervisor: A short female with red hair.

2/6/2015 7:31:39 PM

Caller is currently at Newark International Airport, and had requested a thorough patdown, since she is 5 months pregnant. TSO (b)(6) would not do the patdown as requested, and forced her to go through metal detect while yelling at her. She continued to make disparaging comments about her even after completing the screening. She felt as though this was exceptionally rude and unprofessional behavior, and inappropriate.

Caller said she is at DFW airport and she asked why does she have to go through the extensive screening process. She said she lives in Istanbul and is traveling there and she already went through the TSA screening and she said the Supervisor checked her passport and she had a full patdown after she went through the ait machine. She said her Iga s were screened as well. She said when the Officer looked at her passport before she was screened she called the Supervisor over and she asked does she have to go through this each time. She said she feels like she is being treated a differently because of her nationality and the fact that she had a one way ticket. She said she has a one way ticket to Istanbul and is this why this happened and she said after the screening they called the Supervisor back over. She said she does not want to go any further and she declined the CSM phone # and she declined giving me her flight info for the CSM. She did however, want hte email regarding the civil rights complaint.She said the Officer told her there was a reason why she went through this and to call TSA for that reason. She asked if this can be a random selection.

Mishandling RFI

2/7/2015 1:18:56 PM

REASON for the call:Civil Rights Complaint
Date Time:02-7-15
Gate Terminal:declined
Airport:DFW
Airline:declined
Flight #:declined
RESOLUTION to the caller's issue:I offered to refer this to the CSM and emailed her the Civil Rights Complaint policy

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/7/2015 4:33:10 PM

2/7/2015 5:03:20 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DATE: 05FEB
FLIGHT: US 664
BOARD: 1100P
DEPART: KOA 1145P
Comments:After I passed through the detector I was asked by a female TSA agent what was in the pocket of my jacket. I pulled out my previous boarding pass that was folded up in that pocket.
I removed the pass and handed it to her. Without saying anything she grabbed my jacket on the inside and outside of the pocket. It was empty then.
Again without saying anything or giving me any kind of warning, she placed her hand onto my wrist, raised my arm, placed her other hand into my armpit then felt down my right breast. I was not given any advance notice my breast would be felt. I was not asked if I wanted to be directed out side the line of vision of the other passengers. I found this invasive action inappropriate and unnecessary.
For those of us who were "inappropriately touched" in our childhoods this is demeaning, dehumanizing and invasive.
What is your policy for this kind of treatment?
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/7/2015 4:18:40 PM

2/7/2015 5:03:24 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Flight Seattle to Denver
Comments:Metal detector went off due to my corset with stainless boning. Attendant moved my long hair aside to pat and needed to comment on how luxurious my hair was that I obviously spent a fortune on (inappropriate). She then felt between my breasts and commented about what a great bra I was wearing (inappropriate). I am deeply offended but not even slightly surprised at your inability to train your employees to behave professionally.

Hello,

On Thursday, Fef. 5 I was returning from a business trip to Japan. When I passed through security at Chicago O'Hare airport, the scanner picked up some chips I have implanted in me. I told the TSA agent they were markers and that I have had cancer 2 times and these are implanted in women to indicate where a biopsy was conducted. I asked her to please be careful around my left breast area due to the cancer, she wanted to pat me down. When she did, she pressed on my breast so hard that it was painful and I jumped and gasped. She said she was sorry but I questioned why the pat down was so forceful and really necessary. I have been through enough pain with the cancer and now, every time I go through security at the airport, I must go through the pain again. Additionally, I should have privacy and should not need to tell my personal medical history.

Please train the TSA agents how to spot cancer markers in patients. We are not criminals, just folks fighting cancer. All other countries that I enter see the markers on a scanner and do not force me to be patted down. Only the USA does this. Again,
2/8/2015 this was embarrassing and physically painful. Please look into this matter. I do not want to get the agent in trouble since she is not the only agent that has done this to me but feel it is lack of training on TSA behalf.
9:14:43
AM Thank you,

(b)(6)

Canton, MS 39046

(b)(6)

(b)(6)
Flying out of Logan this morning was a humiliating experience, and I think it is time to seriously consider how the TSA agents are trained.
Giving simple directions, such as where to stand, seems to be an opportunity to speak with a sarcastic and disrespectful tone

After I forgot to put my wallet on the x-ray belt, I was pulled aside for additional screening. I found the way I was patted down completely intrusive, having my entire buttocks and genitals groped to some extent. In shock I repeatedly said, wow, and in response the agent spoke to me like a child, telling me to screen my wallet next time.

I understand the importance of our safety, but the way TSA agents treat Americans shows no concern for our personal wellbeing, and this should be cause for concern.
2/8/2015
11:02:17 I would very much appreciate a response, and I would like to suggest how this could have been handled better. The agent who took me aside should have verbally prepared me for how intimate he was going to get with his hands, and there needs to be
AM a tone of concern for safety - because right now we are being treated like cattle.

(b)(6)
HYPERLINK (b)(6)
617.678.1207
Feb 8, 2015
Jetblue BOS to ORL flight 151

Flying out of Logan this morning was a humiliating experience, and I think it is time to seriously consider how the TSA agents are trained.
Giving simple directions, such as where to stand, seems to be an opportunity to speak with a sarcastic and disrespectful tone

After I forgot to put my wallet on the x-ray belt, I was pulled aside for additional screening. I found the way I was patted down completely intrusive, having my entire buttocks and genitals groped to some extent. In shock I repeatedly said, wow, and in response the agent spoke to me like a child, telling me to screen my wallet next time.

I understand the importance of our safety, but the way TSA agents treat Americans shows no concern for our personal wellbeing, and this should be cause for concern.
2/8/2015
11:02:17 I would very much appreciate a response, and I would like to suggest how this could have been handled better. The agent who took me aside should have verbally prepared me for how intimate he was going to get with his hands, and there needs to be
AM a tone of concern for safety - because right now we are being treated like cattle.

(b)(6)
HYPERLINK "(b)(6)
617.678.1207
Feb 8, 2015
Jetblue BOS to ORL flight 151

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

---

Remote Client IP: (b)(6)
Date Time: 2/8/2015 11:07:53 AM

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

2/8/2015 1:12:38 PM

Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DATE: 05FEB
FLIGHT: US 664
BOARD: 1100
DEPART: KOA 1145P
Comments:This is my response to the email you sent me. As a sexual assault victim I took great precautions to prevent what happened to me. I wore a non wired bra, my jacket had a plastic zipper and for the record, I did not set off any alarms. Even without setting off the alarms, I was 'patted down' on my right breast.
So according to your regulations the rules that were broken were: No explanation of what she was doing, no explaination what was going to happen next, physically having my arm raised instead of being requested to do so, using the front of her hand and failure to offer a private screening.
Sexual assault victims struggle with the loss of control. First it was my high school coach and now it is my government. Considering the number of women, one in six, who have been victims of sexual assault, this needs to be addressed better. I need to know this specific incident has been addressed and not just added to 'the number of complaints' given to a specific airport.
Thank you

2/8/2015 6:39:43 PM

Caller uses the same carry bags all the time but it was checked because it triggered an alarm. He says the TSOs were unorganized. His bag had to undergo additional screening. HE says the bag had a laptop and other electronics and a salt sand scrub for his wife. His bag had a knife in his bag and a wrench one time and they gave him the option to ship but he had it thrown it away. He says that this time they went through the bag and he got a patdown. He says that it was embarrassing. The jar of scrub was lost and he can;t replace it because it is at key west. He is calling mostly to complain about the TSA employees between 10 AM and 11:30 Am this morning. He asked about the 3-1-1 rule. He said he was interested in getting the item back. He understands why TSA screens all passengers but is unhappy with the process that he went through today.
REASON for the call:
Date Time: 2-8-2015 at 10:30 AM
Gate Terminal: B9
Airport:Ft. Lauderdale to New Orleans
Airline: Southwest
Flight #: 121
Bag tag # : ?
Bag Description: The bag was was a Swiss back pack that fits a laptop and has three compartments. The bag is black and has red swiss crosses on it.
Missing Damaged item description:
NOI:?
Special Notes: The hand scrub was more than 3.4 oz and not in compliance with the 3-1-1 rule. I explained the 3-1-1 rule to him but I don t know how effective it was.

2/9/2015 9:39:35 AM

Caller said he traveled on 12 30 14 out of JFK to Charlotte since he have a hip replacement the metal detector sounded off and he was directed for a patdown.While waiting for a patdown he saw that somebody was leaving with his carry on he tried to get the assistance from the tso near him and she told him that she could not help him.The tso admitted that there is a lot of theft at the checkpoint.He is concerned on what is tsa going to do to stop the problem and why the tso did not helped him. Passenger traveled on Jetblue but do not remember the gate.

2/9/2015 1:49:18 PM

REASON for the call:Caller was in Missoula International and she opted out of the AIT and got a patdown. She opted out of it again at the same airport on the same day and she had to remove her sweater. The first TSO that screened her did not ask her to remove the sweater and she wants to know why the second one made her take it off. She asked what her rights are during a patdown. She said the second TSO made her take off the sweater before she was allowed into the private screening area.
Date Time: 2-6-2015 2:30 PM
Gate Terminal: It was the horizon
Airport:Missoula International
Airline: Horizon
Flight #:?
Special Notes:The TSO that made her remove the sweater was in her late 40s or early 50s. The first screener that allowed her to keep the sweater on was in her late 30s or early 40s and she was

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

---

Remote Client IP: (b)(6)
Date Time: 2/9/2015 12:54:13 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight Num :9W - 227
Airline : Jet Airways
Travel Date : 01/16/2015
Terminal : B
Comments:Hi,

I was travelling from Newark Liberty International airport on 16th of Jan via Jet airways for India. I am working in USA on H1B visa which is Valid till Sep-2016.

I felt, I was harassed for more than hour for getting boarding pass. As per Airline authority,They could not get my boarding pass on 1st go as they did not get clearance from TSA on this. I still dnt know the reason for that.

Finally i had to wait for more than hour to have the clearance and had to answer multiple questions which i personally treat as harassment and Mental load.

Please let me know if you need any more details to investigate the issue. Request your attention on this.

Regards,
(b)(6)
(b)(6)

2/9/2015 2:08:27 PM

Caller wants to file a complaint for security at the airport. She was at Denver airport. She is in the military and had traveled this morning at 6 am. She was told by the first agent she would have to have a patdown and that something showed up on her hands. She had just fired a weapon and had been to the firing range but she had told them before screening started. The agent told all her stuff had to be taken off the conveyor belt and screened again and she could not touch anything. She says they did not offer her a private screening. She says the agent checked on the inside of her pants the waist line. She got a patdown from her head to her toes, on her breast area and private area. She says she just got off orders. She had ask the agent what they were looking for, no one offered her a private screening or why they did this to her. One of the agents that kept patting her down was white, she was in her mid 30 to 40 years old had a short hair, blondish in color. She says the agent was very ruff with her during the patdown. She ended up with a total of 5 patdowns. The first patdown was by a different lady, she swabbed her hands then the other agent did the other 4 patdowns. She was just coming off military orders and had just got promotion to fist lieutant. She says it was a scary and she felt humiliating. She says she told them she was in the military and had her orders.

CSM RFI----Mishandling RFI
REASON for the call: Caller was upset at her screening
Date Time: 02-09-15 at 6 am
Gate Terminal: C42
Airport: Denver
Airline: Delta
Flight #: 1516
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

2/9/2015 3:02:42 PM

I am a 68 year old professional woman who is a frequent traveler and I would like to register a complaint about your TSA workers at Omaha's Eppley Field.
I am leaving for a conference in Las Vegas and was sent to Pre-check, although I have a replacement knee. Of course the alarms went off in the x-ray and I was subject to a pat-down by a "trainee". She was being overseen by another TSA woman.
The pat-down was the most personally invasive I have ever had- she touched every, and I mean every square inch of my body more than once. I am absolutely mortified at this unreasonable and personally insulting exam.
The girl also told me that this was her first pat-down. Do you not TRAIN these people prior to letting them loose on passengers?
I fully understand the need for security and TSA procedures, however, this was bordering on personal assault. I also realize there is little you can do, however, I want to register a formal complaint.

(b)(6)
(b)(6) cell
2/9/2015 4:25:42 PM Sent from my iPhone

(b)(6)

Omaha, Nebraska 68154
(b)(6)

(b)(6) cell
Sent from my iPhone

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 2/9/2015 3:05:26 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/09/2015 9:00 AM Airline & Flight Number : US Air 1880 Checkpoint/Area of Airport : Going to US Air flight TSA Employee: (if Known) : I know, will say name at later time Comment : First of all, go back and check your video. I'm the female in the wheelchair who was humiliated.
My porter (who also remarked how I was treated, and apologized that I had to go through that) brought me through from the car to security. The gentleman (who I will name at a later time) became annoyed when he said I had to walk through the x ray machine and I said I can't, I'm in a wheelchair. He became more annoyed and said well you have to get searched, a pat down, and I said fine. I don't know why but in a gruff tone he said you can use a cane. I told him I don't have a cane to use but if he had one I would use it. I said I can't stand alone because I just had surgery on both feet. He called for a cane and I had to wait. Now the embarrassing part. I can't walk all that great because I just had surgery on both feet. It's embarrassing and I'm unable to stand straight on my own. So my porter rolls me up and helps me into the machine. I'm holding on to the cane and the machine. The TSA guy angrily has the chair moved through to the side I should exit. The woman says I can't do the x ray unless I can hold the stance. I told her what I told the gentleman and the gentleman told me to go through. So she's telling him I can't go through, I'm so embarrassed, I need my chair to sit and now it's on the other side. I have to now wait for the chair to be brought back. I'm holding everyone up. This is when the porter became upset too. after finally getting the chair, holding up lines, being embarrassed I look at the TSA guy and ask his name. His reply was "why, is that a good or a bad thing." I said no bueno. I then sat down in my chair. The TSA guy yells to get a female to do a pat down. We waited. The porter said to the TSA gentleman, she's going to miss her flight. He said it is not my fault that we are understaffed with females who can do pat downs, it is not my fault if she misses her flight. So we wait and I'm looking at him smiling because I am so mad and embarrassed that if I don't smile I will cry. (It's embarrassing enough having to be helped and not being able to walk properly because I just had surgery this past Friday, but to have a person be rude to someone who is temporarily disabled is uncalled for, is is uncalled for during any circumstance!) We keep waiting. So I smile at him and look at my watch, he then says really loud "Well if you would have come 2 hours early like you were supposed too you wouldn't have to worry about missing your flight. It's not my fault." The porter said "what does that matter, she still would have to wait and be treated like this." (I had no bags to check and I was told to come an hour before the flight so I would not have to sit in pain). We still waited and finally a female came to pat me down. She was very nice and professional. We made it just as the plane was opening the doors to be boarded.
2/9/2015 4:26:28 PM
My question is this, does TSA treat all disabled women like this, routinely?
Do disabled women in wheelchairs all get humiliated, degraded, and have to wait in embarrassment?
Is there not training regarding women who are disabled?
Please check your video tape, I'm sure you will see who the person is that I am talking about.
I do plan to call the ADA and explain how a woman with a disability was treated.
You can thank that gentleman for publicly humiliating me.
Oh, please send me a copy of the tape. When you respond I will give you me address.
Any more questions? Please ask.
Thank you for listening,
(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

2/9/2015 4:35:30 PM	Disability Description: Caller needs injectable medications. Incident Details: Caller said he has injectable medication that is required to be screened by hand. Caller said he has been having the medication screened that way for months and has not had a issue. Caller said when he was at the Detroit airport when he advised the TSO his injectable medication had to be hand screened he was then given a patdown and all of his items were searched at the checkpoint. Caller said he feels he was discriminated against because of his disability. Caller requested to speak to a supervisor. Caller wants to know why he has to file his complaint in writing? He requested the information be e-mailed to him.
2/10/2015 1:59:00 PM	Caller and his wife have KTNs and she has a hip replacement. She tried to present her card about her implants. They do not even look at the card. This has become a harder situation for them because they always move her over to another line where there is an AIT. Sometimes they take her to the front and sometimes she has to wait in line and it defeats the purpose of paying a fee and getting a KTN. He has no issues when he travels by himself. Callers wife got on the phone. She does not mind the AIT or the wand but does not like to have peoples hands on her. He asked if they should acknowledge the card. They have flown from FLL. He asked if the AIT is at FLL but his wife said the AIT is there but not at the precheck checkpoint. He asked if AIT is similar to MRI. He tries to get as little radiation as possible and will sometimes ask for a patdown.
2/10/2015 5:30:51 PM	Disability Description: Caller has a blood disorder and needs medications. Incident Details: Caller said she was departing Maui and she had medication. Caller said she has a blood disorder and her medication can not be screened by x-ray. Caller said she advised them she had medication that she would like to be hand inspected. Caller said she went through the WTMD and there were no alarms. Caller then said the TSO advised her she was going to receive a full body patdown and all of her luggage needed to be hand inspected. Caller said the TSO advised her she would be subject to a full body patdown because she has medication that needs to be hand inspected. Caller said she should not be subject to a patdown just because she has medication that needs to be hand inspected. Caller said she feels discriminated because of her medical condition. Caller said she should not be subject to a patdown after her and her luggage clear screening just because she has medication that needs to be inspected by hand.
2/11/2015 12:12:30 PM	Caller just got back from MCO. All of her items fell out of her bag at the checkpoint when the officer grabbed her bag. She had an expensive e-cigarette in her bag and it was shattered. It s worth $75.00. The officer was frustrated. She had a shopping bag and her purse. There's an outside pocket on the purse. She had to wait 20 minutes for her to do the patdown. The officer grabbed the bag briskly. She walked over and explained how she couldn't be blamed for all of the items falling out of the bag. The caller said that she felt bad for her because she was clearly overwhelmed. She thinks the airport was very understaffed. REASON for the call: damaged e-cigarette Date Time: 2 9 15 at 4:30 Gate Terminal: she doesn t know, it was the security gate leading towards Southwest Airport: MCO Airline: Southwest Flight #: 442 Bag tag # (10digit): N/A Bag Description: It was in her purse in the outside pocket. Missing Damaged item description: e-cigarette that fell out of the outside pocket of the purse NOI present (writing on it): N/A

Submitted on Thursday, February 12, 2015 - 03:16 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Assault and sexual abuse (hit testicles, hard, twice during a requested pat down) Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address (b)(6)
City: SAN JOSE
State: California
Zip Code (Post Code) (b)(6)
Other: United States
Email: (b)(6)

2/12/2015
8:28:13
AM

==Incident Information==
When did this happen? 02 11 2015
Where did this happen? CALIFORNIA - SAN - San Diego International
What happened? At about 6:00pm PST, i requested a pat down at security on my way to Gate 10 at San Diego International Airport. i had to wait about 10 minutes for someone to arrive. when he did, he asked twice if i wanted a private room for screening, which i twice declined. he proceeded to do the usual screening (i get pat downs EVERY time i fly). when it came to checking my inner thigh outer hip, he karate chopped my testicle after saying, now i m running up your thigh to your torso. OW, i said. you hit my testicles. he didn t say anything. he got to the other side, said the same thing, and chopped my other

THE RESPONSE BELOW WAS SENT TO YOU 10/19/2014 9:35 PM. YOUR LATEST EMAIL TO ME REFERS TO 48 HOURS....WELL IT IS JUST NOW SHORT OF 100 DAYS AND IT IS OBVIOUS TO ME EITHER NO ONE IS READING THE EMAILED COMPLAINTS OR YOU ARE HOPING I WILL GIVE UP AND GO AWAY. I CAN ASSURE YOU I WILL NOT GIVE UP OR GO AWAY UNTIL I GET A JUSTIFIABLE RESPONSE.

(b)(6)

While taking time from our vacation in Maui this past weekend, my father-in-law, Reverend (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I herd over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone, (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wanding a 79 year old man is GROSS INCOMPENTENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui. but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either, I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes late the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

2/12/2015 8:01:58 PM

My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

The information contained in this transmission is intended for the personal and confidential use of the individual or entity named above. This information may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you receive this transmission in error, please notify the sender and delete this e-mail. No employee or agent is authorized to conclude any binding agreement on behalf of another party by e-mail.

-----Original Message-----
From: TSA-ContactCenter [mailto:TSA-ContactCenter@tsa.dhs.gov]
Sent: Thursday, February 12, 2015 12:49 PM
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/13/2015 12:48:56 PM

2/13/2015 2:07:08 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Feb 9, 2015
SFO to HKG flight # UA869
Comments:Employee took a Swiss Army utility tool out of my bag, flipped open the only knife, and thrusted it directly at me before telling me that I can either check my bag or surrender the item. The thrusting was completely unnecessary and unsettling/ frightening.
Dear sir or madam:

When I left from AUS to BWI earlier this week, I did not have to take off my coat or shoes, take my laptop out of my bag, or enter a microwave naked scanner at the security checkpoint.

When flying back from BWI a few days later, I had to empty all my pockets, take off my coat and my shoes, take the laptop out of the bag, and either enjoy a naked scan or have a manual pat down

2/13/2015 4:10:34 PM

Why do AUS and BWI have different procedures?
Is one or the other less secure?
Why can't BWI have the same simple and smooth procedures?
Why can't BWI TSA people treat me with the same friendliness as those in AUS?

(b)(6)

2/13/2015 4:10:49 PM

I recently was on another trip to Denver and experienced a problem I wanted to make you aware of. I travel to that airport frequently but I was so surprised to find both my husband and I were both TSA approved for the first time. I have had a knee replacement and after putting all the items on the belt and getting in line I found there was no AIT machine for precheck. All of the other lines had one. I assumed the pre-approval was a reward for being a frequent flyer but here I found it was a punishment. I had to leave my husband(he then had the responsibility of all of our belongings) and go down to another lane to go thru the AIT machine. Otherwise I would have had to wait for an attendant and then go thru the "pat down" (which is not a quick procedure, and not pleasant to say the least).
I always look to see if there is a machine before I get in line and never imagined there would not be one in a pre approval line. I am hoping this makes you aware of the problem and are able to correct it. With the amount of flyers now I would think the money would be available.
Thank you,
(b)(6)

2/14/2015 3:09:31 PM

To whom it may concern.

I need to make a complaint about the service at Gunnison Colorado airport.

I am a TSAPrecheck subscriber and was told that TSAPre was observed in the Gunnison, Colorado.
Upon entering security check I was handed an Orange TSAPre card to show the agents. The first one at the first conveyor belt told me to remove my liquids, jacket and pockets. I questioned this, but she insisted and would not make eye contact with me. Going through, the X-ray the operator asked for a bag check on my bag due to a laptop which was actually a Microsoft surface, even though TSAPre is supposed to allow laptops to stay in their case. A woman checked my surface with a swab and an explosives alarm went off. I was then told to remove more of my clothes, shoes, belt, and that a full patdown of my person would be done. It comes to no surprise that I was found with no problem items or further explosives alarms when checked more throughly.
I was not supposed to be checked like this in the first place due to a service that I had spent money and time acquiring. The ignorance of the 5 agents who took part in my security check were ALL completely and utterly ignorant of what TSAPre means and clearly do not know how to operate their equipment/tools.

Agents such as these wasted my time and added embarrassment to me (all of this was done out in the public). Whoever holds these agents accountable for their training and management needs to use this opportunity for further educating.

As a "customer" of TSA I should not know the rules of TSAPRECHECK better than agents who make money entirely on their knowledge of these rules. All of the information I have is found on the TSA website :

http://www.tsa.gov/tsa-precheck/what-tsa-precheck%C2%AE

Thank you and I hope to hear a follow up to this email.

(b)(6)

2/14/2015 7:14:44 PM

Caller said he is flying from Tampa and just went through the checkpoint and said he feels violated with the patdown. He said he talked to the supervisor, (b)(6) at the checkpoint and he filled out a comment card that said it expires April 2014. He said the Supervisor told him he would review the tape. He said he does not have the name of the Officer who did the patdown but he said that the Officer explained it to him. He said he wants the CSM to call him back. He said he was brushed off by the Supervisor at the checkpoint and that he wants a call back.

Mishandling RFI

REASON for the call:Patdown Complaint
Date Time: 02-14-15 at 8:20 pm and he was at the checkpoint at 7:30 pm or 7:45 pm
Gate Terminal:E 74
Airport:Tampa
Airline:Air Canada
Flight #:unknown
:RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport
Special Notes:He said he wants the CSM to call him back

Good Afternoon

I will rarely gather the nerve to complain about services. I seldom do. But this TSA at San Jose International brought me to do so.

I've flown through 4 different airports in the past month. I've had nothing but curteous professionalism from TSA officials. But my experience today at San Jose was bar none, the worst I've seen in years.

I was pre-checked due to my active duty service in the United States Navy. The pre-check line was closed off. No problem, I waited in the line with everyone else. I asked the first gentleman if pre-check standards were still in place and if I could keep my shoes and light jacket on. He quickly shooed me away and completely disregarded my question.

A woman behind me in line for the body scan made a comment that she needed to use the restroom. This older woman who was a TSA official then made an incredibly rude and uncalled for comment. She said "you can go to the bathroom right there," as she pointed to the carpet floor in front of the metal detector. I did not catch her name.
I was and still am appalled at the behavior of your "professionals."

2/15/2015 9:10:42 AM

I then noticed that some people were keeping their shoes and jackets on. Obviously they were pre-checked as well. I then told an officer (b)(6) that the man at the desk had ignored me when I asked if pre-check was still relevant. He apologized but seemed overwhelmed by the mass of people who were waiting to be screened.

Once I was done with getting pat down, I asked another woman if it was unusually busy. She also disregarded me completely.

I do not expect royal treatment nor do I want the people who are keeping us safe at airports to lose professionalism. But this, I'm sorry, is inexcusable.

I went through the TSA at SJC on February 14, 2015 at 15:45 local time.

Thank you for your time.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/16/2015 9:08:24 AM

2/16/2015 10:15:39 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight # 2129 on US Airways in Terminal C at the Washington Reagan Airport Gate #43
Comments:I fly two times every week from January till May and this is the first time it was necessary for me to get patted down AFTER going through a full body scanner. The TSA agent proceeded to grab BOTH of my inner upper thighs and slid his hands down to my knees. I find this action unacceptable, inappropriate and completely unnecessary. I also wear the same pants every time I do travel and never was an issue before. When I questioned why he needed to do this he simply told me to move along. That whole experience just was not acceptable.

RE: TSA overreach

Dear Congressional Representative McSally,

Today (2/15/2015) I was subjected to irregular TSA screening procedures that concern me, and I am concerned that as a consequence I will be unduly subjected to additional screening in the future. I would appreciate it if you would investigate further, for I was unable to obtain any information other than an email address at DHS to contact.

I am a frequent traveler, and have TSA prechk. I was outbound on US5442 to PHX from SLC. I went through the PreChk lane with a laptop bag, a jacket on, and my wallet in my pocket. My laptop passed through the tunnel, and I was directed through the metal detector. I alarmed; I was instructed to remove the contents from my pocket (wallet) and pass them through the xray tunnel, but not instructed to remove my jacket. I complied, and attempted to pass through the metal detector again. After passing through I was instructed to go back out and go through the millimeter wave scanner. I agreed but insisted that an agent retrieve my wallet from the small round bowl and keep it my sight. A agent was found and retrieved the wallet and kept it visible. I passed through the millimeter wave scanner. I passed through and was stopped for a patdown. I was shown a computer display that showed multiple ATR outlines on my upper torso from my jacket, which had several zippered pockets.

At this time a male TSA agent approached and instructed me that he was going to pat me down, including my groin. As no ATR signal was present that I could see, I objected. At this point the supervisor said I needed to be patted down.

2/16/2015 10:16:35 AM

I offered to remove my jacket and pass it through XRay independently, as my understanding of TSA policy is that Millimeter Wave Technology is offered as an alternative to a patdown, and that I would pass through the body scanner again. That was again refused by the supervisor in uniform.

I asked to be told by someone that my choices were a) an intrusive patdown or b) miss my flight. A uniformed police officer then presented himself and confirmed those were my choices. By this time (b)(6) Security Manager was present, a discussion followed, with the result being that my jacket - but not my groin area - was patted down. I asked that the police officer remain and observe the patdown, and he complied.

Before being allowed to proceed, a form was filled out by the uniformed supervisor. He asked for my driver's license. I asked why he wanted my driver's license, as I was prepared to give him my Armed Forces ID, a green one showing me to be an IRR 05 in the naval medical corps. He said something to the effect of "give me the ID that was checked on the way in" so I gave him my Drivers License.

Why? Because the police had to be called. Why? because I requested their presence.

Something went wrong here but the entire story being told by TSA is that you don't need a patdown if you agree to the body scanner. I would like a clarification of their policies, an explanation as to why there is no one in the TSA that is authorized to say "your choices are to be patted down or not to fly" (apparently by the actions today, only the police can convey that message), and if I am now on some form of continued surveillance.

Thank you.

(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/16/2015 11:36:01 AM

Name (b)(6)
Email (b)(6)
Complaints:Inconsistent Screening (Different Practices between Airports)
2/16/2015 12:02:58 PM
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):El Paso (ELP) February 14
Comments:Disabled passenger (b)(6) has been in a wheel chair for less than a year (b)(6) s weak on one side and has some cognitive impairment as the result of a stroke. He was carrying coats and a wooden cane but no carryon items. (b)(6) and (b)(travelled from PDX to ELP with no delay and had a great first air travel experience. (b)(6) no longer drives and used an expired license as a form of ID. He was treated well in Portland, Oregon. Returning from El Paso, Texas, after checking baggage and wheel chair, TSA staff separated the travelers to perform an in-depth pat down search of (b)((b) went through her own screening. When completed, (b) could not see (b)(6) and assumed that airport staff had already moved him to the departure Gate. When (b) got to the Gate, an unhearable announcement went over the intercom for her to return to security. (b) travelled back to Security (a long distance). (b)(needed more ID, and was setting off an alarm. He did not know there was a cell phone in one of the coats. On arriving at security, (b) gave more ID of prescriptions, employee ID, etc. by emptying her bag. Security okayed his ID. Again, (b) travelled back to the Gate rushing now with the assumption that staff would get (b)(to the gate on time. For some reason, security radioed the Gate that it would be another 10 minutes. Southwest Airlines said they would wait for him. The gate staff requested that he be brought to the plane as quickly as possible. (b) boarded the plane and took a seat. A few moments later, she was told that the plane had been ordered to push off. There was a question of whether she wanted to leave without (b)((b) departed the plane to find that (b)(was at the end of the ramp. Neither were allowed to board the last departing plane that would connect to Portland on the same day. Southwest paid for lodging for a disabled person as well as meals. It is not fair that it cost Southwest for the TSA-caused issues. We understand that traveling with a disability requires more time, believe me. The process time and incompetence of separating a disabled person from their escort caused difficulties for TSA staff, Southwest staff and irreparable bitterness against El Paso airport security. The next day PTSD set in (b)(knows that the work that TSA does is important but could not help but be shaken by the prior day's experience. She could not be even slightly courteous to staff that does thankless work.
Do not separate disabled people from their escorts. (b)(was put in danger by TSA.

To Whom It May Concern:

I am writing to file a complaint regarding discrimination due to a disability or medical condition.

I have used your passenger support program several times now and it is very helpful. The passenger support specialists and supervisors with whom I have interacted are willing to listen and make an accommodation for my disability. However, the employees actually implementing the screening procedures do not make these accommodations, even when instructed by the supervisors passenger support specialists. I recently sustained a fracture due to this. However, I have fallen multiple times going through TSA due to employees not making the requested accommodation.

I have a rare movement disorder, hyperekplexia, which causes me to startle easily and to stiffen and fall to the ground when startled. The imaging scanner you use for screening makes a noise and has a movement (as the mechanism swings around in a circle). This startles me if I am not warned. However, if I am given a warning (e.g. I m pressing the button now or I m going to press on the count of 3. 1, 2, 3 , etc.), I have no problem with this. This appears to me to be a very simple, reasonable accommodation that requires only a few extra seconds of time. I call ahead and request this accommodation. I explain what will happen if the accommodation is made and what will happen if it is not. I provide any information requested. I explain it to the supervisor or passenger support specialist when I arrive at the screening location. I explain that if the accommodation is not made I will fall to the ground. In my home airport, Jacksonville International Airport, I have not had a problem with the scanner. However, on three different occasions in three separate airports, I have had a problem.

2/16/2015 12:03:48 PM

In the Minneapolis St. Paul airport (not sure of date) I fell to the ground landing in a sitting position when the passenger support specialist called to the person operating the machine what accommodation I needed and the person operating the machine did not give me a warning and pressed the button immediately upon my entering the machine.
In the Washington Reagan airport (9 1 14 at approximately 10 a.m.) I fell to the ground again when the supervisor stood directly next to the person operating the machine, told her in my presence that she should press the button only after the count of 3, told me to enter the machine and raise my hands, and the operator pressed the button without warning. The supervisor even turned to the employee and said Didn t you listen to what I just said?
In the Chicago Midway airport (12 28 14 at approximately 1:30 p.m.) I fell to the ground the 3rd time when the supervisor stood directly next to the person operating the machine, said in my presence that they were going to do something different to provide an accommodation to me, that I needed a warning before pressing the button, and that he (the supervisor) was going to operate the machine, told me to step into the machine and put my hands above my head, and as soon as I put my hands up the operator pressed the button. I felt sore but I did not at first think anything was wrong since it always feels sore when I have fallen onto my bottom onto the hard floor when going through screening. However, when the pain continued I went to my PCP, had x-rays, and was diagnosed with a fractured coccyx.

I understand that the machine operators are trained to be efficient and to press the button as soon as a passenger s hands go up. I am sure they do this so many times that they are on automatic pilot especially in busier airports. However, this does not help me as I have now fallen to the ground three times. I sustained minor injuries (bruising) the first two times. I sustained a fracture the third time. I could have sustained a much more serious fracture, such as a broken hip, that might have required surgery, a prolonged recovery, and might have left me even more permanently disabled.

While your program to train designated staff and supervisors is a good one and they do appear to listen and understand the accommodation that is needed, if they are not actually the ones who operate the machines or implement the procedures, it does not matter how well trained they are. This appears to be a weak link in your system. It was suggested to me when I called after learning of my fracture that I ask for a pat down from now on. However, I can fall even from a seated position in a
El Paso International Airport
6701 Convair Road
El Paso TX 79925

Experience on Valentine's Day, 2015.

Disabled passenger (b)(6) has been in a wheel chair for less than a year. (b)(is weak on his left side, can not use his left arm and has some cognitive impairment as the result of a stroke. He was carrying coats but no carryon items. (b) and (b)(travelled from PDX to ELP with no delay and had a great first air travel experience. (b)(no longer drives and used an expired license as a form of ID. He was treated well in Portland, Oregon. Returning from El Paso, Texas, after checking baggage and wheel chair, TSA staff separated the travelers to perform an in-depth pat down search of (b)((b) went through her own screening. When completed, (b) could not see (b)(and assumed that airport staff had already moved him to the departure Gate. When (b) got to the Gate, an unhearable announcement went over the intercom for her to return to security (b) travelled back to Security (a long distance) (b)(6) needed more ID, and was setting off an alarm. He did not know there was a cell phone in one of the coats. On arriving at security (b) gave more ID of prescriptions, employee ID, etc. by emptying her bag. Security okayed his ID. Again, (b) travelled back to the Gate rushing now with the assumption that staff would get (b)(to the gate on time. For some reason, security radioed the Gate that it would be another 10 minutes. Southwest Airlines said they would wait for him. The gate staff requested that he be brought to the plane as quickly as possible (b) boarded the plane and took a seat. A few moments later, she was told that the plane had been ordered to push off. There was a question of whether she wanted to leave without (b)((b) departed the plane to find that (b)(was at the end of the ramp. Neither were allowed to board the last departing plane that would connect to Portland on the same day. Southwest paid for lodging for a disabled person as well as meals. It is not fair that it cost Southwest for the TSA-caused issues. We understand that traveling with a disability requires more time, believe me. The process time and incompetence of separating a disabled person from their escort caused difficulties for TSA staff, Southwest staff and irreparable bitterness against El Paso airport security. The next day PTSD set in. (b) knows that the work that TSA does is important but could not help but be shaken by the prior day's experience, and could not be even slightly courteous to staff that does thankless work.
Do not separate disabled people from their escorts. (b)(was put in danger by TSA. He had checked his wheel chair, and was at the limit of some of his medications. Staying an extra night in El Paso could have been disastrous.

2/17/2015 9:07:42 AM

This is not the first time that I have heard about staff at the El Paso airport being less than helpful but it is the first time that I, myself, have experienced it.

Sincerely,

(b)(6)

(b)(6)
Amity, OR 97101 (b)(6)

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/16/2015 5:21:03 PM Airport : MCO - Orlando International Date/Time of Travel : 02/09/2015 7:30 AM Airline & Flight Number : Southwest Airlines Flight 4809 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :

2/17/2015 9:07:56 AM

Comment : When I was traveling through MCO on 2/9/15 I hit the security checkpoint at approximately 7:30 AM. After going through the screening machine I was told I was being pulled for additional screening. I was taken off to the side and my purse and backpack were placed on a counter in front of me where I was told to make sure I could always keep my eyes on them. There were three female TSA agents in total present. One of them gave me a thorough pat down. She was very professional and explained everything that she was going to do prior to doing it. After I was cleared through her pat down, I was told to step up to the counter to have my bags inspected. As the two remaining agents began going through my belongings, they began asking me many questions about my trip. It seemed a little intrusive, but I answered them. But then, my prescription medications were removed from my purse. The TSA agents asked me to name every medication I had in there and state why I am taking them. I would like to note that my name was on every prescription. They then followed up asking if I had taken my prescriptions yet that morning, when I stated I had not, they asked me if I was supposed to. I don't travel very often, and almost never by air, so I had never been subjected to any additional screening by the TSA. I felt very flustered by being asked to disclose my personal medical information in a screening process and did not know if this was the norm. I understand that security is of great importance with air travel, and I have no issue with being pulled for a pat down and a bag inspection and sacrificing some personal comfort if it means keeping our airplanes secure. But I cannot understand the need to explain my personal medical history to the TSA. Can you please clarify if this is standard protocol? I appreciate your reply.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

TSA 7 23 14

Dates of travel 6 20 2014 to 6 24 2014

(b)(6) Belvidere, NJ, 07823.

To whom it may concern.

This letter is in response to paper work that was sent to me, in regards to a complaint I filed with TSA. Since your office and Homeland security say I need to follow all their procedures, so here are the facts and dates of everything that accord.

I had a trip planned to West Palm Beach with my wife for my best friends son's wedding. I called a few days in advance to find out the procedures for I am in heart failure and wear a life vest, plus I have steel rods in my back and replaced knee, also I have heart stents.

2/17/2015 11:57:22 AM

I was informed of the procedure's I had to follow and was asked if I wanted help at the air ports, I said yes please. A letter was sent to Newark and West Palm Beach from your TSA office. I received documentation on what to do and tried to follow it. I arrived at Newark airport and started to follow the instructions and no one could either other stand what needed to be done or did not want to see the paper work from TSA. So needless to say it started I got to check point and was delayed for about 45 minutes.

I explained everything to them, I tried showing all my medical paper work, and they said it was useless I was separated from my wife for this amount of time. Then the real embarrassment comes. I went thru the scanner and of course it sets off the alarm, then my bags had to be searched in which I had documentation on the medical devices, while this was going on I was escorted to a private room which I was not to be done without a supervisor and my consent. I asked for a supervisor and it was ignored.

I had a pat down in private, this was No Good, a supervisor was not present, and if one was he did not notify me of this. They did a bomb residue test it came back positive so they did a different type of test which was negative. The one security officer said that the first test does this quite often. Now remind you you're doing this to a person in heart failure.

Now we go back 45 minutes only to witness a couple with two young children going thru a search as well. They had to break down their strollers' cloth to metal while tending to their children. Don't you think this is a TSA job if they suspect something? There was the embarrassment for the couple as well as a long delay on the lines. (PS this couple who got this treatment happened to be at the same wedding as my wife and I.)

I was treated like a criminal. This is said for I do more for the public for free verses your employees. I paid for a good flight out of some good airports and was treated like the bad guy from the minute I entered the building.

The first time was in Allentown Airport, where I showed all my medical papers which were totally ignored. I was screened patted down and sent into a private room for a strip search. (In which I was informed they performed the strip search illegally) all because no one paid attention to my documentation. This is no way to treat a person who is one hundred percent disabled. It is a disgrace.

Submitted on Tuesday, February 17, 2015 - 12:12 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: jacksonville
State: Florida
Zip Code (Post Code): 32209
Other:
Email:

2/17/2015 2:29:59 PM

==Incident Information==
When did this happen? 02 14 2015
Where did this happen? FLORIDA - TPA - Tampa International
What happened?
It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa international airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she

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

---

Remote Client IP: (b)(6)
Date Time: 2/17/2015 5:44:25 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Gate: 206
Flight: 3445
Airline: Alaska
Airport: Ontario, CA
Comments:To whom it may concern,

2/18/2015 8:43:23 AM

Yesterday Feb 16, 2015 @ 10:00 am I was going through security at Ontario airport. I have a medical condition that requires me to wear a mechanical knee brace. As I proceeded through the metal dector it obviously went off I explained to TSA officer (b)(6) " I didn't catch his last name. As I explained what I had his reaction was " UGHHHH!! I need a male assisted pat down!" I've flown with my brace many times. I don't pack it in my suitcase cause it takes up to much room. I've never encountered any kind of reaction the way that I did in Ontario. I felt a complaint should be made cause this guy was very unprofessional.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 2/18/2015 8:17:29 AM Airport : DEN - Denver International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

2/18/2015 10:18:59 AM

TSA Employee: (If Known) :
Comment : I have a precheck boarding pass. I also have a hip replacement. I was refused the opportunity to go through the scanner, something that I am offered at every other airport. So I was forced to remove shoes, etc. and undergo a manual pat down screening. Why, then, should I bother with TSA precheck?? What can I do to avoid this hassle in the future? Do you have some other credentials that I should carry?
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

Rachel Benge

TSA Contact Center

CCR

(b)(6)

2/18/2015 10:19:01 AM

From (b)(6)
Sent: Wednesday, February 18, 2015 4:20 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 2/18/2015 4:19:44 AM

Name:

(b)(6)

Email:

From: (b)(6)
Sent: Wednesday, February 18, 2015 9:50 AM
To: TSAExternalCompliance
Subject: D-RFI: Michael Starr

Attached please find a complaint regarding my recent treatment at the Detroit Airport which completely deviated from past treatment I have received when I asked to have my multiple sclerosis medication hand-screened so it did not go through the x-ray, as per my doctor's orders.

Please confirm that you have received the complaint and that I have filed it properly, per the note below.

Thank you,

2/18/2015 10:19:05 AM (b)(6)

(b)(6)

Hackensack, NJ 07601

(b)(6)

HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/18/2015 10:46:42 AM

2/18/2015 12:34:04 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Austin Bergstrom airport pre-check line
Comments:Every time I utilize this airport, I am singled out for a pat down. This does NOT occur in other airports that I travel from. One TSA employee told me that the situation is occurring because he declared, "you are in the Pre-check line". In other words, don't utilize pre-check! Why did I take the time and money to have my pre-check authorization?!
Greetings:
Whoever just screened me for United Airlines Concourse D needs a rest, a suspension or to be fired. She was too angry or passive aggressive to tell me to be still for the X-ray and scolded me in a very angry tone the whole time, from the x-ray through the pat down. After the pat down she was satisfied and quit scolding. I'm sure good minimum wage help isn't that hard to find that you can't eliminate hostile screeners. I'll never forget the New Orleans airport.

2/19/2015 8:47:52 AM (b)(6)

Sent from my iPhone

I am very concerned about, what appears to be, a serious problem with the Pre-Check program. The first two times that my wife and I used the program it took us 30 minutes the first time and 20 minutes the second time to get through security checkpoints.

The reason? You have no plan for people who have joint replacements, pacemakers, or implanted defibrillators. Both my wife and I triggered the metal detector when trying to go through security. She has had a hip replacement and I have had a knee replacement.

You refer to this as a "trusted traveler" program but you don't trust us. The whole point of the program is to speed up the security checks but, what you have done, just slows the process down severely.

2/19/2015 8:49:27 AM

Both times we used the program we had to be "patted down" since you have, apparently, done away with the hand-held wands. In the first case, at DFW, there was no one available who was qualified to do the "pat down" and we had to wait a half hour for someone to arrive. The second time, at SDF, we had to wait because the only person qualified to do the "pat down" was busy.

This is ridiculous. The program does not work. It's worse than not having the program.

Why don't you "trust" the "trusted travelers" and keep a record of people who have implants that might trigger alarms so that the program works? All you would need to do is use a wand to check that the implant location matched the data on file for the particular passenger. This is so simple that it is almost inconceivable that you are not already doing it.

I would appreciate your letting me know what is being done to correct this deficiency.

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

---

Remote Client IP: (b)(6)
Date Time: 2/18/2015 7:01:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Jaun Puerto Rico
Delta flight 0506 Feb 11,2015 Checkpoint 2

2/19/2015 8:49:48 AM

Comments:Let me tell you about a recent experience I had with TSA in San Juan Puerto Rico. I was in Puerto Rico on business and was traveling back to Atlanta on Delta. I was selected for TSA Pre check and then selected for random extra screening. I stood where asked for 5-7 minutes and when no Man came over to do the extra screening, I asked the female agent if I could sit down about 5 feet away because my legs were bothering me. She told me to just stay where I was. After about 8 or 9 minutes I asked if they could please find someone to help me. The agent said something and a male agent came over and he was very abrupt. He asked me the usual questions about luggage, anything in my pockets (multiple times), told me to remove my belt and my shoes and then asked me if I had any sensitive areas from surgery etc. I told him I had recently had prostrate cancer surgery, Radiation treatments and a quadruple bypass and pointed to the areas that were tender (BIG Mistake). He told me what to expect with the body search including that he would be searching "between my buttocks" and in my groin area. I told him that I wanted it done in private and asked to see a supervisor. A female supervisor came over and asked what I wanted. I told her that I am a frequent flyer and a pilot and had never been treated so rudely by TSA. He then repeated what he would be doing to me. I again asked for it to be done in private and looked to at the supervisor for some assurance. He told me that I was to look at him and was I ready for him to start his speech over again. He would not continue until I made eye contact with him. After restating the body search process again I said I would like their badge numbers or names. The supervisor told me I would be given the requested information. They took me to a room where we were joined by another man, and the original man told me to put my feet on the marks on the floor. I did but they told me to face the other way and I did. He went over my entire arms, back, legs, between my buttocks and then told me to face him. I turned and put my feet on the marks. He patted down my arms sides and when he got to the center of my chest (where I had told him I was tender) he pushed harder than anywhere else and I flinched. I started to unbutton my shirt to show him the incision, but he said he didn't want to see it. I put my feet back on the marks and he continued. When he got to my groin he told me to spread my legs farther so I placed them outside of the marks. I am 6 feet tall and 192 lbs so my legs are not fat and he clearly did this so that he could Grope me to show me he was boss. I have been patted down before but always with the back of the hands, he was using front of the hands and fingers. They told me I could put my belt and shoes back on and the agent that groped and violated me left. The second man and the supervisor escorted me out of the room and I asked for the names of the supervisor and the agent that left (groper). They then asked me what airline I worked for and said that I needed to show them my identification. I gave the man my drivers license and pilots license and he copied down my information. He asked me what flight I was on so I told him the airline and flight number. The supervisor said that she wanted to see my ticket to verify my information and I laid it on the counter and told her I didn't appreciate her insinuation that I was lying. She said I never said that you were lying. They would not give me the gropers information and when I reminded her that she said that she would provide it she denied it (a clear lie). The man wrote down his name and her name. When I looked at the names he had given me it didn't look like what I could see on her badge. I asked her to show me her whole badge, part of it was cover by her uniform, and she said so you are saying that we are lying. I told her that the name on the paper they gave me didn't match what I could see on her badge and again asked to see her name on the badge. She finally showed me the badge and it was clear that the male agent had written down a completely different last name. I have the paper and I would be happy to scan it and send it to you. So to recap, I was treated rudely, groped and violated, told I wasn't entitled to the identity of the groper and given a false name for the supervisor involved. I already know what the people involved will say. They will say that they all back each other up and all acted appropriately, that I was the only person that was wrong and that the name being wrong was an honest mistake. I hope that you will prove me wrong or at least put a note in their personnel files because if only 1 person in 100 that is mistreated complains, other people have probably already complained. People that act this way don't often change. By the way, the groper was a clean cut man in his twenties or early thirties. Also, when addressing the agents I never said groper I only stated it in

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

---

Remote Client IP: (b)(6)
Date Time: 2/18/2015 7:01:44 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):San Jaun Puerto Rico
Delta flight 0506 Feb 11,2015 Checkpoint 2

2/19/2015 8:49:48 AM

Comments:Let me tell you about a recent experience I had with TSA in San Juan Puerto Rico. I was in Puerto Rico on business and was traveling back to Atlanta on Delta. I was selected for TSA Pre check and then selected for random extra screening. I stood where asked for 5-7 minutes and when no Man came over to do the extra screening, I asked the female agent if I could sit down about 5 feet away because my legs were bothering me. She told me to just stay where I was. After about 8 or 9 minutes I asked if they could please find someone to help me. The agent said something and a male agent came over and he was very abrupt. He asked me the usual questions about luggage, anything in my pockets (multiple times), told me to remove my belt and my shoes and then asked me if I had any sensitive areas from surgery etc. I told him I had recently had prostrate cancer surgery, Radiation treatments and a quadruple bypass and pointed to the areas that were tender (BIG Mistake). He told me what to expect with the body search including that he would be searching "between my buttocks" and in my groin area. I told him that I wanted it done in private and asked to see a supervisor. A female supervisor came over and asked what I wanted. I told her that I am a frequent flyer and a pilot and had never been treated so rudely by TSA. He then repeated what he would be doing to me. I again asked for it to be done in private and looked to at the supervisor for some assurance. He told me that I was to look at him and was I ready for him to start his speech over again. He would not continue until I made eye contact with him. After restating the body search process again I said I would like their badge numbers or names. The supervisor told me I would be given the requested information. They took me to a room where we were joined by another man, and the original man told me to put my feet on the marks on the floor. I did but they told me to face the other way and I did. He went over my entire arms, back, legs, between my buttocks and then told me to face him. I turned and put my feet on the marks. He patted down my arms sides and when he got to the center of my chest (where I had told him I was tender) he pushed harder than anywhere else and I flinched. I started to unbutton my shirt to show him the incision, but he said he didn't want to see it. I put my feet back on the marks and he continued. When he got to my groin he told me to spread my legs farther so I placed them outside of the marks. I am 6 feet tall and 192 lbs so my legs are not fat and he clearly did this so that he could Grope me to show me he was boss. I have been patted down before but always with the back of the hands, he was using front of the hands and fingers. They told me I could put my belt and shoes back on and the agent that groped and violated me left. The second man and the supervisor escorted me out of the room and I asked for the names of the supervisor and the agent that left (groper). They then asked me what airline I worked for and said that I needed to show them my identification. I gave the man my drivers license and pilots license and he copied down my information. He asked me what flight I was on so I told him the airline and flight number. The supervisor said that she wanted to see my ticket to verify my information and I laid it on the counter and told her I didn't appreciate her insinuation that I was lying. She said I never said that you were lying. They would not give me the gropers information and when I reminded her that she said that she would provide it she denied it (a clear lie). The man wrote down his name and her name. When I looked at the names he had given me it didn't look like what I could see on her badge. I asked her to show me her whole badge, part of it was cover by her uniform, and she said so you are saying that we are lying. I told her that the name on the paper they gave me didn't match what I could see on her badge and again asked to see her name on the badge. She finally showed me the badge and it was clear that the male agent had written down a completely different last name. I have the paper and I would be happy to scan it and send it to you. So to recap, I was treated rudely, groped and violated, told I wasn't entitled to the identity of the groper and given a false name for the supervisor involved. I already know what the people involved will say. They will say that they all back each other up and all acted appropriately, that I was the only person that was wrong and that the name being wrong was an honest mistake. I hope that you will prove me wrong or at least put a note in their personnel files because if only 1 person in 100 that is mistreated complains, other people have probably already complained. People that act this way don't often change. By the way, the groper was a clean cut man in his twenties or early thirties. Also, when addressing the agents I never said groper I only stated it in

Good Afternoon,

This claim involves a passenger, (b)(6), whom I believe did file a Claim Form. The incident occurred at Nevada LAS McCarran International Airport on 12/18/2014 at approximately 5:00 am (b)(6) was proceeding through security and explained to the TSA employee that he could go through the scanner; thus, a screener was assigned to pat-down our client, whereupon the screener hit (b)(6) first in the left testicle and then, with even greater force, in the right testicle, which caused him extreme pain and required him to seek medical attention.

Please let me know if you need anything further in order to set up this claim.

Sincerely,
(b)(6)

2/19/2015 4:42:20 PM

From: "TSA-ContactCenter" <TSA-ContactCenter@tsa.dhs.gov>
To (b)(6)
Sent: Thursday, February 19, 2015 11:04:44 AM
Subject: EID (b)(6)

Good Morning (b)(6)

We recently received a Letter of Representation from you concerning a personal injury claim for (b)(6) It is unclear from your letter if this individual is a passenger that experienced an injury at a TSA Checkpoint or a TSA employee that experienced an injury on the job. If an employee, please let us know. If this is a passenger, would you please advise:

If a claim form has already been filed

2/19/2015 4:42:57 PM

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2 19 2015 2:41:58 PM Airport : RDU - Raleigh-Durham International Date Time of Travel : 02 11 2015 3:00 PM Airline Flight Number : American 3361 Checkpoint Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : I requested to opt out of the Rapiscan body scan. The TSA officer in my line told me, quot;We don t do that here. quot; I was upset and began objecting, and after a moment, she told me that it was a joke. She told me that she enjoys telling passengers this quot;joke quot; because she enjoys watching us freak out. This is unprofessional behavior, and I don t appreciate a TSA officer deliberately trying to upset passengers for her own enjoyment. I did receive the pat down as requested.
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

2/19/2015 5:16:00 PM

REASON for the call: Caller was asking how to file a complaint or sexual assault against a TSA person. Caller states during the patdown the officer went up her leg and hit her hoo haw area pretty hard and then repeated on the other side. Caller states they do not have to go that hard and this was not acceptable. Caller asked if the CSM had methods to view the incident.

Airport: LAS
Airline: Frontier
Flight #: 778
Date Time: 02-19-2015 2:00 pm
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Anything on NOI: NA
Gate Terminal: NA
Email Address and phone (b)(6)

Disability Description: The caller has a pelvic disorder that causes pain and mobility impairment. She cannot remove her shoes without assistance, but has to travel to Los Angeles often for medical procedures.

Information Request: The caller requested a PSS for upcoming travel, so that the incident would not occur again. Also, she wanted to ensure that she did not have to remove her shoes due to the medical condition.

Departure Flights for March 14, 2015: RSW to DFW to LAS

Departure Flight for March 16, 2015: LAS to LAX

Return Flights for March 18, 2015: LAX to DFW to RSW

2/20/2015 10:45:14 AM Incident Details: The caller and her son flew from LAX, but was forced to be separated during the screening. The TSO, an African American male, was informed by (b)(6) of her disability prior to the screening. He allowed her to be screened by the AIT with her shoes on, but indicated that additional screening was required. He asked a female TSO to conduct the patdown, but she refused. Then, he was required to ask a second female TSO to conduct the additional screening. She agreed, but told (b)(6) that her shoes had to be removed. (b)(6) informed her of the inability to remove her shoes without assistance, and then offered medical documentation from the Social Security Administration. The TSO refused to read the paperwork, and told (b)(6) that the documentation would have to clearly state that she could not remove her shoes. Again, (b)(6) was asked to sit in a chair, and complete the screening. However, she asked the TSO if her son, who was standing near the checkpoint, could assist. The TSO refused, and said that she could remove her shoes, as she had to have put them on herself that morning. (b)(6) explained, again, that her son had been responsible for putting the shoes on her feet. Finally, they allowed her son to come back into the checkpoint, and assist her in removing her shoes. She feels that she was discriminated against, as the TSOs neither acknowledged her disability nor her request for assistance.

Date and Time of Flight: December 17, 2014; Around 1:00 or 1:30 PM
Departure Airport: LAX
Airline: American Airlines
Flight Number: Not Provided; however, she was in the priority line.
Terminal and Gate Numbers: Not Provided.
Time of Incident: Around 11:30 AM.
Description of TSOs: An African American male, and two African American females.

2/20/2015 11:47:41 AM Caller: They have Global entry and wanted to know if they have to apply for the application program. When they returned on a trip from Denver to St Louis his wife have to go through some extra screening. A TSO named (b)(6) touch her improperly through the patdown procedure and wanted to place a complain. Also he stated that the attitude of the TSo was improper. A supervisor named (b)(6) at that checkpoint told him to call the TCC and place a complaint.

2/21/2015 10:42:11 AM Calling in because she flew through TPA yesterday. She went through the AIT and had to get a patdown in the crotch area. The caller wants to know if that is procedure.

From: (b)(6)
Sent: Saturday, February 21, 2015 9:10 PM
To: TSA-ContactCenter@dhs.gov
Subject: Kona Airport incident - 02-20-15

Please see attached -

As noted, I was on official business travel, in uniform, clearance for TSA precheck and am NOT appreciative of the unprofessional behavior exhibited by 2 male TSA screening agents at the Kona Airport on the afternoon of Friday, February 20, 2015.

Clearly these two male individuals on the TSA staff need some sensitivity training and as well as some direction regarding "crucial conversations" and better guidance in the execution of their professional duties.

I am requesting a written response to my notification - and note that the original form with attachment went to the Kona Airport address as specified - I am following up with a copy to your offices.

2/22/2015 9:32:41 AM (b)(6)

(b)(6)

Honolulu, Hawaii 96850
(b)(6)

Ua lehulehu manomano ka 'ikena a ka Hawai'i.
Great and numerous is the knowledge of the Hawaiians.

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any review, use, disclosure, or distribution by unintended recipients is prohibited. If you are not the intended recipient(s), please contact the sender by reply email and destroy all copies of the original message.

2/22/2015 11:10:01 AM

Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made remove her shoes which is very difficult for her. Caller was upset because she was separated from a government issued laptop for a short time during the process and it is not supposed to be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02 08 2015 and 02 22 2015.

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

2/22/2015 3:58:44 PM

Caller is wanting to make a formal complaint about screening at BWI. Caller asked if it was illegal to take lunch meat on a plane. Caller stated that his bag went through the x-ray machine and alarmed as it normally does. Caller stated that he told the lady that it was lunch meat and she opened the bag to check it out and was using a wand device, but the wand device did not work. Caller stated that after it was cleared he was given all his items back such as belt, wallet, shoes, etc. Caller stated that then the agent came over to him after the screening was done and told him he had to get a full patdown. Caller stated that this has happened about 12 times and 11 times he did not get a patdown.

To whom it may concern:

Hello. I am writing to inform you of concerns over a recent security checkpoint experience at Denver International Airport (DIA). On February 13, 2015, at approximately 8:00 AM, my wife, our infant child, and I entered Security Checkpoint at Gate A for a flight scheduled to depart Denver at 8:34 AM. It was not very busy, and TSA had multiple security lines open. As we went through the line and placed our items on the belt to be run through the scanner, we declared that we had breast milk. A TSA employee gathered the milk, which was 3 bottles of approximately 2 ounces each in a small cooler, and took them over to the bottled liquids scanner screening system. We were instructed that one of us parents was to be present during the scan. Each bottle set off the scanner with a "red" indicator. We were instructed that the milk must be dumped or we would need to wait at least 15 to 20 minutes for a special inspector to come and further inspect the milk. Also as part of the scanner showing red, we were instructed that a pat-down of the traveler and screening of the remainder of the traveler's accessible property was going to be necessary. This came after a discussion among multiple TSA employees whom eventually received instructions from a manager what to do.

There are multiple issues here that need brought to your attention: One concern is general knowledge of TSA staff of breast milk inspection. Another is giving the travelers the option of choosing who to pat down. But the main concern of ours is that of a medically required liquid being dumped.

As soon as the red indicator was shown on the scanner, the employee scanning the milk inquired with another about what to do. After lengthy discussion among many employees it was determined that they would try another scanner. There should be standard protocol for what to do in this scenario. It was apparent that there was a deficiency in staff knowledge this day.

2/22/2015 6:02:02 PM

The second issue is something that just seemed awfully strange. When we were notified that we were to receive a pat-down and screening of our carry-on luggage, due to the scanner showing red, TSA let us choose which one of us was to receive this inspection. This seems like a poor process to allow us to choose. What if the other person would have been in possession of any security threats?

Lastly, it is absolutely unacceptable that we were told to wait for a special inspector and that it could take another 20 minutes, or else dump the milk. While we understand that we need to allow for plenty of time to get through security, much time had already passed getting a pat-down and baggage examined. We were cutting it close to missing our flight, and chose to dump the milk. It is understandable that for the safety for all passengers, TSA must perform strict measures to determine if there are security threats. Since breast milk is classified as a "Medically required liquid" we feel that any examination that needed to take place should have had the proper means to do so, in a timely matter, during appropriate business hours. There is no reason we should have been forced to wait for an extended period of time beyond a few minutes. Luckily, my wife was able to breast feed our infant on the plane, but if not, our child would have been left without food until many hours later. This is unsafe and cruel to a child. It is a concern of ours for other mothers who cannot so easily provide milk to their babies. The only other option for us would have been to miss our flight while waiting for the milk to be inspected. This could of course lead to many other unnecessary, avoidable problems. When following-back up on information provided on TSA's and DIA's websites for information regarding the security screening process and how long it could take, I found nothing on what happens if the red indicator is received. It would be helpful to know what further testing may need to take place, and how long we should expect to be delayed. If this information is available, I would appreciate you letting me know where I can find it. It was also disappointing to find that there was no designated breast feeding areas, considering DIA is an international airport and a major hub. It is recommended to use restrooms, which is disgusting.

To Whom It May Concern:

I am writing to share an experience I had with a TSA official recently.

A number of weeks ago, arrangements were made for my father who is 100 years old to fly to Portland, OR to visit family in that area. Because of his age, his driver's license had expired. I checked the TSA website to see what alternatives I had for identification for him. I also called TSA and spoke to a representative who told me that if he had his expired license in addition to another form of ID (social security card, for example), he would have no problem clearing security at the airport.

He departed Minneapolis on December 12 accompanied by my brother-in-law and had no issues whatsoever clearing security.

For his return from Portland February 9 (Delta Flight 2164), I accompanied him on his flight. When we arrived at the airport a wheelchair was waiting because of his age and inability to walk distances in the airport. He also travels with oxygen which he does not need continually but has in case he needs it. When we reached security, I gave the TSA officer his driver's license which of course she said was expired. I said I was aware of that and gave her his social security card as well. She said she would need to call someone else to clear him.

2/23/2015 8:27:50 AM

The female TSA officer who came at that point looked at his ID and said, "This expired three years ago." I said I was aware of that and had contacted TSA about it and followed their instructions about alternative forms of ID. She said that I should have made sure his ID was updated and because of my oversight we would probably miss our plane and now he would have to remove shoes, jackets, and be patted down by a TSA officer. After repeatedly trying to humiliate me for what she assumed was my irresponsibility, she got him into a position to pat down and told him, "I'm sorry, sir, that I have to do this to you, but you should make sure your family keeps your driver's license current." My father was then wheeled to an area where his shoes were removed, he had to stand to get his jacket off, and then he was patted down by a male TSA officer while the female TSA officer emptied his bags and pockets of their entire contents.

Once the pat down was over, without a word she walked away and left the entire contents of his bag strewn over the table. My father has been incontinent for 25 years after prostate cancer surgery. He is self-conscious about this, but the contents of his bag (incontinency protection) were left to be seen by other personnel and anyone else walking by the security area adding to the humiliation of the ordeal.

I would appreciate an explanation as to why, when I called TSA, I was told what ID to bring even if his license was expired if that information was incorrect. I would also like an explanation as to why a TSA official would find it necessary to humiliate and confuse a 100-year old man.

I have always tried to be supportive of TSA because I know that with the heightened need for security, TSA officials have a difficult job to keep our air travel safe. As I watched the female TSA officer go through my father's personal belongings and watched a male TSA officer pat him down, I began to actually feel sorry for both of them. It is difficult to respect a TSA officer who would so humiliate a man who was obviously unable to be a threat to anyone.

I was so disappointed by the lack of professionalism I witnessed in this particular TSA official. I would expect more from someone charged with keeping our air travel safe. I only wish I had written down the name of the female TSA officer involved. If a similar instance happens, I will be better prepared to provide better documentation.

(b)(6)

My daughter was traveling by herself on Sunday 2/22/2015 from Albany airport to Atlanta. She was dropped off at the Albany airport at about 4:50 pm. The flight left Albany at about 5:50 pm. She was treated disrespectfully by airport screeners and was subjected to an airport screener "putting a hand down inside her pants" for no apparent reason. This was not a basic pat down and was not like any routine security procedures that I have heard about before. I expect a full investigation into the TSA procedures at the Albany airport and would like to see the TSA employee disciplined. My daughter did not see a name badge on the TSA employee that was involved, and states that only one screening lane was open at that time of the day. The reason for this intrusive search was not explained or discussed. She was given no warning that a search of this type was to be conducted. She was not given an option to choose another method of screening. She is an excellent student, she cooperated fully with the screening staff, and has never been in any trouble with authorities.

2/23/2015 8:29:28 AM

I do not expect my daughter to be molested by airport TSA personnel. My daughter was quite upset, nearly in tears, and called me immediately afterwards to report the incident. She was afraid to complain to airport staff at the time due to the hostile demeanor of the airport security personnel.

I will encourage her to contact federal elected officials if anything like this happens again. She has never had such a disturbing experience with airport security on any of her (many) previous domestic or international trips. Please review all security cameras at Albany airport TSA screening lanes between 4:50 and 5:50 pm on Sunday 2/22/2015 in order to determine if any TSA employees violated existing screening policies, and if any policy changes are needed to protect the passengers from the feeling that they have been molested by corrupted, irresponsible or inadequately trained TSA screeners.

(b)(6)

Sent from my iPad

In no way does this address my original complaint of discrimination. Your response is also incorrect since families traveling with children never go through enhanced screen, and children and older adults leave their shoes on. Clearly you do not screen all equally.

But more specifically, it does not address how your algorithm for the millimeter detector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)

(b)(6) Baltimore, MD 21201
Phone (b)(6) Fax: 410-706-1482
E-mail (b)(6)

2/23/2015 8:29:43 AM

-----Original Message-----
From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Thursday, February 19, 2015 6:43 PM
To: (b)(6)
Subject: In Response to your inquiry.

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

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

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
Caller was on Southwest flight 4817 on 2 18 15 at 1:30 pm from PHL and she had wheelchair assistance due to arthritis. Caller said that she is very use to the screening because she has artificial hips. She got out of her wheelchair and was x-rayed then she was told to sit back down while they examined her bags. Caller said that there was one black screener and one white one. While one was checking her luggage the other officer gave her pat down while she remained in the wheelchair.

2/23/2015 9:13:01 AM

Caller said the officer pulled her waist band out and felt around them.Caller said that she was embarrassed for her self and she thinks that she was harassed. Caller said she thinks that she was harassed because the officer felt her body. She stated that the officer was looking for something and must have thought she had a bomb in her bra. .

Caller said that she does not think she got despair treatment based on her medical condition. Her main complaint is the way the patdown was conducted and that the officers don t know how to spot out terrorist. Caller thinks that she was discriminated against. She does not know what basis she was discriminated on she is just upset about the patdown itself.

Caller said he flew from MSP to NY LaGuardia LA yesterday and was at the checkpoint at MSP around 11:40 AM to fly from Gate D on Delta Flight #2319.

He went through the AIT and it picked up something in his groin area and showed yellow and he was told he would have further screening.
He confirmed the TSO offered a private room and he refused it for the Patdown.
The TSO touched him in his groin area and he wants to know if the machine is torn up or if TSA hires perverted people who have a conspiracy to do Patdowns.
He felt the Patdown itself is inappropriate and that either the 2 million dollar machine is wrong or the TSO is a pervert.

He asked how soon someone will get back to him.

2/23/2015 1:16:42 PM

2/23/2015 4:31:38 PM

I have a question. Every time, and I do mean EVERY time, I go through my screening via the body scanner machines, it "lights" up BOTH of my thighs, hips, groin and buttocks. This is true for EVERY airport I go through regardless of the time of day or any other factor. After going through the scanner, before the image appears, I tell the screen EXACTLY what he/she will see. And I am right every single time. I get patted down and guess what they find..... ABSOLUTELY NOTHING. I doesn't matter what I am wearing (Jeans, shorts, dress pants). All I have on is underware, paints, a belt and a shirt. My pockets are completely empty. And yes, I have tried taking my belt off - same exact result.

This has been going on for a while. So, what I would like to know is, why do your machines have a 100% false positive? And if you can have such a perfect false positive rate - how many false negatives are these machines letting through?? I understand the need for security, but quite frankly, I am getting tired of being groped. Yes, some of your screeners feel the need to actually press up against and rub my testicles as part of the screening procedure - and not always in a gentle fashion. Is there anything I or you can do to figure out why this happens to me and what possible steps can be taking to mitigate it in the future. I am flying a lot now and really don't want to feel like I am constantly being sexually molested by your agents (granted, some of them know exactly how to do the procedure without getting overly personal - others should have to buy me a drink).

Thank You,

(b)(6)

2/23/2015 4:31:38 PM

I have a question. Every time, and I do mean EVERY time, I go through my screening via the body scanner machines, it "lights" up BOTH of my thighs, hips, groin and buttocks. This is true for EVERY airport I go through regardless of the time of day or any other factor. After going through the scanner, before the image appears, I tell the screen EXACTLY what he/she will see. And I am right every single time. I get patted down and guess what they find..... ABSOLUTELY NOTHING. I doesn't matter what I am wearing (Jeans, shorts, dress pants). All I have on is underware, paints, a belt and a shirt. My pockets are completely empty. And yes, I have tried taking my belt off - same exact result.

This has been going on for a while. So, what I would like to know is, why do your machines have a 100% false positive? And if you can have such a perfect false positive rate - how many false negatives are these machines letting through?? I understand the need for security, but quite frankly, I am getting tired of being groped. Yes, some of your screeners feel the need to actually press up against and rub my testicles as part of the screening procedure - and not always in a gentle fashion. Is there anything I or you can do to figure out why this happens to me and what possible steps can be taking to mitigate it in the future. I am flying a lot now and really don't want to feel like I am constantly being sexually molested by your agents (granted, some of them know exactly how to do the procedure without getting overly personal - others should have to buy me a drink).

Thank You,

(b)(6)

2/23/2015 6:58:43 PM

REASON for the call:
Caller is disabled and has a pace maker. Caller states he has never had an issue with TSA until recently at the MCO airport on Wednesday. Caller advised them he had a pacemaker and went through the machine and cleared through and was brought into a room with another agent and was being patted down. Caller asked why he was being patted down and the TSO told him that the pace maker had nitro glycerin and that s why he was getting a pat down. Caller explained that it wasn t nitro glycerin and even if there was a chance that the pace maker had nitro glycerin then he wouldn t have a way to remove it since it is implanted inside him. Caller felt humiliated stating that he is 60 years old and he felt like crying. Callers wife was also given grief for standing up to her husband. Caller states the door was left open so everyone could see what was going on. Caller states he doesn t mind being patted down and always thanks the TSO s for their service and is always nice but these TSO agents were really rude. Caller would like the manager to tell the TSO that there is no nitro glycerin in a pacemaker. Caller states he loves TSA and would like the CSM to know that.

Date Time: 2 18 15 5:00pm
Gate Terminal: N A maybe Gate 17
Airport: MCO
Airline: Spirit Airlines
Flight #: N A
Bag tag # (10digit): N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Will send information to the CSM s
Special Notes: Two TSO agents:
One is male 5 8 180-200 pounds, bald and is of Hispanic decent because he had a Spanish accent. Was pushing the other agent to do the patdown.
Second agent is 6 2-6 3 average build, male, dark hair. Was reluctant to do the patdown.

Callers resident number- (b)(6)

2/23/2015 10:11:45 PM

Caller has Global Entry. He is not able to print a boarding pass at home and his boarding pass normally has SSS and he has to have a patdown. He has already applied for Redress multiple times and is using his RCN and it has not helped. He has tried emailing TRIP and has gotten no response.

Caller flies often and has a service dog. She got poor service at MKE last night. She went through the checkpoint there. As usual, her dog sat and stayed at her command, she then called the dog through. The agent told her that he would not pat down her dog because it was a pit bull, and he was afraid that it would bite him. He could have asked another screener to screen the dog rather than making that comment.

What time did it occur?

2/24/2015 12:40:54 PM

Yesterday, at about 1800 hrs. Her flight number was Southwest Flight 458. There is only one checkpoint there. Another agent screened the dog. Caller advised that the agent who refused to screen the dog shouldn t be able to talk to her that way. She was traveling because she was supposed to give a talk on service dogs. At Love Field, the agents are extraordinarily professional.

Caller didn t get the agent s name, but he was younger, a white gentleman, maybe in his thirties. He should be visible on the video tape. He approached her. He said that her dog would bite him. He backed away. That should be apparent on the video.

She felt that he was discriminating against the dog. Caller wants the screener to receive additional training in how to better handle her dog.
Thank you for your scripted response to my e-mail below. I was hoping someone would have actually read my complaint and have enough courage to check into the incident. I would like you to understand this is exact reason I could not speak out at the time these made up rules & policy creation took place, as I would have not been allow to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happen? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from you reply "For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactlty why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my pocession, my bag was pulled out for secondary screening (I fully undestand why), I question how you improved the sercurity of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional sceening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manor when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely apperciate someone checking into this matter in an actual investagative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

2/24/2015 2:36:09 PM

In Response to your inquiry.

HYPERLINK "(b)(6)

tsatcc_do_not_reply@senture.com (tsatcc_do_not_reply@senture.com)
HYPERLINK (b)(6)
2/23/15
(b)(6)

HYPERLINK "https://a.gfx.ms/ic/bluemanmxl.png"tsatcc_do_not_reply@senture.com
From:tsatcc_do_not_reply@senture.com
Sent:Mon 2/23/15 6:49 PM
To(b)(6)
Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons

2/25/2015 10:16:06 AM

I just went through a pat down in the Columbia SC airport. I understand that the machine flagged to check between my thighs & my butt. My concern is that the agent didn't offer me a private screening until after she had checked between my thighs. By then it didn't seem to matter if she patted my butt down in front of people. I would like to see a more concerted effort to ensure that people are given that opportunity from the beginning of their screening. Thank you.

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 2/25/2015 10:03:37 AM

2/25/2015 12:13:53 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Ft. Lauderdale, Terminal 2, Delta Airlines
Comments:Your TSA procedures need to be improved for those individuals who are TSA pre-cleared, have a Global Entry card, yet have an artificial replacement. I understand I have to enter the machine but what happened after I exited the machine was unacceptable. The female agent demanded that she pat down my arms, backs and legs in front of long lines of people when I was wearing a form fitting tee shirt and jeans. There was zero reason for that procedure. Your process and procedures must be improved! Agents must be courteous.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

---

Remote Client IP: (b)(6)
Date Time: 2/25/2015 1:41:40 PM

2/25/2015 2:12:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UA 5114 confirmation (b)(6)
Comments:UA 5114 confirmation m72m54
The 'random check' and pat down occurred today making this every single occasion I fly out from Austin, Tx. Please insure the machines are properly calibrated as the hand check picks up erroneously. I apply natural rose oil be Ren cosmetics which are labeled as 100% natural rose oil. This is frustrating as I am patted down every time I enter TSA precheck. Should I simply go to the regular security lines. I have omitted use of the rose oil on several occasions and still the hand sample alarms. Every piece of my purse, my backpack and jacket are sent back through the scanner and nothing shows up on the scanner. Please insure these machines are functioning properly.

2/25/2015 10:02:45 PM

To Whom It May Concern,

I am sending this email to follow-up on my experience through my Transportation Security Administration (TSA) experience at the security checkpoint.

My experience was not expedient nor customer-friendly.

Time: 2:00pm EST
Airport: Jackson, Mississippi
Airline: American Airline
Employee of concern: African American female last name (b)(6)

Background: I was traveling with my infant son and the employees through this terminal. I am a nursing mom with bottles. The employees went through my sons diaper bag and took out his jarred food and tested all jars; tested his teething cookie bars, and put my nursing milk, infant water, and juice through a machine to test it. I have traveled through 4 airports since he has been born - I have not had such an experience. There was an issue by TSA staff for me to see what was being done with my son's liquids. Furthermore to this experience, once I put my belongings on and packed my diaper bag back up after the staff took everything out my diaper bag - another TSA staff member who had spoke with TSA employee Last Name (b)(6) came to me and said they need to do me a random pat down on me. The TSA employee by the last name (b)(6) snickered and rolled her eyes at me. Through this experience I missed by flight. Jackson, MS American Airlines supervisor (b)(6) was apologetic to the experience. Jackson Airport Security was highly apologetic as well because they saw what had happened. Shortly after this experience, IRONICALLY, the local news came in and spoke with me because flights were continuously being canceled in this area. I did not share my substandard experience on the local media outlet. However, the TSA supervisor went to the American Airline supervisor (b)(6) (shortly after my media interview) to find out if she had heard what I shared with the media. The fact the male supervisor had to follow up to see what I said - speak volumes on the experience they know that I experience at the TSA Jackson, Mississippi terminal. It is important to note that NOT ONCE did I get loud, irate, or rude during this experience. The young lady was highly rude.

I spoke with the TSA male supervisor (older African American) to my a complaint but he appeared uncaring. In fact, at the very least, he did NOT apologize for the experience. I felt it was best not to leave the complaint card with him. I complained about the young lady who was rude to me the entire process and the only information he provided was the following about the TSA employee: LTSO (b)(6) I asked him for her badge number but stated he could not give that out. Due to the fact I was trying to make it to my flight, tend to my sick infant (who had/has a fever), and the TSA employee left: I could not capture her badge number.

I am rescheduled for a flight that leaves on Thursday 2/26/15. I really hope my experience will not be the same. In fact, I hope to hear from someone within your organization regarding this manner because my experience today was highly unacceptable.

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

---

Remote Client IP: (b)(6)
Date Time: 2/25/2015 10:09:11 PM

2/26/2015 8:23:50 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):phx terminal 4 gate A, security screening
Comments:Can you PLEASE tell all the agents NOT to put WEIGHT ON MY LAPTOP when carrying my multiple bins off the rollers for a pat down. Twice this has happened where I have been given a patdown. No problem! BUT, as part of the process my bins are carried by the agent over to the table. Fine. But the agents seem to think it is ok to put one bin full of my heavy stuff inside (overlapping) my other bin containing my laptop. I can see clearly that there is weight on my laptop on both occasions. When I asked the agent not to put the top bin on my laptop, both times I was told "it's fine" Well I can tell you with certanty it is NOT "fine" to put weight onto my laptop screen. I have no issue with most of the behavior of the agents in such an intense job. They just think they are mini gods and don't have to be respectful of my belongings when i request they not mishandle my laptop. Can you PLEASE talk to them all about that? I would very much appreciate it. Thanks.

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08823

2/26/2015 2:12:20 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? No
Religion? No
Nationality? No
Gender? No
Disability? No

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

REASON for the call: The caller and her daughter go to Grand Cayman with a stop in CLT to DTW every year in February. She had an NOI in her baggage and her hand cream was not placed back in her zip lock bag. She found the broken shells in the baggage, and the top was broken of her tanning cream that was $95.00. The cream is all in her baggage. She is not at all opposed to the security and she is grateful for everything, even patdown inspections. She was just concerned because it looks as if the top was sawed off the lotion, and her baggage was a mess. She placed the flight information in the trash, however she is planning to get it out later and she will include all the information with the claim.

2/26/2015 5:10:21 PM

Date Time: 02-14-2015 @ 7:19 pm
Gate Terminal: Unknown
Airport: CLT
Airline: US Airways
Flight #: Unknown
Bag tag # (10digits): Unknown
Bag Description: Navy blue large roller bag with a red velvet ribbon tied around it.
Missing Damaged item description: Bronzing Tanning lotion in a gold and yellow bottle, and broken sea glass and shells.
NOI (Writing or Markings): JM 021415 1916 BI

Special Notes:

(b)(6)
HYPERLINK mailto:(b)(6)
(b)(6)

2 26 15

To whom it may concern:

I am writing to file a complaint against the TSA group at the Phoenix Sky Harbor Airport. I traveled through the Southwest Terminal C Security check point on 2 18 around 3:00pm. I believe the officer's name was (b)(6)

I sent my breast milk through the x-ray machine in its cooler bag. There was 1 ounce of breast milk divided in 2 containers (2 ounces total). The small cooler bag contained the standard blue freezer pack that is fully closed and contained.

2/26/2015 8:19:43 PM

The TSA officer told me I would have to dispose of the freezer pack since it had partially melted during the day in Phoenix. I explained that it was breast milk and was medically necessary. He continued to persist that I had to throw the ice pack out and commented that I really didn't need the ice pack since there was so little material in the container. I told him to bring a supervisor over. The supervisor told him I could bring it through but he had to screen the ice pack further.

The original TSA officer then subjected me to a full and thorough pat down. Every single item in my bag (which had already gone through the x-ray machine) was removed and swabbed, not just the freezer pack and cooler bag with milk.
The TSA policy clearly says that I am allowed to bring through 3 oz containers of breast milk with an ice pack. My rights were violated and this is not in accordance to your documented policy.

I travel twice a month to various airports on the west coast. This is the third child I have breastfed and carried breast milk for. I continue to be shocked at the lack of training of some of these officers. In Denver I had a TSA officer ask me why I am carrying milk with me when the baby is at home. The officer in Phoenix obviously had no training on this if he is going to ask me to dispose of a freezer pack that is required to keep the milk from spoiling. He seemed to have no idea what breast milk is or that it is allowed through the screening process at these levels.

Please provide a response to my complaint.

Sincerely,

(b)(6)

Please see below.

Case Number: (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6) SUSSEX WI 53089 (b)(6)

2/27/2015 8:24:59 AM

Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
GG0021 TSA 02 14 2015 FT. LAUDERDALE
Description of Problem Inquiry
I have had bi-lateral knee replacement, and my husband had his hip replaced. When flying I carry a card from my doctor for my knee replacement, my husband also carries a card for his hip replacement. When we were in Ft. Lauderdale we had TSA Pre - the airport didn t have this available and we had to be in the regular line, which is a bother. I know that due to our replacements we always set off the alarms and get pulled to the side. This time that was no different but our treatment was and it was deplorable! My husband was pulled aside by a male agent who had him remove his shoes, swabbed his finger tips and he was done. Me on the other hand they pulled me to the side, gave me a full body pat down which I thought excessive but the worst part was they requested I lift my shift so that they could make sure there was nothing around my waist. THIS WAS TOTALLY UNCALLED FOR AND EMBARRASSING AS THIS WAS IN FRONT OF ALL THE PEOPLE THERE. When I complained the agents comment you could have requested a private screening- no one told me that it would be this TOTALLY INVASIVE!!! Why if I am travelling with my husband did his agent solely swab his fingers and the agent I dealt with examine every inch and I do mean every inch of my body? Breasts, groin, crotch all examined by the agent running her hands over my entire body! I felt like I was enduring a sexual assault!

2/27/2015 12:43:28 PM

Disability Description: Caller just got out of the hospital after having knee surgery and went straight to HNL for her flight to Maui on Feb 15th.

Incident Details: Caller is wanting to file a complaint about the way she was treated at the screening checkpoint at HNL on Feb 15th. She went through the screening checkpoint at 12:30 pm for a 2:00pm flight. The officers were trying to get her to go through the AIT screener but she was in a wheelchair and was not able to stand and walk due to just having knee surgery. The agents were very rude trying to get her to bend her knee but she was not able to. She was crying and trying to tell the agents that she was in pain and could not stand or walk due to just having knee surgery and they were telling her to shut up or they would 86 her out of the airport. She stated that the only screening that she went through was an ETD swabbing of her hands. she did not go through the screening technology or a patdown screening.

She stated that she feels discriminated against due to her condition and also feels that she received poor customer service.

2/27/2015 2:50:57 PM

Callers fiancé flew from COS and while she was in the AIT machine it set off a alarm and she had to undergo a patdown. Caller is not upset over the patdown but he stated they told her it was because of the body lotion she was wearing and he stated that was a lie.

2/27/2015 4:24:23 PM

To whom it may concern.

Based on my recent travel experience I have decided to contact you. The behavior of the TSA agents has become quite unacceptable. There is a lot of eye rolling, lack of accommodation and inappropriate comments directed at travelers. I suspect that your agents have become quite complacent in their governmental jobs and believe themselves to be entitled to behavior otherwise unacceptable in any other profession.

To give you specific examples:
1. On 2/26, Seattle/Tacoma TSA significantly delayed my pregnant co-traveller after she requested a pat down instead of the X-ray. This was because their only female employee was operating another machine. At the same time, they sent a few other travelers through metal detector but did not offer this to her and denied it when she asked if she could go through this process instead as she realized that she was being delayed.
2. On 2/27, Boston Logan TSA employees at Air Canada gates B1-B3, who had no one else in the line were rolling their eyes and shaking their heads when I was about to enter the metal detector but went back to put my keys on the belt as the keys escaped my attention in the midst of placing a bunch of other items on the belt. Right after that, one of the agents could not keep himself from complaining about the fact that I forgot to dispose of a small bottle of water in my carry-on since "this has been the rule since 2006". With all due respect, people travel a lot and I've gone from Seattle through Boston within the last 12 hours and am continuing on to Europe. A small bottle of water simply occasionally gets missed despite the fact that this knowledge is widely available.

If your agents don't understand these simple things or cannot behave, please, retrain them or consider replacing them.

Regards,
(b)(6)

Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmd it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn t she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2/27/2015 6:34:38 PM

REASON for the call:Complaint
Date Time: 02-27-15 at 4:30 pm
Gate Terminal:gate 2
Airport:Long Beach
Airline:US Air
Flight #:unknown
RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 2/28/2015 8:24:48 AM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight: AA 1349 -delayed due to weather in Dallas
Gate C12
Comments:I was wearing jeans and a loose tunic-type shirt and was told by the female TSA agent that she would have to pat me down around the torso. She proceeded to round her hands touching the bottoms of my breasts. It made me flinch. I moved. I was uncomfortable because I did not know she would literally be touching my breasts.
To which she responded, "Don't move." Her tone was insensitive, rude, and unprofessional.

2/28/2015 9:20:14 AM

I said, "I'm sorry but I didn't know I was going to basically get felt up this morning."

She answered, "Well, you think I want to be doing this anyway?"

To which another TSA agent chimed in shaking her head, "Happens every day."

I stood there feeling absolutely violated. I did not get her name because she scared me. I felt intimidated by both employees.
She tested my hands and then told me to leave.

I then sat down on a bench in the security area and called the Louis Armstrong Airport emergency security to ask what to do as I felt I had no options, but was sexually violated.

I am seriously considering getting an attorney due to this experience. I can't stop crying. I was violated.

I request that the video of this interaction be pulled.

I was in the TSA security area between 6:45-6:58 approximately.

2/28/2015 3:03:28 PM

Hello.

This is the third time I have contacted TSA about screening at SMX. I have bilateral knee prostheses and travel several times per year between SMX and ORD. (Chicago O'Hare) SMX has no body scanner available (did previously but TSA personnel

at SMX told me that TSA sent it to Fresno). You told me it is the airport's decision and the airport district told me it is TSA's decision. I feel it is discriminatory to not provide a body scanner for persons with joint replacements. Your sign at the

entrance to security at SMX states that persons over 75 years of age do not have to remove shoes (I am 77) but when my knees set of the alarm on the magnetometer I am forced to remove my shoes which are then difficult to put on (my wife helps

me at home) Then I get patted down which I feel is unfair, at ORD and other airports with body scanners, I am screened like everyone else, not subjected to pat down, etc merely because I have the disability of having knee prostheses. I am

not sure that this isn't a violation of the ADA law which states that disabled persons cannot be discriminated against!

Would you PLEASE use your influence to get a body scanner for SMX. Thank you very much

(b)(6)

3/1/2015 1:11:48 PM

Feedback Type : Complaint
Categories : Professionalism Customer Service; Screening Current Date Time : 3 1 2015 10:56:34 AM Airport : SFO - San Francisco International Date Time of Travel : 02 28 2015 11:45 PM Airline Flight Number : Delta Checkpoint Area of Airport :

TSA Employee: (If Known) : Refused to give name but it was like crystal bell something Comment : I had an unwarned, disrespectful and rude experience. I was getting a pat down from a female TSA agent. Prior to the pat down she asked me if I had and sensitive or painful areas. I informed her that I have a c-section scar that is painful to touch. She looked at me with disgusts and replied with quot;why did you think I needed to know that quot; I was taken aback and replied that I was answering the question she just asked me. She snapped at me that no I wasent and see didn t want to know that. She continued to be aggressive and hostile in the way she spoke to me. During the pat down the did not avoid sweeping over the area I had just told her was painful. I asked her for her name and informed her that I would like to speak to a supervisor. She said she would not give me her name. After the pat down I did go speak to a supervisor but he seemed more annoyed that I was bothering him then taking down my complaint. I didn t see him type it or write it in any way. It was a mortifying and degrading experience.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http: tsaweb.tsa.dhs.gov EDB2 ApplicationManager

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 3/1/2015 3:05:29 PM

3/1/2015 3:47:00 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Airlines Flight 225R, Mexico City to LAX, Gate 6, 3/1/2015 9-10am
Comments:I came from Mexico City and TSA thought I was a mule. I was put into a line after some guy asked me what I did for work, and then where I was born. I understand to say that I was pissed off is not a legitimate complaint. I let them know that it's ridiculous that my passport is basically littered with stamps and a UK visa; and never have I had to go through an additional screening before. I might have been put on a TSA watch list, but this was not all.

The guy basically usurped a power position and said "now I'm going to take up your time." He decidely used my bad attitude to lecture me about not knowing me and ask me questions after questions. After looking through my dirty clothes, laptop, pockets and not finding anything in my bag, he then decided to do a thorough patdown in another room next to the bags. I have flown to over ten different countries and never had a patdown to the extent that I was taken to a private room, told to hold my arms far upward and out against a wall, told to spread my legs wide enough that they were at 45 degree angles and have the perimeter of my anal wall cuffed with gloved hands. I am unsure if instead of not finding drugs but retribution for a bad attitude means they have agency to poke anus in a prone position. But that search wasn't good enough; he then had me take off my shoes, he looked between the credit cards in my wallet, searched my jacket and came up with nothing. Nobody else but me had to be taken to the other room.

3/1/2015 7:12:22 PM

What a joke. My wife and I signed up for and went through the screening process for the TSA Pre Check. We both passed and paid our money. Recently we flew from Seattle to Las Vegas and back. We are both disabled and use wheelchirs. I have my own and my wife uses one pushed by an airport attendant. We went through the pre check line and I was given the cursory check that you would get with the pre check. My wife, however, was given the full pat down, made to remove her shoes and take her ipad out of the bag. All the things that the pre check is supposed to avoid. When the gentleman taking care of me finished, he tried to tell the lady working on my wife she didn't need to do all that but was told to butt out. That because she was in a wheelchair and didn't go through the detector it was necessary(I didn't go through it either). In Las Vegas for the return flight we weren't even allowed to use the pre check line. Yes, our boarding passes both had the pre check designation. Their reason was that we could use it but the airport employee pushing my wife couldn't because their employee badge scanner was at the other end of the security area. Since my wife couldn't push herself we had to use the regular line. Obviously a very poor set up. Again the gentleman taking care of me knew the rules and gave me the cursory check. Once again the female handling my wife didn't. She again got the full 9 yards, although this time the gentleman guard got to the female before she made my wife remove her shoes. But it seems to me some more training in handling ADA people is needed. When signing up and paying our money we were never told this did not apply to people with disabilities.

(b)(6)

3/2/2015 8:59:42 AM

We have NEVER had a good experience at the Orlando airport We are at... the point that we really don't ever want to return. Listen up TSA officers, YOU are NOT the authority on whether on not an insulin pump can go through the body scanner. If the manufacturer of the medical device says no, then it's no. Just because it takes more time for you to do a pat down on someone doesn't give you the right to try and tell them it's ok to go through the machine. I am SO SICK of their ignorance!!!!!! Unless those lazy and ignorant officers plan to pay for a new insulin pump for my son if the scanner ruins it and the company refuses to replace it because we were told for our son to NOT go through the scanner, but we had listened to the all knowing TSA officer, then those officers need to get it straight!!! I am beyond fed up with this particular airport and the issues we have every time flying there.

Thank you,

(b)(6)

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

---

Remote Client IP (b)(6)

Date Time: 3/1/2015 8:32:00 PM

3/2/2015 9:01:05 AM

Name (b)(6)

Email (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Austin (Texas Airport) Pre Screen

Comments:I'm a retired Federal Agent, and currently an Investigator for the State of Texas. I also paid for a passed a criminal background check to be assigned my KTN. On 2/22/2015, I had gone through the Pre-Screening. I was not armed. I had two pieces of luggage with me. My briefcase and a computer bag that contained my laptop and portable printer. I have traveled multiple times prior and after and retiring as a Federal Agent with these items. I also carry my Federal Retired Credentials and State Investigator's Identification. I have never been detained and treated as I was on this day. The TSA employees were unprofessional and refused to examine my credentials or entertain what I had to say. My briefcase and I cleared the xray and metal detector. They retained my computer case. They opened my computer case and examined my printer. They alleged it tested for explosives. They opened it up and could see that it was not an explosive device. They then had me remove my shoes, and belt and patted me down and re-searched my carry ons. They could have at least listen to me, and examined my credentials versus taking them and setting them aside. I have never been treated so bad. I will be notifying my U.S. Representative and Homeland IG about this. My printer or any other carry on has never come into question.

To Whom It May concern:

My husband and I recently flew out of Sky Harbor, Phoenix airport and cannot understand why a busy airport such as this would not have more updated equipment such as body x-ray to easily identify someone who has knee replacements or other such conditions without making them feel so uncomfortable by being patted down. Our small airport in Dayton, Ohio allows passengers to swiftly walk through the x-ray and be on their way without the disturbing pat down.

We are grateful for security checks but there must be a more decent way to treat travelers.

3/2/2015 9:02:18 PM

We also had a note that our baggage was inspected. After unpacking I realized that a ceramic souvenir was broken into three pieces. I felt that I had packed it securely in between clothing to protect it from breakage. Is there any way to resolve this issue?

Thank you for your attention to this message.

Yours truly,

(b)(6)

REASON for the call:

The caller and her son, (b)(6), were flying from MCO on March 2, 2015, and the latter was chosen for additional screening. (b)(6) asked the female TSO why her son had been chosen, and the officer responded that her son had been chosen at random by the computer. The TSO was extremely rude throughout the entire process, and acted as if the callers son was transporting prohibited items. She asked him what was in the luggage, and was told that he had only packed clothing. She asked him if she could check the bag, and a male TSO indicated that they had to have a yes or no answer to the question. Her son gave his approval, and the female TSOs demeanor changed following the inspection when no prohibited items were found. A third male TSO conducted the patdown for (b)(6) but he was very kind and made an attempt to deescalate the situation. (b)(6) is a 6 foot tall African American male with dreadlocks, and his mother believes that his race was the reason for the incident. (b)(6) wanted to file a complaint due to the incident, and feels that her son was discriminated against. She also believes that the TSOs should have better explanations for the questions related to screening procedures. When asked why a passenger is receiving secondary screening, the answer should not be that a computer chose them.

3/3/2015 10:26:26 AM

Date and Time of Flight: March 2, 2015; 8:45 AM
Departure Airport: MCO
Airline: US Airways
Flight Number: 833
Terminal and Gate Numbers: Gate 56
Time of Incident: Between 7:45 and 8:00 AM
Description of TSOs: A Caucasian female in her 40s with dark hair (perhaps brunette) around 5 11. The first male TSO was a Latino in his 30s, and the second was in his 50s

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 3/3/2015 11:19:50 AM

3/3/2015 2:09:57 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight 1213 / American Airlines / terminal A / Orlando
Comments:My family flew back from Orlando to DFW on Saturday February 28th. We have 3 children one of whom is 10 years of age and in a wheelchair. while we were trying to get our one year old and three year old through the screening process our 10 year old was separated from us by a female TSA agent before we could even protest. I saw her legs and chair being wiped, I am not sure if she was patted down. The agent that took our daughter was very nice, but it was inappropriate to separate us. In addition, every other TSA agent we encountered in Orlando was either rude or even hostile. One male agent even through the milk and juice for our 1 year old in the trash. Other agents were yelling at passengers about which line to be in and other trivial things. We have traveled several times through Orlando International Airport and we always have a bad experience with the TSA there. Something is systemically wrong with the TSA at that airport.

Caller would like to file a complaint against a TSA agent at Dulles.
Caller said he went through the scanner and when he came out (b)(6) insulted him and ask him if he had anything in his back pocket and he told him no, again (b)(6) ask him if he had anything in his back pocket and he told him no again (b)(6) (b)(6) then ask him to turn around and told him that he would have to do a patdown on him and do an explosive trace detection on his hands. Caller said that after that was completed (b)(6) looked at him and told him next time he could brush his teeth. Caller feels like (b)(6) is a mean person and feels like he could have been racially profiled. Caller is really upset about this experience, caller said that the Supervisor (b)(6) gave him (b)(6) name to file a complaint on him.

3/3/2015 3:33:47 PM

TSA Agent: (b)(6) TSO
Airport: Dulles
Date and Time of Flight: 02 27 15 @ 5:00 am
Gate: East Lane 27
Airline: Frontier
Flight #: 93

To Whom It May Concern,

I received a pat down from TSA agent (b)(6)

This is standard for me, as I fly 4-6 times a month, and always opt out.

I was concerned to see (b)(6) leave all my items on the belt. I had three trays, including a $1500 laptop computer, several other items that are expensive very important to me.

When I asked (b)(6) why she was not grabbing my trays to bring them to the screening area, she said because I was not cleared and I can not touch them. I explained to her every time I fly, the agent always brings my trays, and she brushed me off and said I could see them so it was fine.

3/4/2015 10:20:56 AM

This made me very un-easy, and I could not in fact see my items several times during the process when she was moving in front of me.

This is very frustrating and concerning when it comes to matters of security and customer service.

I urge you to address these issues with (b)(6)

Thank you.

Connie gate A 8:50 AM EST is the estimated time of occurrence.

Sent from my iPhone

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

---

Remote Client IP: (b)(6)
Date Time: 3/4/2015 3:56:58 PM

3/4/2015 4:15:00 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Spokane International Airport TSA Gate C terminal
Comments:I was falsely accused of having explosives, and falsely accused of basically being a terrorist by Spokane TSA agents. Before going to my gate, I had to go through security. Well, the agent took my laptop and had it screened. The agent said it was laced with explosives. I was then taken aside and given a full body search where the elderly agent felt every part of my body including my "private" area. He then took off his latex gloves, and had that screened. With a yell, he then said my clothes and hands were laced with explosives. All my items were then confiscated, including my cellphone and crunched up receipts. All of it was examined. They took my carry-on suitcase and emptied the contents onto a table in front of everyone, including my underwear. They found that it was too laced with explosives, including my backpack. I declined the whole search in the beginning, but was then told that I would not be allowed to fly. Another agent excitedly came over and told them that "The room is ready". After the whole search, they took my to a secluded, private room, and crotch searched me three times. I had a total of 5 full body searches.

I was falsely accused, an innocent civilian. What you did was wrong, and unjust. I know for a fact that they do the same actions to women, and young children which I find unacceptable. You need to stop targeting innocent civilians, like myself. It took 30 minutes of my time, and was embarrassing. The actions they did on me would be considered illegal outside in public, and would have been sent to jail for inappropriate, pedophile actions. I was also informed that it is not my right to know why my body and items were traced with explosives. I was not allowed to know anything.

3/4/2015 6:01:30 PM

Hello,
I have some concerns about protocol at Flagstaff Pulliam Airport. First my mom told them she had a pacemaker and can't go through the X-ray machine. The TSA agent said she would get a pat down instead. When she approached the machine the lady told her to walk through. She was caught off guard and did walk through .
Next, when we boarded the plane I noticed she had her water bottle that she brought from home in her purse. This was all very disturbing. Please let me know what steps are taken to fix these problems.
Thank you
(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Wednesday, March 04, 2015 4:59 PM
To: TSAExternalCompliance
Subject: TSA Civil Rights Civil Liberties Complaint

TSA Civil Rights Civil Liberties Complaint form attached. Please process immediately.

Thank you,
(b)(6)

3/4/2015
6:01:50
PM

Attachment

Complaint Information
Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Name: (b)(6)
Phone#: Cell: (b)(6)
Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6) Arlington VA 22209
Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party s name and contact information:

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.
Organization (if any): _____
Phone#: Cell: _____ Home: _____ Work: _____
Mailing Address:----------

When I was traveling from Detroit Metro airport leaving for Atlanta, GA. I was put through a very rigorous screening including the X-ray machine and an intense pat down including my breasts, crotch, buttocks including between my butt cheeks. I had to lift my sweater so she could feel underneath each breast and my armpits. She did this in front of everyone. Then she reached into my pants and felt all the way around the waistband of my underwear. I had already done the X-.ray screening with my arms up. She continued feeling up and down both legs and arms.

I think this was overdoing it and was quite embarrassed and humiliated in front of other passengers.

To top it off, on the way back from ATL I accidentally took my checked luggage through TSA screening and they took my bag aside and said they had to look inside but would not tell me why. Before they cut off my lock I was allowed to use my key to unlock it. I was so frazzled I didn't think about the fact that this was not my carry on bag. She started tearing apart my bag and then told me it was because I had too many liquids. I then realized this was the piece of luggage I was supposed to drop at the spirit drop-bag for checked luggage. Before I had a chance to explain, they pulled out my zipock with all my shampoos, lotions perfumes etc.. and had them strewn all over the place. I asked to see a Supervisor and so she got one and this woman was so mean to me. She said I had to throw out more than half of my toiletries. I asked if I could just repack the bag and go back out and she said no I had to do what she said! I tried again to explain my mistake but she wouldn't listen and said she would just take whatever she wanted and throw it out unless I made up my mind, she didn't have all day. I begged her to let me repack and go back out but she started yelling at me to do what I was told. I finally said no, I want her Supervisor, and then she said fine and threw my stuff at me and said repack it as fast as you can and get out of here she had more important things to do than to spend all day arguing with me. My stuff was leaking and falling all over the floor, my clothes were a mess.

3/5/2015 8:37:22 AM

I couldn't get it repacked fast enough for her so she smashed my stuff and made me zip it up. I am handicapped and have an injury to my wrist where I cut it right through to the bone. My hand hurt so bad by this time.

I have mental illness, Manic depression, bi-polar disorder and anxiety. By the time she got through with me I was terrified and a complete basket case. I had to go back to the Spirit Airlines counter and repack my bags and check in my luggage with the "liquids" and repack my carry-on.

I burst into tears right there in front of everyone to see. My makeup was a mess and I had" racoon eyes" from my mascara. I had to get on the flight looking like this. Then because she mad such a mess of my carry-on, when I got n the plane it wouldn't fit in the overhead bin and I was forced once again to open my luggage and they gave me a garbage bag and told me to take some clothes out and put them in the bag until I could squish it down and fit it in the bin. I was at the end of my rope.

That TSA agent was a large black woman, I did not get her name but she is a Supervisor at ATL in charge of controlling how much liquids you are allowed to take onboard.

I wish I had gotten her name. She then started telling other passengers and co-workers about all the toiletries I had in my bag and was laughing at me for wanting to take home some of the complimentary hotel shampoos and lotions and how much perfume and skincare products I had in my bag and telling people very loudly about my personal items and necessities that I had in my bag! I was appalled and asked her "what the hell was wrong with her?" She then became irate with me and said "Did you just swear at me?" "Oh, no you didn't" and started threatening me. I was scared of her at this point and apologized profusely and begged her just to let me leave. She looked as though she might physically assault me.

She finally threw my luggage down on the ground and said "Fine, that your crap and get out of here, I am through with you!" "I have more important passengers I could be helping."

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

---

Remote Client IP: (b)(6)
Date Time: 3/4/2015 10:57:57 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):Flights

3/5/2015 8:38:22 AM

1071 Portland,Or
360 Las Vegas
410 Orlando,FLA
250 Denver,Co
Comments:superviser in back of her said ,Is there anything wrong?"I said,"it's ok." I could picture myself being carted off to a room for complaining. I should not feel that way. The TSA agent's voice,facial expression, and body language appeared to me that she was having a terrible day or is an angry person.
I know because I taught learning disabled students for 31 years. I was a school counselor for six years.
Twice I was pulled to the side and checked with a wand and once with wand and pat down. The second time the agent found a button at the bottom of a pocket.
Both times the agents put a black powderee
substance on my finger tips.I don't want to excuses on the part of TSA. One of my bags
was searched and 3 of my hats stolen each given to me by my wife for special occasions.They cannot be replaced because they are no longer made. Why would an agent do that? I don't reasons or excuses. I hear that too much in America now, everywhere. Very few want to take responsibility for their actions. One of my church members has a PHD in Math statistics. He teaches at Oregon State University. As soon as he completes a project he involved in he is going to figure the odds of me being searched two times.

Good afternoon,

I want to lodge a complaint about how I am treated every time I go through security lines in the United States. I have a spinal cord injury that requires the use of a walker. Fortunately, I am ambulatory enough to be able to walk through the x-ray machines while my walker is inspected. For the last two years, every time I have flown in the U.S. I have been given the thorough inspection, including a pat down. I am not exaggerating when I state that this happens every single time I fly and nobody will give me a reasonable explanation as to why I am targeted like this. The last time, which was two weeks ago I was admittedly angry and I asked the agent why I had to go through this every time and he merely stated that it was "procedure". As I stated, I can walk through the x-ray machine, but that process, plus the extensive pat down is not only annoying, but it is painful. Standing without a cane or walker requires great effort on my part and after five minutes or so I am in enough pain that it impacts my flight experience.

I am a 57 year old executive who is almost always dressed in a suit. Why am I treated this way? Two weeks ago I flew to Mexico City and on the way back their security personnel were very kind and thoughtful and they made my security clearance experience short and with obvious empathy. I can understand the occasional full blown inspection, but not every time. Is this the actual required of a handicapped person? If it is, then you need to address this issue because I am being adversely selected based upon my handicap and it is not just embarrassing, but painful. I think I am going to have my wife start videoing these pat downs and if you don't want to fix it then I will address it publicly because I am not being treated fairly.

3/5/2015 4:04:04 PM

(b)(6)

President

(b)(6)

Southlake, TX 76092

(b)(6) phone)

817-416-2326 (fax)

Dear Sir
REFERENCE: Dear Sir
REFERENCE: SECURITY CHECKS AT ORLANDO AIRPORT

I wish to bring to your attention the way I was treated by your staff on my return through Orland Airport to Manchester recently.
We were directed to a line that was using the X-Ray Body Scanner equipment. Because I use an Insulin Infusion Pump which should not go through an x-ray machine under any circumstances we contacted a Senior Security Officer attending the queue. She was not helpful and just stated that using the machine was not a problem. Further down the queue was another officer who we explained again the situation to. He directed us to the walk-through metal scanner. This officer in charge of this scanner indicated that I HAD TO USE THE X-RAY SCANNER. Unfortunately this caused me a very embarrassing scene with hundreds of other passengers watching what was happening.
At this point a more mature lady officer approached me who said she would perform a 'pat down' and would I prefer that was done privately or in a close by area. As I had nothing to hide happily accepted the latter option. This officer was very thorough and did what was necessary during the search and was very professional and understanding.
At the end of the pat-down I thanked her for her courtesy and professionalism and eventually was able to join my husband.

3/5/2015 6:15:52 PM

I do understand Homeland Security is extremely important in this day and age, as it is in the United Kingdom also. I feel there was a lack of understanding of staff to people with medical equipment which requires a different approach by Officers and also understanding of the sensitivity of the situation in which I was placed.
I trust you will accept the criticism above and accept that I am not trying to short cut the security system. I hope that next time I travel to America things will have improved for people travelling with an Insulin Infusion Pump.

Yours faithfully
(b)(6)

To

TSA-Contact Center@tsa.dhs.gov

REF "D-RFI"

Dear Sir
REFERENCE: Dear Sir
REFERENCE: SECURITY CHECKS AT ORLANDO AIRPORT

I wish to bring to your attention the way I was treated by your staff on my return through Orland Airport to Manchester on the 1st March 2015 approx 3.30 PM.

3/6/2015 8:38:50 AM

We were directed to a line that was using the X-Ray Body Scanner equipment. Because I use an Insulin Infusion Pump which should not go through an x-ray machine under any circumstances we contacted a Senior Security Officer attending the queue. She was not helpful and just stated that using the machine was not a problem. Further down the queue was another officer who we explained again the situation to. He directed us to the walk-through metal scanner. This officer in charge of this scanner indicated that I HAD TO USE THE X-RAY SCANNER. Unfortunately this caused me a very embarrassing scene with hundreds of other passengers watching what was happening.
At this point a more mature lady officer approached me who said she would perform a 'pat down' and would I prefer that was done privately or in a close by area. As I had nothing to hide happily accepted the latter option. This officer was very thorough and did what was necessary during the search and was very professional and understanding.
At the end of the pat-down I thanked her for her courtesy and professionalism and eventually was able to join my husband.

I do understand Homeland Security is extremely important in this day and age, as it is in the United Kingdom also. I feel there was a lack of understanding of staff to people with medical equipment which requires a different approach by Officers and also understanding of the sensitivity of the situation in which I was placed.
I trust you will accept the criticism above and accept that I am not trying to short cut the security system. I hope that next time I travel to America things will have improved for people travelling with an Insulin Infusion Pump.

Yours faithfully
(b)(6)

Rhyl
Denbighshire
Wales
LL184SA

3/6/2015 9:55:03 AM

Caller and her sister flew back from RSW and were chosen for PreCheck. They did not have a PreCheck lane at the checkpoint because they said they were understaffed. They were asked to remove laptops and 3-1-1. The bins jammed up and her computer fell on the floor. Caller is very angry because TSA was understaffed and there were people standing around talking. Caller says her computer is fine. Caller was given a card, but no one gave their name and a manager did not come to help either and just said move it on . She ended up getting a patdown, but she feels that it was a diversion so that she wouldn t pay attention to them picking up the computer. Caller feels that the TSOs were blaming her for the bins jamming up and the TSO told her that the computer fell on her jacket. Caller says it clearly did not and everyone saw it. Caller says that it is peak season for snow birds in FL and feels that the screening at the checkpoint was handled very poorly. She says there are a lot of older people who go through screening there and the process should be handled better.

Date Time 03 01 2015 1030-1045AM
Airport RSW
Airline American
Flight # 2317
Concourse C

3/6/2015 12:58:07 PM

Caller just printed her boarding passes but they do not have PreCheck on their boarding passes. She and her husband got it the last time they flew and only he has it this time. Neither of them have applied for a KTN. Caller would like to know if she was not chosen because of her age or because she had an anomaly detected and got a patdown the last time she flew.

Caller stated she had an horrible experience at SFO. She told them she would like to opt out of the AIT. She stated they sat her on a chair that was on an incline and left her there for half an hour because they did not have a woman available for a patdown. She could not sit in the seat that they provided and she needed to get up so she told them she would be happy to go through the metal detector like the other people. She said they told her that once she opted for the patdown that she could not go through the metal detector. She is 75 years old.
It was the men that treated her badly. The men were very rude to her. There was a man that grabbed her arm and tried to drag her into the other room, she stated she felt like she was going to be disappeared. She wanted to know how she could prevent this in the future.

3/6/2015 5:13:06 PM

CSM RFI
Airport: SFO
Airline: Southwest
Flight Numbers: 3991
Date and Time of Incident: Saturday, February 21st
Location of Incident (Terminal or Gate): Terminal 1.
Contact information (phone number or EMAIL):

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

---

Remote Client IP: (b)(6)
Date Time: 3/6/2015 6:27:12 PM

3/6/2015 8:03:33 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):Montrose/Telluride to Denver UA 3890
Comments:Traveling throught winter area, I was wearing an undershirt and a vest. They called me for a pat down because I declined to take off my vest and be only in my undershirt. I waited 10 minutes for a female pat down, who then made me take off my vest in the midst of a public area for the pat down. Several other passengers went through with large, bulky sweaters in the span of time I was standing there. I felt very harassed and abused by the TSA agents at this airport.

3/8/2015 6:07:42 PM

I prefer to opt out of the TSA body scan when I fly but often I've noticed that the procedure in which it is done is flawed. When I tell a TSA agent I want to opt out, they ask me to step aside. The problem is that my luggage with many expensive items go trough the rolling scanner and are sitting at the end of the roller waiting for me to pick them up. This is troubling because since I have to remove all valuables, they could easily be stolen whole they are sitting there and I am waiting for my security pat down. This just happened today which is why I am contacting you now. Other times when I request that I not send my personal items through the rolling security scanner I have been told that I must put them through immediately. This is a big problem for me. The TSA needs to protect the personal items of air travelers. To do this the TSA needs to establish a procedure whereby they collect the personal items of someone that opts out immediately after they choose to opt out. I look forward to your response.

Thanks

3/9/2015 8:20:35 AM

Dear TSA, I just had my first pat down ever largely due to loose clothing which led to yellow squares appearing on the scanner.

All fine. However the pat down was done on areas other than those highlighted on the scanner.

The scanner revealed yellow squares below the breasts down to waist. The pat down extended above the breasts and to shoulders.

No one should touch my breasts unless I give them permission to do so. Had I known the pat down would go beyond the highlighted areas I would have requested a private room.

Is there a way TBA agents can advise people prior to the pat down if it's going to go beyond the specified area?

It left me feeling very uncomfortable

Thank you.

(b)(6)
San Francisco

Sent via the Samsung GALAXY S® 5, an AT&T 4G LTE smartphone

Customer Service / Help

Today March 8, 2015 TSA Security did a full pat down (b)(6) while I had my 4 year old (b)(6) and 2 year old (b)(6)

During the full inspection they went through my Black luggage (Carryone), and my Silver Bag which had my wallet in the bag. The wallet is black leather with fabric. Designer name of the wallet is Coach.

During the inspection of my two bags, I wasn't able to see them go through it and put my items back. So that is why I didn't realize they forgot to put my wallet back into my silver carryon.

3/9/2015 8:20:57 AM

We were the last 3 individuals to board the Flight with US Airway Flight from Yuma to Phoenix. There was one man who they rushed to and gave him a bowl that had items in it. This man could possibly have My wallet if you don't have it. I am currently on Flight 604 and will land in Portland, OR at 4:49 pm to 4:51pm. The flight that I was on from

YUMA to Phoenix, Flight number US 2772, and our ticket was stamped in Blue saying TSA NYL, they said we were randomly chosen. The Man was on the same flight as me heading to Phoenix, I am not sure where he was headed but he was the last person to board the plane before us and again we were the last people to board Flight US 2772.

I didn't realize my wallet was gone until we were at gate A19, heading onto our flight US 604.

My Cell Phone (b)(6)

3/9/2015 9:59:06 AM

The caller stated that there was a security issue at PDX and he wanted to make a suggestion. He was going through security with his wife and has TSA PreCheck. His wife underwent a patdown and they left her carry-on bag sitting on the conveyor belt. He stated that her bag was out of her site even when she was still 20-30 feet on the other side of the metal detector. He stated the bag was out of her site for several minutes. He walked up to the bag and picked it up while she was still undergoing screening and he could have been another passenger looking to steal the bag. It took a couple of minutes before security officers came up to him and asked if that was his wife's bag.

3/9/2015 1:52:07 PM

Date and time: 3-7 around 12:00 or 1:00 p.m.
Airport: PDX
Caller said she understands that TSA has challenges but she had a bad experience at Bradley with a TSA agent. She said that she always opts out of the machines and requests a patdown. She had to wait about 10 minutes for a female agent but said she was ok with that. She said after her patdown, a male agent walked by her and said out loudly and rudely, Did you get your s_ _ _ ? She said she did not get a name and did not want to pursue it but would like to voice her opinion about this. She did not want to give any information about herself other than she is a caller named Gail. She sated that she felt this was uncalled for. Another time when she flew from Bradley on Southwest, she had a TSA approved lock on it and TSA broke off her lock.

Date and Time: March 3rd, 2015 around 4:00 p.m.
Gate or Terminal: Not Sure but it was a United Terminal

She asked if she every gets rude back to a TSO, can they prevent her from boarding. She does not want it to affect her PreCheck.
She asked if the agents take your bags off the belt, do they keep a check on them.

REASON for the call: Caller would like to report a TSO stealing his iPad. Caller said he went to Midway airport and advised the officer he lost his drivers license. Caller said the officer asked him for 3 other forms of ID. Caller said he presented the 3 items the TSO requested. Caller said he was then told he would have to undergo a patdown. Caller said he had two carry-on bags. Caller said the iPad was in his business bag. Caller said he was then told to sit down after the patdown and not move. Caller said the officer held up his iPad and asked the caller if it was a iPad. Caller said the officer continued to look through his bags. Caller said then the TSO handed him his belongings back. Caller said when he got on the plane he noticed his iPad is missing. Caller said he was flying with Southwest. Caller said the TSO was a Hispanic male with dark hair. Caller said he had stocky build and probably 5ft. 7in. tall.

3/9/2015 4:06:43 PM

Date Time: 3 8 2015 at 8pm
Airport: Midway
Airline: Southwest
Gate Terminal: Gate B20
Flight #: 190
Bag tag #: n a
Bag Description: iPad was in a black cloth case
Missing Damaged item description: Black iPad Air that had a black magnetized cover
NOI: n a
Email: (b)(6)

RESOLUTION to the caller's issue: You may wish to file a claim for missing and\or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location. I also advised the caller to contact lost and found at 773-498-1308.

3/9/2015 4:12:31 PM

My last e-mail wasn't responded to by a real human - I received an auto response that was a generalized answer that didn't pertain to my question at all. Below is my question - could I please get a response from a human?

I prefer to opt out of the TSA body scan when I fly but often I've noticed that the procedure in which it is done is flawed. When I tell a TSA agent I want to opt out, they ask me to step aside. The problem is that my luggage with many expensive items go trough the rolling scanner and are sitting at the end of the roller waiting for me to pick them up. This is troubling because since I have to remove all valuables, they could easily be stolen whole they are sitting there and I am waiting for my security pat down. This just happened today which is why I am contacting you now. Other times when I request that I not send my personal items through the rolling security scanner I have been told that I must put them through immediately. This is a big problem for me. The TSA needs to protect the personal items of air travelers. To do this the TSA needs to establish a procedure whereby they collect the personal items of someone that opts out immediately after they choose to opt out. I look forward to your response.

Thanks

--

(b)(6)
HYPERLINK (b)(6)
phone: (b)(6)

Submitted on Monday, March 9, 2015 - 15:00 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
Best Time to Contact : 1:00 pm - 3:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

3/9/2015 4:13:03 PM

PO Box or Street Address: (b)(6)
City: Tarrytown
State: New York
Zip Code (Post Code): 10591
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 03\06\2015
Where did this happen? CALIFORNIA - SAN - San Diego
International
What happened? I ama blind traveler who travels with a service animal. I was asked three times by two separate agents to remove all of my service animals gear; such as his leash harness and collar to go through the mtal detector. I know my rights and I
Disability Description: Callers mother has a pacemaker.

3/10/2015 9:36:13 AM

Incident Details: Callers mother (b)(6), flew today she went through the checkpoint, Terminal B at EWR around 10:10 pm on 3 09 2015. She was in a wheelchair provided by the airline, she has a pacemaker and had documentation showing that. She said that her mother can not stand for long periods of time and has difficulty walking, she informed the officer of this information and requested to be screened using a patdown. The TSO forced her to stand up and go through the AIT and she almost fell. After being screened by the AIT they did a full patdown as well. She said that she is concerned about her mothers health because the physicians informed her not to go through any type of xrays.

Caller is wanting to know what can be done about the terrible experience her mother had yesterday when going through the checkpoint. She wanted to know what the policy is for going through screening with a pacemaker.

3/10/2015 10:15:36 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/10/2015 9:03:33 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/05/2015 7:30 AM Airline & Flight Number : AA 1539 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I felt that I was very disrespected by two TSA employees while checking in. I am pregnant and opted out of the wave scanner. I notified the first agent that I was pregnant and was opting out. The female agent then asked me to stand in several different places while waiting for another female to perform the pat down. This agent proceeded to get nasty with me each time I did not stand exactly where her finger was pointing. I felt very uncomfortable as I was being asked to stand what I felt was too close to the scanner. A male agent then chastised my decision letting me know that I should just go through the scanner as it is only "radio waves" and that my cell phone is probably harming my child more than the scanner would. Agents should not be giving incorrect medical information or unsolicited advice, especially when the safety of these machines has not been sufficiently studied.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/10/2015 3:43:38 PM

Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling (b)(6) . She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver s license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn t have a state ID. She says that the officer just pointed in a general direction and didn t give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, What are you doing? in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn t tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn t very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn t rude until the end when she just said Have a good day! and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, They are over there somewhere. She says that she finally found a supervisor, (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn t understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs; whether this be in person or via phone.

(b)(6)

(b)(6)

Cinnaminson, NJ 08077

(b)(6)

March 10, 2015

Sir/Madam at TSA:

3/10/2015 4:05:50 PM

On Sunday February 15, 2014 I was departing the Philadelphia International Airport (PHL) on US Airways flight 1826 heading to Pheonix SkyHarbor (PHX). I apparently had an issue with something I touched that made it mandatory for me to have a full body pat down and for the TSA officers to have to fully search my carry-on items. I understood the need for the process and complied with their request. In the process of going through my one carry on, one of the officers broke my handicapped hangtag from the State of New Jersey. While for someone else this might not be a big deal for me it was somewhat significant because I have a fused hip and it is at times difficult to walk long distances, and I was going to be in the Phoenix area for approximately 3 weeks making it more necessary than if it was a short time. While I do understand these things happen, what annoyed me the most was I was not told by the TSA officer who broke it. I know that it is possible that the officer did not even recognize that she did it, but I might have been able to temporarily fix it for the trip if I had been notified. To be honest this is a minor complaint as to the one I have from my return flight from PHX to PHL.

I was, again, flying US Airways (now American Airlines) flight 1803 from Phoenix to Philadelphia. As far as I knew I had packed everything appropriately for both my checked bag and my carry-on items. When I got home on Saturday night, I did not think to check my luggage as I did not need anything out of my checked bag. I honestly did not look into my checked bag until last night, Monday 9, 2015. When I looked closely at my luggage I noticed one of my locks had been broken and replaced by a zip strip. I understand that TSA has the right to look into the bags and break locks if they are not unlocking correctly, even though they were TSA compliant locks. As I could be annoyed at this I realize this can be part and parcel of flying. The only reason I am mentioning it is because I immediately knew TSA had searched my checked bag.

When I opened my bag the first thing I saw was that my medication bottles were touched and had been simply thrown back into my bag without placing them back into the clear zip lock bag they had been in. At this point I was flabbergasted. I checked those medications on my way back home because I had been told by a TSA officer that it was better to check medications that were non controlled substances because you took less of a chance of someone stealing them while you were in the airport. So, using the officer's advice, I checked all of my medications that were not controlled substances. As I previously stated, I placed the six medications in a clear zip lock bag so TSA could clearly see the labels and see the medications were prescribed to me. To find them out of the bag and just thrown into my suitcase made me furious. How am I to know at this point that nothing was taken out of the bottles or that something nefarious was added to the bottles? I do not have the money or ability to even get everything refilled to make sure it was fresh because my insurance will only allow them to be filled right before the refill date, and some of them are fairly expensive without insurance. To think that someone would be that

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/11/2015 10:56:03 AM Airport : MCO - Orlando International Date/Time of Travel : 03/10/2015 8:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : T50 -- Terminal B TSA Employee: (If Known) : (b)(6) Comment : I am concerned about the screening process at MCO. At MSP and SFO (where I am more accustomed to flying), agents both change to new gloves and test the new gloves before conducting a patdown. This is an important safeguard to the passenger being searched, since without it we must assume that:

a.) The gloves were freshly changed
b.) The gloves are not contaminated simply by virtue of them being in an unattended box of gloves.

3/11/2015 12:07:42 PM

However, at MCO, agents do not test their gloves before conducting a patdown. My sister and I both received patdowns at MCO yesterday. Fortunately, mine went fine, but the agent who did my sister's patdown apparently did so with contaminated gloves, resulting in a false positive and an extremely intrusive, unnecessary search that of course yielded nothing. It also delayed us at least 30 minutes in getting to our gate.

The search was conducted by Officer (b)(6) However, the lack of glove testing seems to be common practice at MCO, as the officer who did my patdown did not test his gloves prior to the search, either.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Call Reason: Caller states that her daughter flew from MCO but has a complaint about her screening there. Caller says that her daughter felt violated. She states that her daughter got a patdown and that all of her luggage was opened and that she was treated rudely and she was detained at screening for over half an hour.

3/11/2015 12:20:14 PM

Date Time: 3 11 9:19 am
Gate Terminal: (does not have)
Airport: MCO to Wooster MA
Airline: JetBlue
Flight #: 1888
TSO: (Caller will call back with that information)

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named Spry did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in from of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was an went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understand this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a pat down should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015 3:05:13 PM

REASON for the call:	Patdown was way to invasive around his genital area and was conducted in the open.
Date Time:	March 10 12:30 1:00pm
Gate Terminal:	Gate 8 and switch then Gate 1
Airport:	Orlando International
Airline:	JetBlue
Flight #:	398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:
I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in from of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was an went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understand this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a pat down should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015 3:05:13 PM

REASON for the call: Patdown was way to invasive around his genital area and was conducted in the open.
Date Time: March 10 12:30 1:00pm
Gate Terminal: Gate 8 and switch then Gate 1
Airport: Orlando International
Airline: JetBlue
Flight #: 398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:
I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in from of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was an went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understand this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a pat down should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015 3:05:13 PM

REASON for the call: Patdown was way to invasive around his genital area and was conducted in the open.
Date Time: March 10 12:30 1:00pm
Gate Terminal: Gate 8 and switch then Gate 1
Airport: Orlando International
Airline: JetBlue
Flight #: 398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:
I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Dear Sirs:

I visited Punta Cana 3/6-3/11. On 3/11 @ 11:00 a.m., I returned to the Punta Cana Airport for a United Airlines flight to Chicago ((UA 1664). I went through the medal detector and was assaulted by a female security guard. She grabbed my breasts and my crotch without any warning whatsoever. I objected and advised that she should have warned me that she was going to touch me in that manner. She then selected me for "random screening" in retaliation for advising that her behavior was not ok. However, no one was able to explain that to me because the did not speak English. I requested that they get someone who spoke English so that I could understand what they were asking me to do. I was taken to a private room where I was forced to remove my dress. I was groped even more. Of course, no one spoke English. A supervisor came in the room and requested that I sign a paper which stated that I had been treated fairly and with dignity. I altered the document to state that I was not treated its dignity and that I was subjected to an unnecessary search in retaliation for rightfully complaining about being groped (in public) with no offer to be taken to a private room by their agents without warning. They also took down my checked bag number, so I am confident that they will do something to my checked bag.

3/11/2015 8:02:04 PM

This behavior is outrageous and should not be tolerated. No American citizen should ever be treated in that manner. I respectfully request your assistance with this matter.

Thank you,

(b)(6)

Sent from my iPad

Sent from my iPhone

Correction - metal detector:

Sent from my iPhone

> On Mar 11, 2015, at 4:08 PM, (b)(6)
>
> Dear Sirs:
>
> I visited Punta Cana 3/6-3/11. On 3/11 @ 11:00 a.m., I returned to the Punta Cana Airport for a United Airlines flight to Chicago ((UA 1664). I went through the medal detector and was assaulted by a female security guard. She grabbed my breasts and my crotch without any warning whatsoever. I objected and advised that she should have warned me that she was going to touch me in that manner. She then selected me for "random screening" in retaliation for advising that her behavior was not ok. However, no one was able to explain that to me because the did not speak English. I requested that they get someone who spoke English so that I could understand what they were asking me to do. I was taken to a private room where I was forced to remove my dress. I was groped even more. Of course, no one spoke English. A supervisor came in the room and requested that I sign a paper which stated that I had been treated fairly and with dignity. I altered the document to state that I was not treated its dignity and that I was subjected to an unnecessary search in retaliation for rightfully complaining about being groped (in public) with no offer to be taken to a private room by their agents without warning. They also took down my checked bag number, so I am confident that they will do something to my checked bag.

3/12/2015 8:35:42 AM

>
> This behavior is outrageous and should not be tolerated. No American citizen should ever be treated in that manner. I respectfully request your assistance with this matter.
>
> Thank you,
>
(b)(6)

> Sent from my iPad
>
> Sent from my iPhone

Caller s daughter has an ostomy. She is 17 years old. They patdown her ostomy and she always has issues when she is traveling by herself. She went through screening today about an hour ago, and one of the officers at the beginning told her to leave her ostomy supplies inside of her bag. When she got to the other side, the male officer chewed her out because she didn t have the items out of her bag. He wanted her to explain what every item was when she went through screening. It is intimidating for her and it s a high level of frustration.

3/12/2015 2:55:10 PM

Airport- SMF
Airline- American
Flight#- 2306
Terminal- A4
Date- 3 12 15 at 10:20 am
Caller and her x husband were flying out of Orlando International with their 9 year old daughter. The wife went through screening first then the daughter and then the father. The daughter had an aerosol can of sun screen which was thrown away. Then they all went through the AIT screening. Next thing the parents know is a TSO agent wanted to take the child to a private room for screening. The parents stated the daughter did not have any alarm in the AIT so why does she need to go to a private room for screening. The TSO did not explain any reason for the additional screening. The father would not let the TSO take the child out of their sight and the TSO did not offer for one of the parents to accompany her during the patdown in a private room. The parents are very uncomfortable about this. And would like an explanation of why the extra screening for a nine year old.

3/12/2015 6:07:05 PM

Airport: MCO
March 5 5:03 or 5:30 PM went through the screening
Southwest Airlines flight

Original she had a bottle of sunscreen 3.4oz. and that time she was told to go to a private room to AIT first and did not sound an alarm and then luggage first then all went though the AIT no suggestion and then they
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/13/2015 11:24:35 AM

3/13/2015 12:13:35 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):55 out of Love Field 8:00pm flight to Houston then on to HRL Center screening.
Comments:at approx. 6:05 March 12, 2015 my 14 year old nephew was screened after going through xray then was frisked. I protested that we had just went through xray, and that he was 14 without a parent present and he was rude creepy to the point I tried to take a picture of his badge and he turned and yelled at me (im 51 years old) I have his picture and kept my mouth shut at that point to not further anger him. (he frightened me) as we walked to the gate he surprised me, away from his station to tell me that the picture I took damaged his vision and impeded his job. (which I took as him threatening me if I complained)

REASON for the call: Caller s daughter (b)(6) flew from ORD to FLL and she had a cake with icing and she was patted down for it and the TSO refused to give her an option of a private screening. This happened at security point 7. The caller walked through the AIT and got her stuff and the a female TSO asked if the cake was hers and they pulled out the cake and got
a test strip and put it in the machine. She came back and said she needed to test it again but another TSO told her she needed to pat her down because it tested positive for explosives. Is that a standard procedure have to do a patdown? The person doing the patdown was (b)(6) and the other one was (b)(6) Caller feels like she was treated like a criminal. She did not ask for a private screening because she didn t know but they should have given her that option.

3/13/2015 12:31:49 PM

Date Time: March 8 2015, 430 pm
Gate Terminal: Gate H11
Airport: ORD
Airline: American Airlines
Flight #: 1687
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller I would forward her complaint to the CSM at ORD for review and that they would have her contact information.
Special Notes: N A

3/13/2015 2:22:19 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 3/13/2015 1:00:02 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 03/13/2015 11:50 AM Airline & Flight Number : Aa 1086 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : 1. Our son has global entry but tsa Precheck would not come up on his ticket. We paid for this and he passed the background check, and yet we now have to wait for him to go through a long line.

2. Our 13 yr old daughter was "randomly" selected for a pat-down search. She also has global entry status and went thru the pre check line.

This is ridiculous. I am a supporter of national security but targeting teenagers who have passed background checks is over the top.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/14/2015 12:30:00 PM

Caller stated that he flew out of SFO to Palm Springs and was pulled aside and patted down several times. While getting the additional screening,they took 1 bag and screened it and gave it back, but on his second patdown, there was not a line of sight maintained. Arriving at his destination, he noticed that he was missing medical items (cold compression kit) and clothing (shorts and shirts)..

Departing:SFO
Arriving: Palm Springs
Airline: Virgin America
Flight #: 318
Baggage #: Carry on
Bag Description: Black Samson Roller bag.
NOI: NO
Time and Date: 18 FEB 2015 @ 415

3/14/2015 1:18:04 PM

Hello.

In the fall of 2014, my wife and I applied and received GOES status and TSA pre check. On our first trip to Miami and back we had no issues. We both received our pre checks.

However, on our recent trip to St. Marin, there were issues. Going to St. Martin, we had no problems. We both received our pre check. When checking in for our return, I received no pre check on either leg. I also received an extra security check.

The ticket agents at the airport in St. Martin said there was nothing they could do. Other agents tried to add in my 98..... number, and failed.

I know there is no pre check line at SXM, but I should have had pre check printed on my boarding passes.

I was told by the USAirways agent in SXM that I could show my GOES card at the check point in CLT, and I could go through the pre check line. But I wasn't allowed. I had to go through the regular lines with the body pat down as well.

The Global Entry in CLT worked. Grateful for that. Saved time. But not the pre check.

My wife and I paid $100 each to avoid long security lines and pat downs. The ticket agents in SXM blamed USAirways. The telephone rep for USAirways blamed TSA. TSA blames USAirways.

Prior to leaving for SXM, I checked with USAirways to make certain my 98.... number was included on all my reservations. She said it was. It is in my USAirways profile.

I do not use a third party to book my flights. We do it ourselves on the airways website or by the airlines phone rep.

There was another couple on our flight who had the same issue. Extra security and no pre check.

Why did this happen? Will it happen again? Can we blame the agents in SXM? Who is to blame?

Thank you for investigating this issue. I can provide reservation and flight numbers if you require them.

Frustrated and upset.

(b)(6)

Sent from my iPad

-----Original Message-----
From: (b)(6)
Sent: Sunday, March 15, 2015 3:01 PM
To: TSA-ContactCenter; (b)(6)
Subject: Complaint letter

Attached is a letter regarding the security check that I experienced on January 24, 2015 at the Minneapolis/St. Paul International Airport. (b)(6)

Attachment :

March 14, 2015

3/15/2015 5:04:16 PM

To Whom It May Concern,
My name is (b)(6) On January 24, 2015, I was flying out of the Minneapolis, Minnesota airport on flight number DL1559 en route to Honolulu, Hawaii (my first flying experience). I was a little worried about going through security because I wear bilateral AFO's (leg braces) and I can't take my shoes off because the braces are plastic on the bottom and I would slip and fall plus I need both my braces and my shoes in order to walk without the aid of a walker or personal assistance. Furthermore, I had a letter from my doctor stating that I could not take off my shoes.
When I got to security, the first thing I did was let one of the TSA officers know I had a doctor's letter and I was told I had to go through the body scanner (NO ONE looked at my doctor's letter). After I was scanned, my hands were wiped with some sort of strip. Shortly thereafter, I was pulled aside away from the person I was traveling with and was informed to take a seat. Outside of being directed to take a seat, no one told me what was going on.
The TSA officers then began going through my carry-on and personal item and my fanny-pack. Still I was not told a thing – I had no clue WHAT was going on. Finally, I asked one officer what this was all about and he briefly told me that two alarms went off on you so we have to search you and your belongings. I'm not sure how many officers searched through my personal belongings but I think it was close to four or five people. They literally dumped all my belongings on a counter, digging through them. They wiped all my electronics, then grabbed my bags and re-scanned them. At one point, all the officers were walking away to re-scan my luggage. However, I actually called one officer back because I saw they left one item in the gray bin and I informed him of the missed item. The officers then again wiped my hands, my shoes and my braces.
After all of this, which took approx 20 minutes, two new officers informed me that I was going to be taken to a private room where I was going to be searched once again. I was escorted to a private room and the two new officers who were women informed me they were going to pat me down. This pat down would include under my breasts, buttocks and groin. The entire search, from the time I was first pulled out of line to when I was privately searched, involved approximately 6-8 different people. All but one officer was either rude or very brisk towards me and I felt very violated going through this process. I also started to feel very anxious - worried that I would miss my plane even though I arrived at the airport earlier than what was recommended.
After the very invasive and humiliating search and after my carry-on, personal item, and fanny-pack was returned to me and after I was finally released by the TSA officers, I started to go through my bags to see if there was anything missing. I had $200 in cash in my personal item bag. Because of how my bags were just dumped out and pawed through, I was afraid the money would be gone. When I searched my personal item bag (where I had originally packed my money), the envelope holding my money was missing, so I looked in my fanny-pack and it was not in there either. I panicked – to be missing all my cash was very alarming to me! I didn't know what to do! Considering how my bags were just dumped out on a table, one REASON for the call; Callers husband flew by himself on March 14th from terminal 4. He realized that his wallet was missing when he boarded the flight. She said he has MSA and does not talk well and they could see this. He was pulled to the side for a patdown and made to place his wallet in a bin behind a bunch of other peoples bins. His personal property was in a separate bin and because he had forgot to take it out of his pocket it was placed in a separate bin. She wants to see film footage and will fly down if she has to. She has called the CSM and lost and found multiple times.

Date and Time:March 14th at about 6:30 to 7:30 pm.
Gate and Terminal:B
Airport:Sky Harbor
3/16/2015 11:47:06 AM Airline:WestJet
Flight Number:1495
Bag tag #:NA
Bag Description:NA
Missing Damaged item description: Brown wallet with credit cards and a few thousand dollars in Canadian cash and some American cash.
NOI present (writing on it):NA
Her husbands name is (b)(6)
She wants to be contacted at (b)(6)

Disability Description: Callers daughter has medical condition.

Information Request: Caller hasn t traveled in a long time due to the abuse from TSA. Her daughter is in a wheelchair and they get additional screening each time and her daughter gets groped because she is in a wheelchair. Her daughter is 13 years old and cant walk or stand. Her friend was telling her about PreCheck. Her daughter has had spine fusion surgery. She has a movement disorder. She has a rods in her neck. They have a lots of food with them for her daughter. They will have a note from her daughters doctor. She has to have liquids to drink and for eating as well as the liquid medications. She isn t able to raise her daughter from the wheelchair to help with the wheelchair screening.
Her daughter wears special braces that are difficult to remove as well as her shoes. They use medication in the pill box. Her daughter will have 6 meals while on the plane.

She says the last time they traveled they open all the containers of liquids and swabbed them. Her daughter ended up in the hospital due to the screening of TSA. TSA spilled the liquids, the lids weren t put back on right.

3/16/2015 12:57:11 PM

Her daughter gets stressed out when she is given a patdown.
She says they groped her daughters breast the last time she was screened by TSA.
She will be traveling with her other child, that is 11 years old now and was two the last time they traveled. Will they allow him to stay with the other adult?
She doesn t want to use the AIT for herself.
She wants to know if someone can carry her daughter through the WTMD instead of a patdown? She says her daughter had to go through counseling due to the patdown her daughter got last time she traveled.

Her daughters name is (b)(6)

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states.

3/16/2015 4:12:44 PM

On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

Sent from my iPhone

Caller stated she would like to give a complaint concerning two TSA agents during a patdown. The TSA agents are: Agent (b)(6) and Supervisor (b)(6). Caller is a flight attendant. She was recently visiting her brother who is terminally ill. She was dressed in plain clothes and she did not see the known crew member lane available. She did not want to go through the AIT and opted for the pat down instead. She asked TSO (b)(6) if she would wear clean gloves. (b)(6) complained about having to do so and proclaimed This is the third time today with attitude (b)(6) asked the caller if she would like a private screening. If caller had known how the patdown would go then she would have requested a private screening but she did not. When the patdown began (b)(6) raised her shirt up in the back. Caller stated she went down one of her legs and when she came back up she touched her vagina (b)(6) came around the front of her shirt and caller felt her hand on her stomach around her navel. She made the comment aloud at the checkpoint that she felt she was being touched inappropriately and (b)(6) called the supervisor over. Supervisor (b)(6) came out and said Ma am, you are refusing a patdown. She said she felt intimidated by the TSO and Supervisor, so she called for a Denver police officer. Supervisor (b)(6) came back and took her ID.

When the police officer arrived, she asked the police officer how long it would take, and he said A bit. Caller was embarrassed in front of all those people. Caller requested a screener other than (b)(6) to conduct her patdown but this request was denied by Supervisor (b)(6). According to the caller, the Supervisor forced her to go through a second patdown with (b)(6). She felt the TSOs were smirking, she felt as though she was held unlawfully, she felt like a common criminal. She said there were several members of management and no one spoke to her, she said they spoke at her.

3/16/2015 8:23:54 PM

CSM RFI
REASON for the call:
Date Time: Saturday, March 14-8:00 (went through security at 6:15 am)
Airport: DEN
Airline: United
Flight #: 5224

Caller asked if she needed to fill out any forms in order to make this complaint.

Passenger name: (b)(6)

Airport: Washington Dulles int airport

Date and time of incident: landed Saturday March 7th 2015 at 15:30pm. Approx arrived at security about 15:45-16:00pm

Airline: United Airlines

Flight number: UA101

Gate Number: C5

3/17/2015 8:28:07 AM

Contact number: (b)(6) (uk telephone number)

To whom it may concern.

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

Caller was given this number by the airport to file a complaint about the way she was treated at BUR TSA checkpoint. As she was going through security, she got to the agent that checks ID, and she only had a temporary ID card, and she was asked to go through additional screening. She when through AIT, and then she was told she was going to have a patdown. She TSA agent approached her and advised that she would be doing the patdown, and offered a private patdown. She accepted. When she went to the private screening, she felt like a criminal because she was being escorted, an agent in front of and behind her, and she wasn t even allowed to put her shoes back on. Once in the private room, the officer explained again the patdown procedures. Caller asked if there was any other way, because she didn t want the officers to touch her. The TSO went to get the Supervisor to see if there was anything else that could be done. The supervise came, was kind, but there was no other way, because she did not have a valid government issued photo ID. Caller asked if she don t get a patdown, if she is not going to be able to fly. This was her return flight. When flying through DEN, this was also all the documentation she had when coming through, and she did not get additional screening.

3/17/2015 1:09:53 PM

Airline: Southwest
Airport: BUR
Flight Number: 3054
Date and Time: March 16, coming through screening around 6:50 AM, departure at 7:50 AM
Baggage Tag Number: NA
Description of Luggage: she wearing a white shirt, khaki capris, hair pulled up on top of her head, and she is tall. She was coming through with her husband and her 2 year old.
NOI: NA
Anything on NOI: NA
Location: first line was line all the way to the left, when the agent seen her temporary ID, she sent her husband through checkpoint, and she was sent to the right where the AIT was. Terminal A
Email: (b)(6)

Caller has filed a complaint with the airline for personal injury that occurred at the TSA checkpoint. He stated that the officer s name was (b)(6) The incident occurred at LAX.

Reason for the Call: The caller had just gotten out of lung surgery and his husband was escorting him through the checkpoint. He was in a wheelchair and going through a private screening. He told the TSO that he was being rough with him and the TSO told him to shut up. He reached up to hand his luggage to his husband and the TSO slammed his hand down onto the wheelchair with enough force to cause bruising. He has photos of the bruising. He stated that he sent the photos previously in an email to TSA.
He stated that the patdown left bruises underneath the stitch wounds to the point that they were black and blue.
He stated the TSO made a very bigoted comment. He wanted to know who the gentleman was with the caller during the private screening. The caller informed him that he was his husband. The TSO said, Oh, your husband, with emphasis on husband and he had an attitude. The caller said the TSO told his husband to just stand in the corner and be quiet. The caller said the other TSA employee that was present during the screening said, Oh my God, I can t believe this is happening.
The caller felt that the TSO went out of his way to make him feel uncomfortable.
When he complained that the TSO was hurting him he was told to shut up.
He stated that when he boarded the plane, the airline attendant noticed that he was distraught and stated she understood that he had had an incident at the checkpoint. He showed her the bruising and she filed a complaint for him for personal injury.

3/17/2015 3:24:42 PM

CSM RFI:
Airport: LAX
Airline: United
Flight Numbers: 731
Date and Time of Incident: 3 11 15 1:20
Terminal 7
Location of Incident (Terminal or Gate):
Contact information (phone number or EMAIL): (b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/17/2015 3:01:49 PM Airport : MIA - Miami International Date/Time of Travel : 03/16/2015 8:15 PM Airline & Flight Number : DL 23 Checkpoint/Area of Airport : Terminal H TSA Employee: (If Known) :
Comment : When going through security, the Pre?™ line was closed. I went through the regular line, but they sent me down a shortened path. Once I got to the scanners, they were sending people who had a paper slips through the old metal detector. Everyone else went through the full body scanner. I told the agent that I was Pre?™, but they didn't care because I didn't have the slip of paper. I prefer not to go through the full body scanner, so I opted out. I spoke to the agent doing the pat down and he was very dismissive and rude. When I was done with the pat down, I showed him my boarding pass and asked if he would help other people who should be getting their Pre?™ pass, and he swatted my phone away, didn't even want to see what I was showing him.

3/17/2015 4:21:48 PM

I would like a consistent process that works. Barring that, a little professionalism would go a long way. I'm a million miler, Global Entry member and travel frequently. There's no reason that security can't include customer service.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number : (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Submitted on Tuesday, March 17, 2015 - 14:29 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Powder Springs
State: Georgia
Zip Code (Post Code): 30127
Other:
Email:

3/17/2015 4:21:55 PM

==Incident Information==
When did this happen? 02\27\2014
Where did this happen? ILLINOIS - MDW - Chicago Midway
What happened?
As a pregnant passenger who has to travel up to 6 times a month, my doctor advised me to not go through the machine and receive manual checks. At Midway, the agent spoke very harsh to me telling me the machine would not harm my baby, I insisted on being pat down and I had to wait almost 17 minutes to be checked. Meanwhile, my luggage was completely out of my sight at the end of the security belt. I did not appreciate the lack of concern or being punished for requesting a pat down.

Thank you.
Who treated you unfairly? the agent

3/18/2015 8:38:47 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 3/17/2015 11:31:28 PM Airport : LAS - McCarran International Date/Time of Travel : 03/17/2015 8:00 PM Airline & Flight Number : Southwest 229 Checkpoint/Area of Airport : Security checkpoint to gates c TSA Employee: (If Known) : (b)(6) Comment : To begin, there was one attendant on one check through side, and 5 on the other. I was in the line with one attendant. It was very slow because the bags were not getting pushed through and the boxes were not getting collected on the outgoing side, creating a buildup. When I mentioned the discrepancy in numbers and bottleneck of luggage to an attendant, he directed me to his supervisor, (b)(6) It seemed (b)(6) was busy complicating the situation more, though. Let me explain. He was directing attendants to take their breaks or relieve other people. He was training an attendant on how to pat down a woman, which brings me to my third and final complaint. My friend, who is orthodox jewish and very modest was told she needed to be patted down. She was told by (b)(6) to stand in front of the X-ray machine and (b)(6) then instructed an attendant on how to pat her down, top to bottom, as he, and everyone who was in the screening area, were allowed to watch. She was not offered a private room and was disgusted that she has to go through this in front of the general public. It violated her religious beliefs. All of this and the entire security section seemed to be in complete chaos.
Would you like a response? : True
Passenger's Name (b)(6) & chana bialo Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

3/18/2015 9:12:25 AM

The caller had an experience at a checkpoint where he was pulled aside for extra screening. He took exception to the screening because he had to go through additional screening. The caller states that an incident report was filled out but no one has told him what happens to his information. The caller is concerned that this will affect his precheck status. The caller was randomly stopped and his hands were swabbed and his carry-on was also swabbed. They told him he would have to have a patdown and the patdown would have to be done in private with additional elements to a patdown. The caller was upset at the fact that they would not tell him what the elements were. The caller objected to the way the screening was handled and the fact that they would not tell him what the elements were. The caller states the only element was the fact that the officers were screening his groin area. The caller went through the patdown and asked for a supervisor and the officers took his personal information and refused to tell him what the incident report was for and where his information was filed. The only thing the officer would tell the caller that the report was for his protection and the callers protection. The caller wants to know what happens to his personal information. The caller wants to know if there is a protocol that TSA follows when they gather peoples personal information. The caller does not want to give any of his personal information until he finds out what happens to the information the officer gathered.

The callers parents are at Fort Lauderdale FL and states his 80 year old father named (b)(6) was in a wheelchair provided by JetBlue. He went through screening and an alarm was set off. He was told to stand and walk and take off his jacket. During this process the wallet went missing at the screening check point. The travelers son is upset that his father was not given a patdown instead of having to get out of the wheelchair. His father should have been allowed to be screened in the wheelchair.

3/18/2015 1:01:14 PM

Went through screening at: 12:30 for Flight 1002 for JetBlue

Father 80 wheelchair and they asked him to get up and jacket first time (b)(6) 30

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2015 2:43:01 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/18/2015 1:30 PM Airline & Flight Number : Delta 4040 Checkpoint/Area of Airport : Terminal 4 Security Checkpoint TSA Employee: (If Known) :
Comment : Only one line was open for both PreCheck and regular passengers, causing backup and confusion.

3/18/2015 4:35:00 PM

My husband is disabled and we both have PreCheck. The TSA Agent did not know how he was supposed to handle my husband's screening (he has one leg and walks on crutches) and when he did start he did the full pat down and made my husband remove his shoe instead of the modified pat down he should have received as a PreCheck passenger.
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: 3/18/2015 6:53:45 PM

3/18/2015 8:03:31 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):DL409, JFK terminal 4, TSA screening
Comments:After going through the xray, there were 4 TSA agents, two women and two men. One man told me to wait until the xray said I was cleared. Then, from behind one woman tapped the top of my head without asking my permission. When I ducked and turned toward her to find out what was going on, as it frightened me and freaked me out, the other woman patted my head as well. I told them to ask before touching me and the first woman apologized. They did thus as it turned out because I was wearing a clip in my hair. It is a common thing to be wearing and should not have provoked either woman to touch me without asking. Not only does this violate my civil rights, but it is extremely unhygienic as they have been using those same gloves to pat down innumerable other passengers and travel items. Also, as I had just passed through the xray with no issues, I fail to see the urgency with which these two women attacked me because that is what it felt like. They should have asked me to remove the clip on my own and I gladlly would have done so. The TSA people claim all the power in these situations and it is not right. I am even uncomfortable submitting this complaint for fear of some type of backlash but I would like to know how you are going to handle this situation. It may seem minor to you, but in my view my rights and my person were violated and I am extremely uncomfortable with this situation.

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 3/18/2015 9:42:54 PM

3/18/2015 10:03:24 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):JFK- terminal 8 @845pm LAN flight xl 539
Comments:It started when I went through body scanner at the JFK Terminal. I had no problem doing the body scan more than 5 times. I don't know the exact reason. One of the female agents said to the another male TSA agent that he must be patted down. The TSA agent said that he did not know how to do a patdown and he was not going to do it because he's not gay. "I don't get down with that shit" At that point Supervisor (b)(6) walked over and I told him that his TSA officers needed to get it together. My frustration became to accumulate for the lack or professionalism. If I was a malicious person flying he was not going to pat me down because he's not gay?
At that point I expressed to (b)(6) that I am late for a flight and I have no problem complying with TSA regulations. But your officer is not doing professional and digusting comments he made was not apporiate. (b)(6) Took offense to what I said and decided to put me aside and do further screening because I expressed my concern. At that point he took all my belongings out searched it which I had no problem. He took out my passport and wrote down my information and said the next time I come through the terminal that he was going to give me a hard time. He also expressed to me if he was at his other job that I would not be standing. Then I asked to speak to his superior which witness the whole event. He flat out defended his TSA agents, their comments and actions. At that point I realized me speaking about how I was treated and the discrimatory language that was used was pointless. I am also afraid of supervisor (b)(6) because he took down my information in his note pad, I do not know what he is going to do with it because he stated that earlier he has another job that I would not be stand at that point. I was happy to travel and never had any negative experiences before until this experience has changed my mind.

3/19/2015 9:34:59 AM

Caller s wife (b)(6) has an ostomy and flew from Ft. Myers to Atlanta this morning. Caller is upset because the TSO s there had her raise her shirt in front of people embarrassing her In front of everyone. She went through AIT raised her arms and was given a patdown. Tested her hands then took her to a private screening where there was 4 security officers. Caller advised that she felt violated because of the patdown. The secondary screening nearly caused her to miss her flight. She has no problems at other airports only Ft. Myers.
Airport: Ft. Myers RSW
Airline:Delta
Flight number:Unknown
Date and time: 3-19-15@ approx. 7am.

3/19/2015 10:15:05 AM

I was involved in a nightmare day of flying home from Fort Lauderdale, to Kansas City, on February 26. Unfortunately, neither Southwest Airlines, nor the airport personnel explained to the crowds of people the reason for long, long lines, and missed flights, misplaced baggage, etc. The TSA personnel were no help either. This was my experience, having waited in line more than one hour to get to screening:

Waited for security, and then was held aside, waiting "female assist" while a female TSA person was checking others through. Woman behind me told above TSA person that I might not be feeling well (I was sweating profusely), but got no acknowledgement. After about 5 minutes the above TSA was "relieved" to become the female assist. Her "pat down" of me (80 years old, with silver hair) included flat of hand down the abdomen, across my pubis and through my legs.

I fly quite a bit, and usually to the coasts, including several times a year to LAX. The TSA people I have encountered at LAX are friendly, accommodating, and "a pleasure to be around." (even sing Christmas carols!)

Whether the Fort Lauderdale TSA people were paranoid because of the issues that morning I do NOT know. I have written both to SW and to the airport management to voice my displeasure at their lack of communication regarding the situation. Seems that you should also know that I (and maybe others?) was treated with utter disrespect by the TSA female. Never before have I been so roughly and invasively handled. Shame on the Fort Lauderdale TSA people for their lack of empathy and courtesy.

(b)(6)

(b)(6)

(b)(6)

Disability Description: The caller has trouble walking and standing for periods of time due to severe arthritis and osteoporosis. her airline has issued her a wheelchair to use at the airport. She also has to bring liquid foods due to a GI disease.

Incident Details: The TSO at EWR told her that they did not participate in the PSS program.

Caller is 74 and in a wheelchair requested who requested a PSS for a flight to PHX flying out of EWR on 03 08 2015. She brought yogurt with her and other food items with her which needed to be kept cold.

She said that she has never received a PSS at EWR although she had requested one several times.

She weighs 80 pounds and 4 foot 11. She is on a total liquid diet.

Caller said she had to wait in line, in the sun for 30 minutes at EWR waiting for screening

Caller also has a metal plate in her arm.

3/19/2015 11:47:55 AM

They did not make her take her boots off at first.

Caller said the blue ice began to melt while she was waiting in line and the TSO screened it they told her that the blue ice tested positive for explosives.

The did a partial patdown in the beginning and after the blue ice tested positive for explosives they did a full patdown and made her take her shoes off.

She asked them to throw the blue ice away and let her on her plane but they would not do it and told her that she had to wait on the TSO supervisor.

She said they kept swabbing her and her items until the TSO supervisor came.

She has at this point been in line for screening for over 1 hour and a half.

She said a TSA agent walked up to her while she was waiting to get on her plane after she finally cleared screening and told her that she should have gotten to the airport on time.

It took her a total well over an hour for her to get to the plane once she entered screening and she nearly missed her plane.

She said no one was mean to her at the screening checkpoint.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP:(b)(6)
Date Time: 3/19/2015 10:19:08 AM

3/19/2015 12:10:13 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Sarasota Bradenton Airport (SRQ); Jet Blue flight 164 departing at 11:32 AM from Sarasota to New York City (JFK); terminal B
Comments:I was travelling with my 3 month old infant and breast milk. I declined to send my breast milk through the x-ray machine, instead opting for the TSA agent to test the milk. A man, who seemed to be in charge (he has or had a dark goatee), had a side discussion with the TSA agent working the x-ray machine and I overheard him say something to the effect of "not letting people avoid x-raying" and roll his eyes. He then directed the woman testing the milk to give me an enhanced pat down. Having reviewed TSA guidelines, I asked him why I was getting a pat down when I let my milk be opened and tested. He cut me off and, annoyed, said that because I (in an accusing tone "YOU") chose not to x-ray the milk I had to submit to the pat down. As you know, the pat-down is only required if a person rejects x-raying AND opening the liquid containers. He was dismissive, brusque, and I submitted to the pat down because, frankly, I got the impression that a civil conversation would not be had. As I am guessing is standard for the "enhanced" pat down, the TSA Agent touched my breasts and labia. Because I let my milk be tested, the pat down was not warranted. The agents at the Sarasota airport need better training. I had no trouble on my flight out of LaGuardia to Tampa.

REASON for the call: Caller is calling to lodge a formal complaint against 2 TSA officers at IAH. Her daughter (b)(6) looked up the regulations and procedures about traveling with breast milk and she was traveling with her infant son. She declined having to put it through the x-ray and the TSA made her do it anyhow. One of the TSOs was short in stature, male, pure gray white hair in his 60s. There was another TSO, a woman with cropped hair in her early 50s with dirty blond hair. They were extremely rude to her and the male TSO rolled his eyes when her daughter said she would prefer a patdown instead of going through the x-ray with the child. The female TSO said she should not decline because it would take too long. Her daughter is 27 year old she had on a black t-shirt and jeans, dark hair pulled up carrying a stroller with her infant son with her.

3/19/2015 1:48:20 PM

Date Time: March 19 2015, 1200 pm
Gate Terminal: Terminal B
Airport: IAH
Airline: United
Flight #: 4732
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at IAH for investigation and review.
Special Notes: N A

Submitted on Thursday, March 19, 2015 - 20:46 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- National Origin
- Profiling
- Race \ Ethnicity
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

3/19/2015 9:06:49 PM

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Santa Clara
State: California
Zip Code (Post Code): 95050
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 03\16\2015
Where did this happen? FLORIDA - FLL - Ft. Lauderdale-Hollywood International
What happened?
Hi, I am writing to complain about (b)(6) who is a TSA employee at the Fort Lauderdale airport. After I was selected for addtional screening he gave me a pat down five times without explaining why he was doing so. I have travelled and do travel

3/20/2015 11:54:40 AM

REASON for the call: Caller was at Newport News airport on Sunday 2-15-2015 and her and another passenger both had wheelchairs. She was flying to ATL. She and tow other people were flying together with her and she and she and a companion were both in wheelchairs. She says that the other persons ticket said bobby and his ID said (b)(6) She said that she did not like the patdown. She had a CPAP machine and it was opened. She says that later when she got to LAS they put the machine together and noticed it was making a noise. She says that they were sick for a week but she thinks that when the machine was taken apart the TSOs broke the chamber for the moisturizer. She wants to file a claim. She wants to know what age person stops having to be screened. The TSOs last name (b)(6) and she was African American America. Caller said that she also has a knee replacement. She was unhappy with several things during the screening process.
Date Time: 2-15-2015 3:50 PM
Gate Terminal: ?
Airport: Newport News
Airline: Delta
Flight #: 5057
Bag tag # : N A
Bag Description: It was a CPAP machine carrying case. It was a tote bag. It looks like a laptop bag. It was nylon and black.
Missing Damaged item description: A CPAP machine was damaged. The chamber was broken because it was taken apart.
NOI: N A
Special Notes:

3/20/2015 1:43:15 PM

REASON for the call: Caller was at the St Louis Lambert airport and one of the TSOs did a patdown on her and it was inappropriate . She travels frequently and she had never received a patdown like that and the way that she was touching her. She was touching her private areas and the caller backed away and the TSO said she was doing what she was supposed to do. The caller felt like she was looking down her pants. The TSO s name was (b)(6) The TSO asked her twice if she wanted her to get a supervisor and the caller said yes. The caller talked to the supervisor whose name was (b)(6) and she was helpful and considerate and did the patdown in the proper way. What had happened with the other TSO was extremely inappropriate.

Date Time: March 20 2015, 1215 pm
Gate Terminal: Gate C
Airport: St Louis Lambert
Airline: American
Flight #: Unknown
Bag tag # 10digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller this complaint would be forwarded to the CSM at St Louis for investigation and review.
Special Notes: N A

3/21/2015 9:10:57 AM

Just went thru your checkpoint at Norfolk intl and was subject to a full pat down search because they could not read the expiration date on my nc drivers license. When the evening before the agent had no problem reading it and allowing me through. My flight last night was canceled so we had to return this morning to go through the process again at the same airport checkpoint and this is when I was fully searched because they could not read expiration date. The agents are equipped with a magnifying glass but it was not used. During last nights TSA check they alerted on my bag for two candles and pulled me aside tested them checked my bag and candles with a tool. This morning they did not even check my candles that were in the same bag. Where is your consistency?
As a midwest natural born US citizen of 50 years and former military service member of10 years I have never felt more violated in my life than this morning. I feel ashamed to say this is the competence level of a government agency that protects us and that a portion of my taxes goes to support.

Regards

TSA.

I am emailing about a less-than-satisfying experience my family had with TSA staff members at the Denver International Airport on Thursday, March 19, 2015.

My wife, our four young sons (ages 8, 6, 5, and 1), and I arrived at the TSA security checkpoint around 3 p.m. (mountain). My airline ticket had a TSA pre-check tag on it; my wife's ticket did not. The TSA official standing in front of the security area told us that I could take our four sons with me through TSA pre-check, but that my wife had to go through regular security. We followed those instructions.

3/21/2015 1:04:59 PM

I went through the TSA pre-check without incident. I had a bottle of water for our 1-year-old in my carry-on bag. The TSA representative at pre-check asked me to remove the water bottle from my bag. TSA swabbed the outside of the bottle and performed a test. TSA returned the water bottle to me. My sons and I finished the screening. That was the good part.

My wife was not so lucky. She stayed in security for approximately 25 minutes. She emerged from security crying. She explained to me that TSA made her go through the security metal detector twice and then performed a full body pat down on her – and made her put her bag through the x-ray machine twice. A female TSA official than began using very stern, disrespectful, and condescending language with my wife about two small milk boxes and 2 small containers of baby food that she brought for our 1-year-old son. The female TSA official told my wife she would need to puncture the milk boxes and baby food to test them. My wife explained that if they opened these items, then they would be contaminated and we could not use them with the baby – the only way to open the milk boxes would be to puncture the sides (the boxes could not be closed after they were opened) and the same was true with the containers of baby food). The female TSA official continued to use a loud, intimidating voice that was wholly inappropriate under the circumstances. She turned to another another female TSA official and said, with a derogatory and tone: "I guess I need your help because she [my wife] wants a private screen." My wife responded that she didn't need to leave to be screened – she just wanted the security check to be over with. The rude female TSA official replied by barking to my wife: "You said you wanted a private screening." My wife responded that she didn't what a private screening means but she simply wanted to do whatever she has to do to leave security and rejoin her family – without contaminating our baby's milk or food. The other female TSA official then asked the rude female TSA official if she wanted her to take over. The rude female TSA official, again using an inappropriately loud and disrespectful tone, responded in a particularly dismissive way by saying "Yes, I think that's best. I AM DONE WITH HER," and then she stormed off. My wife started to cry, and this other female TSA official (the non rude one) tried to calm her down and finished the security process. None of the milk or baby food was tested.

When I saw my cyring wife and she told me what happened, I walked with her and our sons to the TSA manager station. One man (who I presume to be the head manager) was wearing a blue TSA shirt and sitting atop a stand, and another man (I assume another TSA official) was wearing street clothes and standing beside him. My wife and I explained to them what happened. The man in the street clothes said that what happened to my wife should not have occurred. The man in the blue TSA

Caller stated that there was 2 issues and she ran into with theTSO at the checkpoint. The caller stated that the TSO stated she was trying to pick pocket another passenger and was back talking him when she said she wasn t and the TSO stated he would make the caller miss there flight. The caller stated that he went through the WTMD and stated that there was a problem with her genital area on the scan. The caller stated she has to step aside for a pat down every time he flies and ask questions. The caller stated she wanted to know the policy for transsexual screening. The caller then stated that she was being discriminated against because she is a transgender.

3/21/2015 1:55:54 PM

REASON for the call:
Date Time: 3.21.15 1:30pm
Gate Terminal: The caller C3
Airport: EWR
Airline: United
Flight #: UA1466

She said that all the TSA staff was professional except the one who said it looked like she was trying to pickpocket someone. Caller does not have issue with the way that she is generally treated, just the fact that she always has to go through additional screening and has to explain that she is transgender.

3/21/2015 6:53:33 PM

Passenger flew out of John Wayne airport in Orange Co. They got to the checkpoint a little late because her husband had issues with parking the car. When she went through the terminal for security they tested her hands and it came back positive and she had to get a patdown. When she got to her gate she had missed her flight and no additional flight leaving for Southwest. They waited for 4 hours on standby and then was told she would be better off buying a new ticket. She was told that since TSA caused her to miss her flight that they would reimburse her for the funds it took to schedule another flight.

(b)(6)

My date of travel was 3\18\15, I went through screening around 8:45pm, terminal 8 JFK, Flight Lan Ecuador #539

It started when I went through body scanner at the JFK Terminal. I had no problem doing the body scan more than 5 times. I don t know the exact reason. One of the female agents said to the another male TSA agent that he must be patted down (Mid 20 s to late 20 s black male with short hair). The male TSA agent said that he did not know how to do a patdown and he was not going to do it because he s not gay. He stated, I don t get down with that shit At that point Supervisor (b)(6) (b)(6) walked over and I told him that his TSA officers needed to get it together. My frustration became to accumulate for the lack of professionalism that was displayed. If I was a malicious person flying he was not going to pat me down because he s not gay? How does my sexual orientation have anything with going through airport screening.

At that point I expressed to (b)(6) that I am late for a flight and I have no problem complying with TSA regulations. But your officer is not being professional and his disgusting comments he made was not apporiate. (b)(6) took offense to what I had to say and decided to put me aside and do further screening because I expressed my concern. He became boisterous and wanted to display his authority in front of his other officers. At that point he took all my belongings out searched it in which I had no problem. He took out my passport and wrote down my personal information and said the next time I come through the terminal that he was going to give me a hard time. I am fearful of (b)(6) or what he is cable of. He stated earlier that
3/22/2015 9:13:08 AM if he was at his other job, I would not be standing he has caused me mental anguish for the fear of physical and fear of traveling through JFK.

Then I asked to speak to his superior which witness the whole event.The person I spoke to was a black male, wearing a black suit with a small pin on the collar, about late 30 s to 40 s year old with no identifiable name tag or badge visible. But did state he was (b)(6) supervisor. He flat out defended his TSA agents, their comments and actions. He blatantly disregarded my concerns that his officers made lewd comments about my sexual orientation and did want to pat me down because he is not gay or I don t get down with that shit . When I tried to explain this to the supervisor he stated, you re not listening to me so take your stuff and keep it moving. At that point I realized me speaking about how I was treated and the discriminatory comments that was said was pointless.

I believe that I was discriminated against because of my sexual orientation and put through further distress because of it. No one should have to go through what I went through at the airport.

Sincerely,

(b)(6)

I went thru security on Saturday Mar. 21 at Newark Airport. I had a Jet Blue flight to West Palm Beach out of Terminal A. The agent I encountered did the patdown but as part of it he gabbed each of my legs and rested it on his knee to do the patdown. I have traveled many times and this is the first time I was subjected to this type of screening. I realize they must pat you down but the grabbing of the leg and holding it straight out seemed strange. Luckily I do not get spasms however because of disability my legs are not very limber and this certainly concerned me especially since the agent is not a physical therapist and could have done some damage to my leg.

3/22/2015 5:08:44 PM I would like to know when this type of procedure was enacted. As I stated this was a first and I was not very comfortable with it. I also shy away from making a big deal because I don't want it to be viewed as aggressive behavior on my part. Your help with this is greatly appreciated.

(b)(6)

Sent from my iPad

NOTICE:

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

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

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

3/22/2015 6:04:07 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? yes
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Honolulu International Airport
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 3/22/2015 10:08:06 PM

3/23/2015 8:32:59 AM

Name: (b)(6)
Email: (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines Flight i WAS !55
Comments:I am a frequent traveler and was going through security. I am 7 1/2 months pregnant and was waiting patiently. The TSA agent at security was little people through the non x-ray machine, and I was in line to be one of those people. Others cut in the line, which the agent saw. And, then she would not let me through. She gave me the option of a "pat down" (her words) or the x-ray screening. She was incredibly rude when I said that I commented that I had been waiting and she let others cut the line in front of me. She essentially said that it wasn't her problem. I complained to the manager on duty and shared her name. I was shocked by the horrible treatment of a pregnant woman.

3/23/2015 8:34:11 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/23/2015 7:12:37 AM Airport : DAB - Daytona Beach International Date/Time of Travel : 03/23/2015 7:30 AM Airline & Flight Number : Delta 1146 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : I am in the process of getting a New York state drivers license so I currently have a temporary one. I flew from laguardia to orlando on March 12th. I had a birth certificate, social security card, photo ID, and temporary drivers license. No problem at all thru security in laguardia. They checked my documents and cleared me. On my return flight out of daytona beach, a supervisor was called at the security checkpoint. She checked my documents and then called addtl person to handle my carry on and go thru it. She then proceeded to do a hand pat down that was extremely inappropriate! I do not understand this kind of screening when I have appropriate documents and did not have this issue on my outbound from laguardia?
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

REASON for the call: Caller stated that the screeners at the checkpoint were extremely rude and were idiots. He feels like they did not have any courtesy and they did not know any proper protocols about the screening procedures. After being treated extremely rudely at the checkpoint he found his checked bag in shambles everything thrown back in the bag and items that had been damaged. He is wanting to know what can be done about this. He was also upset because there was several agents texting at the checkpoint and not working and he took a picture to prove it.

He stated that he feels like he was discriminated against because of his race at the checkpoint. He said that he pulled out his ID showing he was a known crew member. He said that known crew members do not have to go through the AIT. The screener said well you are today in a very unprofessional manner. He refused to go through the AIT and had to have a patdown and they thoroughly checked his carry on as well. The TSO refused to let him go through the lane without the AIT because he was not in uniform. He said that they treated his wife poorly and there was another white guy behind him and they gave him a hard time as well. He said then two Puerto Rican ladies who had an unbelievably large amount of items were sent through the lane without the AIT and was not give any hassle in fact the TSO was joking and cutting up with them.

3/23/2015 9:24:20 AM

Date Time: 03 22 2015 01:00 pm
Gate Terminal: JetBlue Terminal A
Airport: SJU
Airline: JetBlue
Flight #: 1034
Bag tag # (10digit) (b)(6)
Bag Description: It is a crew member bag. There is a sticker on the bottom of a S with two pine leaves.
Missing Damaged item description: There was a bottle of hot sauce broken and spilled on his shirt. He had $80 shirt that were just thrown back in the bag and under his shoes.
NOI: Yes- Nothing written or stamped on it. 937C

Disability Description: Caller has a disability that does not require him to be in a wheelchair but he does use a cane.

Information Request: He and wife only fly about twice a year and are flying to Vegas tomorrow.
They both got KTN s from TSA but his wife shows as PreCheck and he does not so they are split up and he wants to know what else they can do since it did not help to join PreCheck.

3/23/2015 2:46:42 PM

Lately he has been asking to leave his shoes on because it is difficult for him and unsafe to try to take them off.
He stated he gets a patdown anyway so it does not matter.
He said Vegas is better but they will fly from Albany NY and one time they took a long time to give his cane back to him.

Caller refused checkpoint assistance request.

3/24/2015 10:48:33 AM

Caller: She is 78 year old and have a hip and knee replacements. The last three times she went through San Antonio she got a patdown. Wanted to know why she is getting a patdown all the times.

Caller needs information for regulations for dealing with minors. Especially for a patdown. She says her 16 year old got a patdown and there was no adult with her. The child was uncomfortable with a patdown. She says she feels her 16 year old daughter was uncomfortable with a stranger touching her. She traveled out of Sky Harbor. She says they need other means to screen unescorted minors. She feels they should not have touched her breast.

3/24/2015 12:22:54 PM

CSM RFI----Mishandling RFI
REASON for the call: Patdown complaint
Date Time: 03-24-15
Gate Terminal: C 3
Airport: Sky Harbor
Airline: Southwest
Flight #: 4172

3/24/2015 12:28:09 PM

Caller is 100 percent disabled and has applied for Precheck. He had surgery and is in bandages. He had a patdown and now he is in pain. Charlotte was okay and in Jackson. He did not get Precheck at West Palm Beach and feels that this is why he had to go through this. It did not work and he is upset. He is at the airport now.

Disability Description: Passenger is a wounded warrior.

3/24/2015 12:31:48 PM

Incident Details: Passenger is very upset because he called in last month to set up assistance for getting through screening at PBI and Jackson. He received a phone call from the CSM at Jackson confirming the information and letting him know they got the request and will provide assistance but did not get anything from PBI. He just went through screening there and did not get any assistance. He recently had a liver transplant and when doing the patdown the TSO were very rough and now he is hurting and bleeding. He is very upset that he was treated this way and wants to know what the purpose is for requesting assistance and not getting it. He let them TSA know he had done this when he got there and they told him they didn t have any information that he would be flying or any request for assistance and that he was lied to by whoever told him it was being sent.

He was at the airport during the call and put another gentlemen on the phone who claimed to be the manager, and the call was then disconnected.

3/24/2015 1:00:43 PM

Caller: She traveled from Honolulu airport. She have to go through some extra screening because her artificial knee and dint like the way the TSO conducted a pat down. The officer conducting the pat down touched her improperly and wanted to place a complain.

Disability Description: Caller needs medications.

Incident Details: The caller travels quite a bit and has to take liquid medication that can t be open. She states she always gets a patdown at Oakland International and they always hand inspects all of her bags. At other airports they don t do this and she wanted to know why they do this at Oakland. She has read on the website that she may have to go through a patdown but it doesn t say must. She stated they always treat her disrespectfully because she takes medication and it makes her feel horrible. She also complained because she asked for someone to keep an eye out on her bags during her patdown and they were rude about it. She advised that she would file a complaint and TSO, (b)(6) stated that it wouldn t matter that complaints go into a file an no one looks at them. She also spoke to a supervisor at the checkpoint.

3/24/2015 1:49:43 PM

Date Time: 3-24-2015 at 11:40 AM
Gate Terminal: Gate 30
Airport: Oakland
Airline: Southwest Airlines
Flight #: 481
Complaint description: Always received patdown because she carries liquid medication that can t be open.

3/24/2015 2:24:46 PM

On 3-19-15, I was flying back from Rome, I got stopped by the tsa agents and they mauled and groped me like a wild animal. Open handed they pulled pushed and twisted my breast they are still bruised. I did not set off any alarms, I have such thin hair it won't even hold a bobby pin, but they still felt it necessary to pull my hair they could tell by looking I could not hide anything in my hair, yet they let people setting off alarms and women with tight buns in on the airplane, there was no reason what so ever to be violated, in such a way.. There was no reason to make me take off my shoes socks and make me to role up my pants legs. She rammed she hand in my shoes so hard I thought her hand was going through the toes, twisted my inserts so hard I thought she was going to break them she bent them. Delta owes me that much because I need to replace them. After being treated in such a disgusting manner I don't think I will ever fly again. Please make sure this complaint goes to the Rome airport.

Thank you from a very angry and disgusted passenger. The flight number was DL 241 flying straight through to Atlanta departing at 9:15am arriving in Atlanta at 3:38pm

3/24/2015 2:24:46 PM

On 3-19-15, I was flying back from Rome, I got stopped by the tsa agents and they mauled and groped me like a wild animal. Open handed they pulled pushed and twisted my breast they are still bruised. I did not set off any alarms, I have such thin hair it won't even hold a bobby pin, but they still felt it necessary to pull my hair they could tell by looking I could not hide anything in my hair, yet they let people setting off alarms and women with tight buns in on the airplane, there was no reason what so ever to be violated, in such a way.. There was no reason to make me take off my shoes socks and make me to role up my pants legs. She rammed she hand in my shoes so hard I thought her hand was going through the toes, twisted my inserts so hard I thought she was going to break them she bent them. Delta owes me that much because I need to replace them. After being treated in such a disgusting manner I don't think I will ever fly again. Please make sure this complaint goes to the Rome airport.

Thank you from a very angry and disgusted passenger. The flight number was DL 241 flying straight through to Atlanta departing at 9:15am arriving in Atlanta at 3:38pm

3/24/2015 2:50:37 PM

Caller said he just called and was talking to an agent and got disconnected. He said he was at Hilo airport today and in a wheelchair and that he gets profiled and goes through the patdown. He said he is a large man and dark skinned and he said they patted him down hard. He said that they called a Police Officer over and he said he is concerned about the Police Officer and he put a woman on the phone and then the line went dead.

3/24/2015 4:30:44 PM

On Mar 6,'15, I went through the TSA screening system at the ELP airport about 6:30 am. Now, I am very careful to keep up on the "TSA requirements", and I comply with all. My goal is the walk through your screening system without any problems etc. In spite of that, I keep getting pulled aside for one reason or another.? That morning my boarding pass was the TSA Pre-screened type, so I went through that special line. After I went through the "metal detector" I was told that I had to undergo a physical "pat down." And it was the most thorough pat down I've ever experienced. The TSA employee(male, white, tall & large) actually touched my genitals twice: once from the front and once from the back. He did other things too--i.e. checked my shoes for bomb residue or something.? Naturally, as many times before, he found nothing. Now let me tell you about myself: I am a slightly overweight white male 64 years old grey hair. I am now retired from the military(I served 33 years-that not a typo=33 years). Since I in no way fit the profile of a terrorist, I ask you why I am singled out so often? I believe I know the answer: I help out evening out your search statistics. If you only searched persons that fit the terrorist profile, you'd get accused of profiling, so you pick me knowing you would not find anything but I'm good for the statistics because I'm a white male. Question: Am I right???? Please reply.

(b)(6)

(b)(6)

Submitted on Tuesday, March 24, 2015 - 17:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Sarasota
State: Florida
Zip Code (Post Code): 34243
Other:
Email: (b)(6)

3/24/2015 6:29:41 PM

==Incident Information==
When did this happen? 03\24\2015
Where did this happen? FLORIDA - SRQ - Sarasota-Bradenton
What happened?
The experience was very transphobic in nature. When I went through the system and they were about to pat me down they used she\her pronouns and I said that I was a guy. She looked at my chest and looked back up at my face. The agent then became confused and stumbled through asking me if I wanted a male tsa agent to pat me down. I said it was fine either way and she asked her supervisor what to do and he also was confused but had me go through the machine as male and it still was confusing for them and they called me it and were overall transphobic. I was then rushed through with a quick pat down by the female agent and sent on my way even though I could tell the agents were still very

Dear Sirs/Madame,

I recently traveled to Florida from Pennsylvania for a long weekend with family and friends. I was "randomly" selected for a hand swipe in Philadelphia. Ok, I get it. It was embarrassing to be pulled out of line, but...

On my way back, in Orlando, my husband and I were sent to a separate line of folks getting hand swipes, ok.. Then as I walked thru the security system, it beeped and I was told that I was "randomly" selected for a pat down. Really? I was not taken to a private area. Very embarrassing, mortified!

And in each instance, the TSA agents would not let me get my valuable belongings off the belt system/nor were they moved to a secure area. My purse, iPhone, etc, sat on the belt with other folks grabbing their things! In Orlando, my husband actually picked up my things and walked away-NO One questioned or stopped him.

3/25/2015 10:12:50 AM

Then at home I find a tag in my luggage, that it had been searched!

Why was I targeted? I want to know. I find it hard to believe that this was all "random".

Please ask your superiors to pass my experience along and improve/revise this process.

Thank you,
(b)(6)

Sent from my iPhone

Hi - I just had a horrible experience with (b)(6) at security checkpoint. She is the rudest most offensive security person I have encountered. March 25 around 1:00 pm in Houston Hobby outside southwest terminals.

I work for DFPS and was with a child and they treated us like criminals.

We went through security and got our bags and left. They then hunted us down at our gate and demanded we come back to security. There were 3 of them and all so rude and would not explain why. They then said we had liquids. They would not respond when I told them I did not, but had an empty Nalgene. They were very accusatory and rude. We get there and they realized it was the kids bag that had spray in it and it mine. They still proceeded to do a full pat down and treated us like criminals. One of the ladies kept apologizing for (b)(6) rudeness and attitude. I have never had such a horrible and demoralizing experience. She also would not explain why she took our boarding passes and made a copy of my ID.

3/25/2015 4:38:19 PM

(b)(6) is the rudest most offense person I have encountered at security checkpoints and I have seen some rude security people there.

Thanks for your attention.

(b)(6)

Sent from my iPhone

Disability Description: Passenger has Type-1 Diabetes and has recently had surgery.

Incident Details: Caller is at ORD and they are flying back to Wisconsin. They had surgery two weeks ago and they are a type 1 diabetic. They had an issue yesterday with the agents at EAU and how they screened her insulin pump and herself.

Caller normally does a self patdown of the pump and they swab her hands with and ETD. When she went through EAU yesterday she submitted her pump and walked through the WTMD and no alarms were set off. When she got through the WTMD the screener told her that since she did not bring the pump with her through the WTMD she would require a full body pat down. The screener offered a private screening and the passenger chose the private screening. During the patdown, which the passenger stated was too invasive, the caller informed the screener that she had recently had surgery. The officer replied and said she would be gentle on the area and still touched the area. Afterwards the caller asked the screener why she wasn t informed that going through the WTMD without her pump would result in a patdown. The officer replied that she was correct and apologized for not doing so. Caller did not have the name of the screener.

3/25/2015 4:45:39 PM

When the caller spoke with screeners at ORD they informed her that they didn t believe that she was screened appropriately. Caller wants to report this so it doesn t happen to others.

REASON for the call:
Caller and her mother went through the normal screening line, even though her mother had PreCheck. Caller s bag was sent for additional screening because it set off an alarm (though the caller feels the bag was not properly checked). Caller does not feel safe with TSA because she was treated as if she was 12, instead of 20. Caller set off the screening technology because she has a metal belly ring and because of her metal studs on her jeans. Caller tried to explain why the alarms had sounded, but the TSA agent told her she did not know what she was talking about. Caller s age was questioned again, and the caller was told she needed to stay by her mother. The caller s mother did not sound off an alarm, but was also told she needed to undergo a patdown as well. The caller was worried about a wand that had been bought at Disney. Caller was afraid it was going to break because other luggage was piled on the bag it was in. When the caller and her mother tried to fix the issue, they got yelled at and told they were not allowed to touch their belongings. Caller asked the TSO if they would fix it, and they did not. That is when a STSO stepped in. The TSO that had been screening the caller stated that the caller and her mother needed a patdown, but that she would not administer the procedure. That TSO was yanked off the line by the STSO. The TSO was saying that the caller was not complying. The TSO s name is (b)(6) and the STSO s name was (b)(6) The STSO had other TSOs give the patdowns.

Date Time: 03-24-15 at 12:20 PM
Gate Terminal: D4. this incident occurred by the Hertz rental car area.
Airport: FLL
Airline: Southwest Airlines
Flight #: 339
Bag tag # (10digit):
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
RESOLUTION to the caller's issue:

3/25/2015 6:08:11 PM

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

Special Notes: (b)(6)
Caller went through security and she got a patdown. She has bladder metal mesh and she is targeted for a patdown each time she travels. She was upset the agent could not provide her any information for why she has to have the patdown.

3/26/2015 9:28:44 AM

Reason for the call - He had an unpleasant experience with several screeners and a manager at DEN. He wanted to make a complaint. He flew from DEN to Dulles.

Airport - DEN
Airline - Southwest Airlines
Flight Numbers - 335
Departure Times - 10:30 am
Arrival Times - He went through the checkpoint between 8 and 8:30 am.
Date And Time of Incident - 3 25.2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - C33
Terminal - Southwest Terminal
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - He was switched from one line to another and he was given different information. He was selected for PreCheck. He had to go to another line because of a hip replacement. He was told that he had to take off his shoes. He told the TSO that he has a mobility problem and that taking off his shoes if difficult. He was told he has to take them off anyway. He asked for his cane and his items back. He told them that he would go back to the first line and get a patdown. He had to ask the agent for his cane 4 times before he got it back. He went back to the PreCheck line carrying all of his stuff. The same agent that sent him to the second line told him that he can go through the scanner with his shoes on. The TSO went back to the scanner with him and talked to the two agents at the scanner. He said that the first TSO was really nice. The two agents at the scanner that were not nice. They finally let him go through the scanner and then they swabbed his hands and shoes. When he went to get his belonging someone else had their items in with his. They did not take any of his stuff, however, he was disturbed that their items were in with his. He said that one of the agents took his laptop out of his bag. He got his belongings and asked to speak with a supervisor. The supervisor was apologetic. He told him that they do not have all of the training they need. The second agent who had told him to remove his shoes followed him when he went to speak with the supervisor. She told the supervisor that all he told her was that he did not want to remove his shoes. He does not recall the names of the agents he is making a complaint against. He stated that he was really angry and shaking. He thought that

3/26/2015 11:36:58 AM

REASON for the call:
Caller says that she wants to register a complaint.
On March 15th in Sky Harbor, she flew as a crewmember. She was redirected as a random search.
She was carrying breast milk and asked for it to be hand checked.
The agent came over, frustrated, insisting she put it through x ray.
She says this is the first time any officer has been difficult about this. Her name was TSO (b)(6), Badge (b)(6)
She put the milk into a dirty Tupperware bin, upset about this. The officer at the checkpoint even had her remove a vest and go through a patdown. She s had to remove a jacket in the past, but never a vest.
She went through a metal detector, and the officer began to pat her down. She was very aggressive, rude, and she was putting a lot of pressure on her. She was told to pull her shirt up.
She says her hands went far up her skirt.
She felt the knuckle of her finger go in between her genitals.
She requested a different screener and a supervisor. The supervisor was very nice, he pulled the tape, looks at all angles of the footage. She says it was a violation of privacy.
The next agent was not rude, and courteous about the process. She complimented the supervisor and next agent who performed a patdown.

3/26/2015 12:18:36 PM

Date Time: March 15 at 8:00AM
Gate Terminal: Delta terminal
Airport: PHX.
Airline: Delta Charter
Flight #: DL8943
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

RESOLUTION to the caller's issue:

Special Notes: The name of the agent giving her a difficult time was TSO (b)(6) Badge (b)(6)

	Caller flew from LAS via Alaska Airlines on March 23rd with two jars of peanut butter in her carry on. She says that she has taken peanut butter through LAS on many occasions. She says that yesterday she and her partner were returning from SEA. She says that her partner is in a wheelchair and he stood and walked through screening. He also underwent ETD. Her issue is with her screening. She says that her bag had to be searched and she was told that the peanut butter was not allowed. She admits her partner became argumentative with the female agent. He kept telling her to enjoy eating that at home later. A supervisor was called over, but she just came over and then left. She says that then she had to get a patdown and she complained that she had to lift her shirt up above her bra. She says it exposed her entire midsection in front of everyone. She says that this was done in retaliation to her partner s comments. After the pat-down the officer began searching her purse. She says that she kept putting the valuable items towards the back to where the caller couldn t see them and was putting the lower value items to the front closest to the caller. She says that the officer kept turning the bag during the inspection, but never removed all of the items out of the bottom of the bag. She says that the officer ripped open her envelope that was already partially opened. She did not do this outside the bag where the caller could see, but done it with her hands down in the bag. Then she took the phones off to be tested. She says that she asked her to give her the envelope and she did. The caller counted her money on the plane and is missing $200. She has been trying to call a manager at 206-214-(b)(6) She asked me what the CSM s name was. Date Time: 03.25.16 9:45 a.m. Gate Terminal: C9 Airport: SEA Airline:Alaska Flight #: 851 Bag tag # (10digit): N A Bag Description: N A Missing Damaged item description: N A NOI: N A Date Time: 03.23.15 7:45 a.m. Gate Terminal: She doesn t remember Airport: LAS Airline: Alaska Flight #: 611 Bag tag # (10digi): N A Bag Description: N A Missing Damaged item description: N A NOI: N A
3/26/2015 1:23:39 PM	
3/26/2015 7:43:43 PM	The caller s family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family s request for patdowns, and there arose a situation in which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

To whom it may concern,

My name is (b)(6) and I would like to discuss an incident that I encountered during my last airport experience. Every person I have spoken to informs me that the pat-down was necessary because explosive material was detected. However, no alarms went off and I never got a clear confirmation from any agent that my item was positive for explosive material. Therefore, it is not clear whether or not explosive material was detected. I find it unsettling that my situation, as well as what the TSA agents involved did as standard protocol, was found justified. I have concerns about my situation and the TSA agents at O'Hare International Airport. I still fail to understand why a pat-down was needed when there was no confirmation on explosive material being detected on my bag of food, and I was cleared by the other TSA agents when I went through the X-ray machine.

I called the contact center once before, but I would like to take the time to explain my situation once again, this time in writing, since things can get lost in translation when said over the phone. I was traveling with my husband and a friend, leaving Chicago at O'Hare International Airport, arriving to Miami. We went through Security Point 7 for Gate 11A for American Airlines flight #1687, which was scheduled to depart at 4:50 PM Central time. We were going through the security check around 4:00 PM Central time. The following is the sequence of events:

3/27/2015 8:28:17 AM

1. I put my stuff down on conveyor belt of X-ray machine. My belongings included the following: a coat, scarf, sweater, pair of boots, purse, carry-on suitcase, and a bag of food. Inside the bag of food were two packages of popcorn, and a cake roll.

2. Next, I proceeded to go to the imaging technology x-ray machine

3. I did not set off any alarms, and was cleared by the TSA agents to continue on.

4. I waited by the x-ray machine to get my belongings.

5. I started to pick up stuff until TSA Agent (b)(6) approached me and asked me if the bag of food belonged to me, a bag of food that was handled by everyone in my travel party, but I went ahead and told the agent that the bag of food belonged to me. At this point, no alarms had gone off.

6. (b)(6) starts to inspect bag, with no explanation as to why and what she was looking for.

7. She inspects the two popcorn bags, then takes out cake.

8. As she was looking at it, TSA Agent (b)(6) comes over and assists (b)(6) with cake.

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

---

Remote Client IP: (b)(6)
Date Time: 3/27/2015 9:48:02 AM

3/27/2015 10:09:01 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments:I am writing from Denver International Airport following a pat down from a TSA agent approximately 30 minutes ago that can only be described as sexual assault. The agent put his hands on the inside of my underwear, patted me down on the buttocks multiple times with the front side of his hands, as well as other sensitive parts if my body. I am so angry and upset that I can hardly speak. I expect that you will treat this with the seriousness it deserves and respond to my com ain't immediately.

3/27/2015 1:50:38 PM

Caller is retired military and has medical disabilities. Every time she screened she goes through the AIT and has to have a patdown. This is very embarrassing. She feels she is being singled out.

3/27/2015 4:43:53 PM

Caller applied for the TSA precheck 2 and a half weeks ago and the UES is telling her it is with the TSA and it might take another 6-8 weeks because they had trouble taking her fingerprints. Is there any way she can get this expedited? She has metal screws and plates in her body. The last time she flew she was wearing a leg brace and she had to remove it and she got a full body patdown after she went through the AIT and her bag went through twice. She wants to avoid having to get patdowns. She used to have a card from her doctor. Would that help? Charlotte Douglas has full body scanners in some areas and others have the older technology. Is there any advantage to going through one or the other?

NOTICE:

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

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

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

3/27/2015 6:17:17 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? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

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

Submitted on Saturday, March 28, 2015 - 11:06 Submitted by anonymous user:(b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes; I m filling this form out for myself
==Individual Info==
First Name:(b)(6)
Last Name:(b)(6)
Primary Phone: Cell Phone
Phone Number:(b)(6)
PO Box or Street Address:(b)(6)
City: Brooklyn
State: New York
Zip Code (Post Code): 11202
Other:
Email:(b)(6)

3/28/2015 11:16:30 AM

==Incident Information==
When did this happen? 03\27\2015
Where did this happen? NEW YORK - LGA - LaGuardia
What happened?
Yesterday at approximately 1505 (3:05pm) to 1600 (4:00pm) at TSA Checkpoint area TB-CHK-C-2 at Laguardia Airport prior to boarding my UA689 flight to Chicago O Hare, I was innapropriately touched on my vaginal lips by TSO (b)(6) arrived to the airport with yoga pants and top on, which had no underwire or pockets, or metal or belts or any other material that would be a source of security concern. On top of that material, I had a on a professional red dress that just covered my private parts. It was not made clear to me why i was being searched given the facts stated above that I did not have any suspicious material on, only cotton clothing and underwear. Despite me lifting up my dress and

Caller said she was at Orlando airport today and she and her husband both had precheck on their boarding passes, She said at Concourse A and ECP there is no sign that Orlando has a precheck line and she said the male agent just gave hand signals to them. She said the female TSA Officer,(b)(6) was rude to her 74 year old husband and she said they were just following what the male Officer had instructed. She said they were not put in the precheck line and the female Officer told her to go to the precheck line. She said they had to take their jackets and shoes off and her husband had a patdown. She said she went to the female Supervisor with the last name of (b)(6) and she told her to call us and she said the Supervisor was very nice. She said the first Officer should have directed them better to the precheck line or we should have a PreCheck sign up.

Mishandling RFI

3/28/2015 1:11:46 PM

REASON for the call:Complaint
Date Time: 03-28-15 at 8 am and they were at the checkpoint at 6:10 am
Gate\Terminal:Concourse A
Airport:Orlando
Airline:Southwest
Flight #:2398
RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport

Hello,

Yesterday I flew out of ITO. I am pregnant and asked not to go through the ATI. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

3/28/2015 3:19:13 PM

Thank you for your consideration.

(b)(6)

To Whom This Concerns:

3/28/2015 5:07:44 PM

I have a Global Entry Pass; consequently, I have TSA pre-check on every airline ticket. Wouldn't go without it, because of the TSA agent abuses in the non-pre-check queue. I have an artificial right hip: titanium implant. When the pre-check queue TSA agents ask about that, I am directed to the body-scanner, which upon my exiting the confinement, sets off the alarm. I am consequently patted down at unusual places on my body having nothing whatever to do with my hip implant (the most popular being left shoulder and chest - but, this last time (a few days ago) was patted down upon my left buttock). I find it curious, annoying and harassing that [Global Entry Pass] + [TSA agent knowledge of my R hip arthroplasty] = patdown! What's the point of my having passed the GOES background check if I receive the same treatment as though I didn't have the Pass? If you don't intend to honor my probity/integrity, then why issue the Pass and/or enquire about implants? Something's wrong with the agents you hire . . . they gleefully abuse their discretion. I would that TSA funding had not been recently renewed; did fine without it for 63 yrs. (pre-2011/DHS), don't need it now! /creveling/

3/28/2015 6:11:14 PM

Submitted on Saturday, March 28, 2015 - 18:03 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
Best Time to Contact
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm
Day of the week:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
PO Box or Street Address: (b)(6)
City: Bishops Stortford
State: Florida
Zip Code (Post Code): CM23 2AY
Other: United Kingdom (No other option for State)
Email (b)(6)

==Incident Information==
When did this happen? 03\25\2015
Where did this happen? FLORIDA - MCO - Orlando International
What happened? I went through security around 3pm. I was with my
partner who is in a wheelchair. When we got to the front of the
cue, I was trying to get someones attention to let them know I

3/29/2015 9:27:42 AM

Thank you for your prompt response - which wonderfully skirted my question without answering it.
You responded in pertinent part: " TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre?® individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening." . . . Lovely bit of bureaucratic caviling to my enquiry, "What's the point of GOES background check (I have a Global Entry Pass) and telling the TSA agent that I have an implant if not to ease my passage through airport security?" Please respond directly to that question; succinctly, "What's the point of GOES . . . check . . . and telling agent that I have an implant . . .? If you're going to ignore the meaning of the GOES Pass AND ignore my information re implants, why do you even have a separate queue for the Pass AND why do you enquire concerning bodily implants? When you know what sets off the alarm by a Trusted Traveler . . . patting him down rather reduces the federal background check to the absurd, wouldn't you say? TSA is clearly abusive of its authority. /creveling/

3/29/2015 12:40:12 PM

Caller has been flying with assistance and TSA has been good to her in the past. She says that her last flight and she spoke with Josh. She says she is calling as a follow up to the last call. She said that when she got into her safe her jewelry had been searched and she did find her piece of jewelry that she was missing. She flew yesterday She called TSA in San Diego and she left a message saying that she called and left a message She got a patdown even though she did not trigger an alarm and she wants to know why. She had no pockets and was not wearing anything heavy.

She is in a wheelchair. She says she walked through the WTMD. She says that TSA did not put things back in her bag the way that they were after they searched her bag. They were inspecting 8 cans of Prune juice and they swabbed them. She says that they took apart he Medical machine and inspected it. She says that they cut the labels and she is missing a receipt for medical expenses. It is in a sealed white envelope with her name in black marker on it.
She also said they did not look at her medical items and they only looked at her prune juice.
She appreciates TSA and will be flying again with Delta to CO springs to see her grand children. She then said she was flying form Philadelphia to DEN
She has several forms of medications. She talked a lot about her accident that happened 7 years ago and the surgeon who reconstructed her face.

Dear Sir:

On March 17, 2015, my husband and I landed in MIA around 5 AM EDT on AA #900 after an overnight flight from Buenos Aires, Argentina. We proceeded through Immigration and then collected our luggage for Customs, which we cleared without any problem. As soon as we went to retrieve our bags, we were forced to leave Security even though we were only going to recheck the bags for other flights to ORD and STL. Since we are both pre-screened, we proceeded to TSA-PRE. I was able to go right through without a hitch. My husband, however, who has two artificial knees, was not allowed to use the full body scanner because it was not working at that time. He set off the alarm on the usual scanner and was told to step aside for a pat down.

At that point, he waited and waited for someone to come over to do their job. When someone finally showed up ten or fifteen minutes later, my husband was getting slightly exasperated. He then had to take off his belt and shoes, which he did, although he did toss the belt on the floor. The next thing I knew the man's TSA supervisor was over hollering in my husband's face that he had a real attitude and that he might not be able to fly that day. If anyone had an attitude it was the TSA supervisor and not my husband, but the pat down proceeded and my husband was cleared to go. As a further annoyance, while my husband was waiting for the pat down, someone opened the full body scanner for use so others were able to go through it without waiting.

3/30/2015 2:17:15 PM

Here are my questions to you. What good does having TSA-PRE do when my husband has to go through the same routine as before? Why was he not allowed to go through the full body scanner once it was opened for use? Why must an international traveler go through security a second time in this country? Before we left Buenos Aires, our checked bags were x-rayed, our carry-on bags hand checked, we were photographed and our right thumb print taken. It would seem that would be sufficient.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Other
Current Date/Time : 3/30/2015 8:09:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 03/29/2015 6:30 AM Airline & Flight Number : Delta 201 Checkpoint/Area of Airport : the recheck area from Internation arrivals TSA Employee: (If Known (b)(6) Comment : On the date mentioned above I was going through the screening when I opted out of the machine. (b)(6) took my bins and put my clothes (hat,shoes,hoodie,etc) bin on top of my computers I told him that to make sure there was no weight on my equipment. He look displeased with my comment. He then took me to the area for screening and decided to slowly go over with long pauses the common statement made by TSA agents before the pat down occurs. I told him I knew it and recited it from memory this upset him and he continued to recite it. Everything seemed to be going fine until the part where the TSA person is supposed to take both hands and go up the leg to the groin area till they meet resistance (b)(6) did not do that he moved his hands up until he got to my groin area then made a sudden and forceful thrust into my testicles causing a sharp pain which I immediately mentioned to him! He ignored me and did it AGAIN on the other leg! After doing twice I told him he didn't have to hit me in my privates! His reply was to condescendingly say "I told you I was going to your torso!" sneering at me he walked away. I then looked back and saw him laughing and talking to a female coworker sharing the fun of being able to assault passengers with seemingly impunity! I was quite shaken up by the experience first of being assaulted and second being powerless to react to it! I told the supervisor I wanted his name and what occurred. He strolled over looked at me and said his name then casually walked away! By his demeanor during the assault and the practiced way he hid the fact he was hurting me by using unnecessary force. I could tell he has done this before and probably would do so again! So not being a defenseless tourist from another country or a harried passenger rushing to my next plane I did the responsible thing and contacted the Atlanta Police department to report the assault. The TSA has the duty to search and secure the airport but not to inflict harm on passengers they don't like!! Officer (b)(6) of the APD took my complaint case # (b)(6) I will be following up on this and I hope you will too! Please note I will not sue for money or seek compensation. I want (b)(6) to be relieved of duty or transferred where he can't harm others or serving jail time for this assault. If this would have occurred outside of your airport I would have been allowed to defend myself but knowing I was powerless to fight back (b)(6) abused his authority and willing attacked me under the guise of doing his job. I will not let this fade away and I will not quietly let him get away with 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

3/30/2015 9:03:46 PM

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

---

Remote Client IP (b)(6)
Date Time: 3/31/2015 6:34:43 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Sky Harbor Airport, 3/30/2015, evening, gate D. Had escort passes to pick up some minor relatives. Not EVEN flying.

3/31/2015 8:35:19 AM

Comments:I went to the Sky Harbor airport in the evening of March 30, 2015, to pick up some relatives that were minors, and I had my daughters with me. We all had escort passes, and when we went through security at Gate D, the agent decided that my youngest daughter had to be patted down because of the machine, she had on a dress with sequins to the side that had obviously set the machine off. My daughter is only 13, and I asked that they not pat her down unless it was medically necessary. One TSA worker, a short, white lady in her 60s with cropped hair became very rude, and started talking to me in an unecessarily rude manner. I told them we could leave. They said I couldn't. I told them I could let my daughters just leave, and they wouldn't let me do that either. They then got a supervisor, who went and got a black woman to speak to me. When I finally agreed to let them pat my daughter down provided it was a mother and someone who was married, and that I would pray with them beforehand, they decided to do a full pat down on my child, even though it was apparent that it was the upper part of her pretty, sequined dress that had set off the machine. I could hardly hold back my tears as I watched that short woman, with her hands and speech, pretty much violate my child, who has never been touched that way in her life, or had anyone speak to her that way about her body. I am not convinced that that worker was not an insensitive lesbian or pedophile. I want to know for sure that the TSA is not hiring people who have perverted tendencies towards children, because what we experienced (and they told us we weren't allowed to film the pat down, understandably, it was worse than any medical exam my daughter or even myself have had, especially the way the woman had to go over certain sensitive areas twice , unecessarily, and the language she was using). A doctor will never speak to you that way when you are being examined, even if you are having a child. Unfortunately, I do not have her name, although I cannot forget her face, a face devoid of maternal feeling or consideration of children. I was trying so hard not to cry, I have always tried to protect my children, and I feel like I have failed my child, I have not been able to keep her safe from someone who would hurt her, and hurt her innocence, I feel so terrible as a mother, that someone did this to my child in my presence, it seems like a perverted woman has had access to my child. I want an explanation, a justification of what has happened, and I want answers and justice for what this woman has done to my daugher, a studious homeschooled 13 year old who has won many competitions in violin, has played with several orchestras, plays the piano, won at the science fair, and has been raised in a christian home. I have a few questions:
-What can a parent reasonably expect, and what kind of behavior does the TSA qualify as "crossing the line" from doing your job to criminal behavior against a child?
-Surely the TSA has clear guidelines of how far an agent can go before it can be ascertained that the agent is actually violating a child: what are those guidelines, if any?
-What is the line between pat down and inappropriate, perverted behavior? How much physical pressure is an agent allowed to use on a child?
-Is the agent allowed to go over the child's sensitive areas more than once on the basis that "they didn't get it over here, or I need to go over this again" type of comment?
-What kind of language is the agent expected to use with a child?
-What are TSA guidelines for hiring people with questionable behavior towards children?
-What are TSA guidelines for dealing with agents that have been inappropriate with a child?
-What does the TSA define as inappropriate or criminal behavior towards a child? -Are there specific, respectful words that an agent is supposed to use to describe a child's body, and do they need to name every body part with their own choice of words while touching the child?

Good Evening,

It brings me with much displeasure to report to you my family's eventful day with TSA agents at the Orlando International Airport. My family and I have frequented the Orlando and Tampa areas for many years now and have put up with the rude hospitality that TSA displays at the Orlando International Airport. I am here to inform you that today was the last straw.

As always, the clearing at security was a cluster at Orlando International Airport. We started out normally by approaching the agent at the counter checking IDs and Boarding Passes prior to entering the lovely maze to the screening and X-ray machines. I was traveling today with my wife and three children. I politely handed all IDs and boarding passes to the TSA agent. He rudely responded to me that I needed to pass them out to each member of the family along with their IDs. I complied with the agent's request.

We were then herded like cattle into the security checkpoint where we were directed to a special line where we were told that we were not required to take our shoes off or anything else. All we were instructed to do was empty our pockets and send our baggage through the x-ray machine. In disbelief, we asked the TSA agent again and they repeated the same instructions back and assured us we would have no problems. My wife even informed the TSA agent that my three year old son's sippy cup had water in it and asked if we should dump it out. The TSA agent assured us the cup would not be an issue. We complied with all requests and put our baggage through the x-ray machine and walked through the metal detector.

3/31/2015 8:35:54 AM

I went through the metal detector first, followed by my daughter, oldest son and my wife with our three year old son. My daughter set off the metal detector and my wife and I were then separated from our children for additional screening. I protested, but I was assured it would not take long. My wife and I went through the machine that scans you with your hands raised above your head. We passed this screening process with no issues. Then much to our surprise we found that there was an issue with my wife's bag which had the sippy cup in it. The TSA agent asked our party to see whose bag it was. My wife complied and the TSA agent took her to the side with her bag. My wife asked the TSA agent what the issue was. The TSA agent explained that they had to test the sippy cup. My wife once again declared it contained water, that it was for my three year old son and that a previous TSA agent claimed that this would not be an issue. The current TSA agent denied my wife's request and scanned it any way. The TSA agent then patted down my wife from head to toe and swiped her hands to test for explosives. Before she was patted down from head to toe, I asked the TSA agent what the issue was. They reluctantly told me what the issues were while standing 10 feet away from me. I informed the TSA agent that I was having trouble understanding her and that she needed to come closer for me to hear. Her supervisor then came over and claimed my wife tested positive for explosive residue and told her to proceed with her for a private pat down. My wife complied reluctantly because she did not understand why another pat down was warranted when nothing was found from the previous one 2 minutes before. We finally made it through the screening process but were highly disappointed with the lack of respect and ill treatment.

I am an Aircraft Loadmaster for the United States Air Force. Screening and handling of passengers and their baggage is my bread and butter as well. I also know professionalism does not always have to be cheery, friendly, and welcoming but the effort must be there. I understand each and every TSA agent has a job to do. However, today's episode was uncalled for and unwarranted. My family and I complied with all instructions and directions from TSA agents. My wife was wearing yoga pants, flip flops, and a T-shirt. She was also traveling with her husband who proudly serves our military and understands fully the need for these security measures. I can tell you from my experiences the image my family portrayed today did not warrant a threat. We fully declared all items to the TSA agents multiple times that were in question and they continued to belittle us and demand two full head to toe pat downs. It is insulting and dehumanizing.

I am here to inform that the treatment of my family by the TSA agents at Orlando International will not go quietly. I will make sure everyone who needs to be is aware of this incident will know. TSA agents at Orlando International ruined a great vacation for us today. Other people will not put up with this and I am here to tell you until this dehumanizing screening process is fixed; neither I nor any member of my family will transit the Orlando International Airport. In light of recent aviation events families should not be scrutinized. Flight crews should be screened more thoroughly.

For the record I will be sending this letter to Orlando International Airport as well, the Better Business Bureau and whoever else I feel needs to be aware. If the hospitality of passengers for air travel is no longer a factor then I will no longer spend my

Reason for the call - Caller wanted to make a complaint about TSA in general. She went through the Humphrey Terminal at MSP. She was wearing an insulin pump and taking a spare pump with her. She had a surgical boot on her foot. She asked for a female agent to give her a patdown because her pump can not through through the screening technology. Medtronic told her that walking through the door is fine, however, a magnetic check can damage the pump. The TSO basically told her that he did not care and that he did not want to see her paperwork. She did not get his name. The female TSO who performed her patdown told her that other people with insulin pumps go through the screening technology all the time. She did not get her name either. She said that it makes it hard for people with medical conditions to travel because they don t know how they are going to be treated.

Airport - MSP
Airline - Sun Country
Flight Numbers - SY595
Departure Times - 3:15 pm
Arrival Times - She went through the checkpoint between 1 and 1:30 pm.
Date And Time of Incident - 2 07 2015
Baggage Tag Numbers - NA

3/31/2015 9:47:51 AM

Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - She does not know. She thinks it was 4 or 6.
Terminal - 2
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - NA

3/31/2015 2:11:53 PM

At SFO 9:30 am, 3/31/15.
Had to get a pat down because of the millimeter wave machine.
I guess my socks were too bunched up at the ankles for your sensibilities.
Definitely a flawed technology.
The caller is a nursing mother. She wanted to know if she could go through security with icepacks to keep her breast milk cool. She wanted to know what types were permitted through.

4/1/2015 2:33:44 PM

The caller wanted to file a complaint against TSO Supervisor (b)(6) at the Syracuse International Airport. She stated that she presented her icepacks along with her breast milk and was told she couldn t transport the items through the security checkpoint. She stated that the officer stated it didn t matter if she was allowed through with the items in Atlanta they would not be permitted through his airport. She said he also stated that she had plenty of time to get back to Atlanta and her milk would be fine. He would not listen to her when she tried to explain she had connecting flights and the breast milk would spoil. She said the matter was handled in an unprofessional and unfriendly manner. She was also told she would have to go through a patdown and then told she wouldn t.

Date Time: 4-1-2015 at 2:15 PM
Gate\Terminal: Terminal B
Airport: Syracuse
Airline: AA
Flight #: AA4340
Officer Name (b)(6)

Caller has a discrimination complaint.

****

(Accepted complaint from Agent who said caller told him that she felt she was discriminated against because of her last name (b)(6))
Told caller I am sorry she was upset.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) (That is her full name) Caller said she is African American and was born and raised in the US. She said she was treated like a terriorist.

Phone #:H (b)(6)
Phone #: (b)(6)

4/1/2015 4:00:35 PM

We lost contact and I tried the home # and it is not in service but reached her on her Cell.
She confirmed home again as correct.

Email: Does not Use computer. She was born in 1934 and is 80 years old.

Airport: Detroit Metro (Was flying to FLL on Delta).

Date and approximate time of the experience: 1-26-15 (The flight was departing at 7:20 AM) She was at the checkpoint between around 6 AM (She first tried to tell me after 8 AM)

A discription of the experience:

She went through the metal detector and a second TSO went over her body again and by then her carry on bag had gone through the conveyor.
Caller said she was in a wheelchair except for the time she got out to walk through the metal detectors. She sat down in the wheelchair and 2 more people came up and searched her carry on bag and the TSO scanned her shoes and had her to remove them had her to stand up and get a Patdown. She insisted that nothing alarmed.
She commented that she thought when you are over 75 you do not have to take shoes off but they made her take them off.

She felt she was being discriminated against because her name is (b)(6) and they treated her like a terrorist.

4/1/2015 4:26:06 PM

On March 31, 2015, I received a TSA precheck boarding pass for American Airlines Flight 943 from St. Thomas, USVI to Miami. I was told to go to the speedy line where I need not take off my shoes. Then a TSA agent loudly asked my if I had any medical implants. I said that I had a metal plate in my ankle. Forget privacy.
She then told me to go to the longer line where I would have to take off my shoes. I then had to go through the AIT screening. The TSA agents were barking orders which I did not understand, about which poses they needed. When I emerged from the screening device, a female TSA agent told me to stand & she would wave a wand over my hands. She then told me to stand in front of her and spread my legs. I did. Then she yelled, "WIDER!" I complied, still barefoot, trying to make sure that my carry-on possessions were not carried away. Forget about any shreds of dignity.
I am a 67-year-old grandmother of 4, a retired school teacher. I believe that your policies need improvement. Or the TSA agents in St. Thomas need sensitivity training.
No TSA agent has ever asked if I had a medical implant. I told the truth. My reward for cooperating with honesty was to be treated with hostility and humiliation. Why exactly did have have to go through the AIT screening AND the public patdown? If I had requested a private patdown, would I have been able to bring my valuables with me? Would I have missed my flight?
Please explain why the TSA agent needed to pat me down intimately in public when I had already completed the AIT screening.
Are TSA agents discriminating on the basis of disabilities????

Sent from my iPad

4/1/2015 8:11:54 PM

Caller was transferred her she went through San Antonio TX yesterday. She was in a wheelchair and wearing a brace. She was traveling alone. She cant stand for screening so she got a patdown. She was told she would have to go into a separate room so she can undress by the lady agent. She ask the lady if this was because of her brace? Then the lady said never mind they would just do the patdown at the checkpoint. She says when the agent got to her private parts the agents hand came all the way up into her privates, splitting it. She has had a patdown about 3 or 4 times and it has never been like this.

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

---

Remote Client IP: (b)(6)
Date Time: 4/1/2015 11:52:59 PM

4/2/2015 8:33:21 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Sante Fe, March 28, 2015. Flight 5944 at 12.56pm departure
Comments:My ticket was TSA pre-approved. Two rude young TSA agents who spoke badly to every passenger designated me for extra checks after I passed through security.
I complained that it was unjustified and if they wanted to search me, then get on with it and don't keep me waiting.
An older, polite TSA agent told me later that I could 'go'.
This is unacceptable behavior from the two young TSA agents who I PAY with my taxes and they don't even know the limits of their petty authority.
I am a small blonde woman, and the I do not accept the imposition of being singled out to prove a point that there is no 'racial profiling'.
Do not impede my lawful passage through airports again, otherwise I will most certainly make it the business of my Senators to tell you this, again.
It is ridiculous that Denver Airport TSA agents who deal with much higher traffic are very polite and kind to travellers, yet two silly little girly TSA agents at Sante Fe are an intolerable nuisance to law abiding citizens.
I m not looking for an automated email. I m looking for a human answer. If you can t answer me then I ll have to get the media to seek answers on my behalf. I am very disgusted.

(b)(6)

4/2/2015 6:15:47 PM

On Apr 2, 2015, at 5:17 PM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

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

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

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

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers,

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

4/2/2015 6:15:49 PM

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

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

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

4/2/2015 6:25:39 PM

The caller went through screening today at 1:30PM. She was at FLL airport with her son who is 15. Her and her son went through screening, she was going with him to make sure he gets on the plane. It wasn t a busy day and the lane wasn t busy. She had a necklace on and a officer at the checkpoint told her to turn her necklace to the back or they will have to check her breasts. She started to walk forward, she was going to place her necklace in one of the bins on the conveyer belt. Another TSO told her to just put the necklace in her hand, because she has zippers on her pants and she will have to get frisked anyways. The caller walked through with her hands up and before the TSO gave her a patdown the TSO pushed her arm into the callers stomach. Her and her son was very startled. She stated that her son will be flying in to the airport on his return flight and she is unsure if she will have issues when he flies back.

She wasn t instructed at all, she just pushed her in the stomach

REASON for the call:
Caller has a hernia in his groin, and it shows up on the AIT. When his happened at BOS, the TSO was upset that there was an anomaly in BOS. The TSO yelled out that there was an issue. At CLT, the caller did not want to go through any of the screening technology to avoid the embarrassment of the issue being yelled through the checkpoint. The TSO that administered the patdown was unsatisfied with it due to that hernia. The caller was taken to a private screening area where the manager was also unsatisfied with just a patdown. Caller was told he had to expose himself to be cleared for screening. Caller does not want to fly if he is going to have to go through this humiliation every time he goes through screening. Caller was told that he could call this number to notify TSA about him coming to help alleviate the tension of screening.

Date Time: 03-31-15 at 10:15 AM
Gate Terminal: Gate E19
Airport: CLT
Airline: US Airways
Flight #: 5146
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

4/3/2015 2:48:22 PM

RESOLUTION to the caller's issue:

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. The TSO will describe the procedures they are using as they conduct the screening. The passenger should inform TSOs if they have difficulty raising their arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

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

Since your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

CSMs may be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

Special Notes: (b)(6) Caller would prefer a phone call about what has happened.
Caller is in DEN currently. They have had PreCheck through Southwest for a while and they got a KTN recently since the changeover. When she came to the airport today she was funneled back to the regular line because they did not have a body scanner. She has metal implants. Caller does not believe she should have went through the regular line since she paid for PreCheck. They did not offer her a patdown. They told her they did not have proper staffing.

4/4/2015 4:18:51 PM

Date Time: 4.4.15 1:20pm
Airport: DEN
Airline: Southwest
Flight #: 1352

The caller flew from Miami to LaGuardia yesterday. The caller opted out of going through the AIT and it took sometime for her to go through a patdown. Her bags had already gone through scanning and she was separated from them for sometime. When she got on the aircraft she discovered that her laptop was missing. She wanted to know what could be done about getting it back.

Date Time: 4-4-2015 at 2:28 PM
Gate Terminal:

4/5/2015 3:54:16 PM

Airport: Miami International
Airline: Delta
Flight #: 5967
Bag Description: MacBook Air in a royal blue Incase, two stickers on it, one says illest in script in hot pink and the other one has a blue circular logo with a plus sign on it

The caller indicated her mother had contacted lost and found and they had her bag and disconnected.

From: (b)(6)
Sent: Sunday, April 05, 2015 1:17 PM
To: TSAMedia
Subject: Still wondering if the below the belt frontal pat down I received at the Houston hobby airport was called for nor is it appropriate..I am an Asian middle age woman who has serve 22 years as a dependent mil wife to my huband whoe served for 30 years. We ar

4/5/2015 5:08:21 PM

Sent from Windows Mail

I am a lifelong air traveler, have traveled all over the US and to Mexico, Bermuda and Jamaica. I have rarely had a piece of luggage lost or had a bad flying experience. I enjoy flying. I live in Oregon, am 66 years old, a retired paralegal. My recent trip to Fort Worth, Texas was to see my dying father in a nursing home. This was a stressful, sad trip, not a happy one.

I have flown out of DFW since the day it opened and have seen all the changes to this airport over the past 40 years. Not all the changes have been good for me as a traveler.

On April 4, 2015, I entered DFW Terminal C at about 3:00 p.m. to go through the security screening and check in at American Airlines flight 1698, bound for Portland, Oregon. I presented my boarding pass and driver's license to the first TSA agent and was then directed to the only conveyor belt in use. As it was a Saturday and the airport was not crowded, there was no waiting line. I thought I would breeze right through, as always. I was wrong.

Please note that I was dressed in nice slacks, tapestry jacket and turtleneck top. I wore two silver rings and no other jewelry. I had no belt, no pockets, no metal on me except for the zipper on my jacket. I have no metal plates or pins in my body.

I was ordered to remove my shoes and I asked about that because I did not have to that for my previous flights (all domestic US flights). I was asked my age and told I was too young at 66 to be allowed to keep my shoes on. I placed my purse, orthopedic shoes and carry-on bag on the conveyor and turned to proceed through the screening gate. To my surprise, I was told to stand inside the clear tube called a body scanner. The female TSA agent before me had quite an "attitude" which also surprised me.

4/6/2015 8:37:18 AM

I commented as she scanned me that this was a first for me. She snapped, "Not for me!" She proceeded to frisk me twice and scanned me twice but could find nothing except my jacket zipper on the scanner. She finally let me proceed through the check point. It took a tremendous force of will to say nothing further to her. Believe me, I wanted to! I felt invaded, humiliated, helpless, and and at her mercy. She clearly enjoyed making me feel that way.

You may try to brush me off by responding that she was just doing her job. Well, she was doing more than that and I know the difference between a security agent doing a competent, businesslike job and someone who gets a kick out of tormenting people. This agent fell into the latter category. I was unable to learn her name or I would include it here.

My sense of shock remained throughout my flight home to Oregon. I did not see how treating ordinary travelers badly helped keep airports and airplanes safer. In fact, I felt less safe and frightened. I felt like I needed to have my US passport to prove I was a natural born US citizen and not a danger to anyone, not even potentially, not even in their imagination.

I would like you to evaluate the current procedures, body scanning, pat-down protocols, and other security measures used at DFW, and the TSA employees, and I would like you to do a better job of keeping travelers from suffering needless humiliation and distress, particularly when they are carefully following TSA's ever-changing rules and regulations (as I did when I packed my purse and carry-on).

I object to being treated as I was on April 4 at DFW Airport. I gave no cause for it. As an older woman, traveling alone, struggling to walk long distances from rental car shuttle to the correct airline gate (I am arthritic and have chronic back pain from a fractured vertebrae), I expect courtesy, assistance and a minimum of cranky, rude people to cope with. It is hard enough just to navigate the airports.

Generally TSA employees are courteous and businesslike and that is what I expect. This incident was the exception and it was a big one. If I had complained or refused to be frisked, I guessed I would then be whisked into the private strip search room

On April 4, 2015 at approximately 9am my husband and I went through security at Burbank Airport. I am not a frequent traveler but as the daughter of a women who died of breast cancer I am very concerned about excessive radiation when going through airport security. As a result I always ask for a "pat down" and have always received one. On this morning, I noticed their weren't the usual walk through security check points and out of concern I asked what the apparatus was and for a pat down", I was told by a TSA agent, not to worry that this was not an x-ray machine and that Burbank stopped using those. With no reason to doubt the TSA officer's insistance I walked into the apparatus there was a wand, and i then felt a hesitation and was about to get out and insist that I have a "pat down" before I could react it was too late. On the way to our terminal I had increased doubt as to whether or not I was told the truth and I went on to board my Las Vegas flight.

The very next day, at the airport in Las Vegas I saw the exact same apparatus being used I told the TSA agent there that I did not want to go inside of it, he quickly stated that if I did not mind waiting he would have a female TSA agent assist me with a "pat down". I am not at all certain why the TSA agent at the Burbank Airport would go out of his way to misinform me about the scanner and have me go through it when I was very clear that I DID NOT WANT to go through a radioactive scanner. This kind of negligence makes me very uncomfortable albeit now I understand I cannot\should not take a TSA's word as truth. Perhaps it is not a big deal to some people\TSA staffers, but to others, like myself there are concerns and those concerns should not be dismissed, ALL TSA agents should be informed, and when in doubt give the person the option of a pat down". My right to decline was taken away when that TSA agent told me NOT TO WORRY that they, Burbank Airport do not use those kinds of machines anymore. When the fact is that THEY DO millimeter waves ARE radioactive (I googled it) HYPERLINK (b)(6)

4/6/2015 8:38:39 AM

2.2. Radiation safety

Although millimeter-wave scanners are becoming the primary full-body scanners used at airport security checks, there is still an alarmingly small amount of information about its potential health effects. The millimeter-wave safety standards are dose rate (power density) standards expressed in mW\m2. The power density for a millimeter –wave scan is between 0.00001 and 0.0006 mW\cm2 (HYPERLINK (b)(6)
These scanners are believed to be less harmful to passengers because they emit nonionizing radiation and presumably do not have the potential for cancer causing DNA damage. The established health effects associated with non-ionizing radiation are limited to thermal effects. The long term effects of this type of radiation are still uncertain but it was reported that these scanners operate at outputs well below those required to produce tissue heating
(b)(6)

Caller was flying from DAL to Houston this morning. She has PreCheck, but was removed and had to undergo a very intrusive patdown. she has a bracelet that does not come off.

4/6/2015 9:24:41 AM

Today at DAL, 630am
PreCheck lane
Gate Terminal: Southwest Terminal
TSO was Hispanic
Pat-down was extremely offensive, she was in a dress and heels. She indicated that she was a professional and felt that she was singled out for some reason.

4/6/2015 10:09:55 AM

I am writing this letter to voice my incredible disappointment and anger in the behavior of two TSA security agents at Baltimore Washington Airport on Saturday, April 4, 2015 around 1pm as I was entering the JetBlue terminal with my husband and two year old daughter. I am seven months pregnant, and as I care greatly about the health of my fetus, I asked to avoid any scanners in security and instead have a pat down. I researched this prior to my flights, and while traveling earlier in the week to Boston, I was given immediate assistance and positive attention. Not only is this allowed, but it is suggested for pregnant women to not go through security machines.

I am distraught in the way I was treated. My husband and daughter were sent through security with all of our luggage, and I was asked to step aside and wait. About ten minutes later, while still waiting and growing impatient as dozens of passengers passed through my line, I asked how much longer it would take for my screening to occur. I had a flight to catch and an impatient toddler who was already on the other side. I was told "it was my choice to do this, and I will wait as long as it takes for someone to become available." At that point, I told them it was unfair and the agent told me that I needed to calm down and wait. After about 15 minutes of waiting, I told them I was being treated unfairly and felt discriminated against for being pregnant. The agent then told me that they were understaffed with female workers and again, because this was my choice, I would need to wait until someone was available. At that point, I got extremely angry. I am not choosing to avoid the scan to be annoying or disruptive, but rather for the health of my unborn child.

I finally got through and the woman who was getting ready to scan me told me to put my arms in a T position. I lifted them over my head and very rudely she asked if I knew the difference between a T and above my head. I started yelling, I told her she was unprofessional and discriminating and I needed to get on my flight. At this point, she went and got her director, (b)(6) who tried to diffuse the situation by telling her to finish my scan and asked me to collect my belongings and go toward my gate. I was furious. When my scan was complete, I went over and asked for information on filing a complaint and (b)(6) sent me your information. When I asked him for the first and last name of the officers who were rude and discriminating towards me, he said he is not obligated to give their names out, and I should go ask them myself. When I walked up to the woman, she covered her name tag and refused to show me her name. I asked if it was allowed for a TSA guard to hide their identity, but because my flight was about to board, I didn't have time to argue it. So, the police officer who was nearby told me that with all the information provided (time, location, airline, etc) the agent's identity could be figured out.

I write this letter in disgust. I am pregnant, yet I am equally as capable of traveling as any other passenger. I feel that I was treated as a lesser person given being pregnant, and I feel horrified that I was treated differently. I bring this to your attention for a few reasons, but most importantly, I want to make sure that no one else is EVER treated the way I was treated today. People, with any need or disability, should NEVER feel as though they will be treated differently or worse given their situation. I would like to find out how this situation is being dealt with, and would like to know how we can work together to make sure this never happens again.

Thank you so much for taking the time to read this email, and I look forward to your response. Please be in touch.

Best,

(b)(6) passenger traveling from BWI to BOS)

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

---

Remote Client IP: (b)(6)
Date Time: 4/6/2015 1:08:54 PM

4/6/2015 2:24:32 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):f926bv/tsa prechk Ticket # (b)(6) Flight DL1580
Comments:Your employee told me that he did not care about me being disabled and had prechk on my boarding pass and made me take of cloths. I am 62yrs old and very mad today. please find this person and have him fired.
Submitted on Monday, April 6, 2015 - 12:43 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Corpus Christi
State: Texas
Zip Code (Post Code): 78413
Other:
Email:

4/6/2015 2:25:49 PM

==Incident Information==
When did this happen? 04\06\2015
Where did this happen? TEXAS - DAL - Dallas Love Field
What happened? I am a TSA Pre-check XXXXXJ1NY enrollee. A small bracelet on my right arm set the alarm and by design the bracelet needs a small tool to be removed ...I thought it might not get through TSA so I packed it. Because of that I was subjected to a FULL pat-down. The female agent checked my breasts and genital area. I am a professional women and I was wearing a dress. She told me to spread my legs and she touched EVERY PART of me. The only thing she did not do was to put her hand up inside me. I came to the airport happy and full of life and left in tears and extremely shaken up by this incident and I am still very shaken up. Tell my why this happened to me! I obviously was singled out and I want to know why and what she was looking for up my skirt

Dear Sir or Madam:

I was travelling from Greenville, SC to London Heathrow on Wednesday, April 01 with flights DL 1341 (GSP-ATL 13:45) and VS 104 (ATL-LHR 17:45).
Upon arrival in London I found a TSA Notice of Baggage Inspection in my suitcase. This is not uncommon to me - in fact the same was the case on my inbound flight on March 28 via Detroit - and despite the disconcerting notion of a stranger groping through my belongings, I do recognize the need to inspect baggage to protect all travellers.

This time, however, I was completely shocked by the carelessness and disrespect that my suitcase has been handled apparently. In particular, I was thoroughly disturbed by the following obvious mishandling which is also illustrated in the attached pictures:

- Shoes were removed from the bag which I use to protect other items in the suitcase; one shoe was not returned properly to the bag but instead was jammed carelessly onto other items.

- Washbag was not returned to its original place in the suitcase, thus exposing the toiletries to external shock, putting them at risk of breaking and soiling other items.

- Handkerchief was removed from separate mesh pocket where it was protected. It was not returned to the mesh pocket but dumped carelessly between other items.

4/6/2015 4:30:09 PM

- Luggage strap to hold clothes in place has been opened during inspection and not closed properly afterwards, so items were not prevented from shifting any longer. Consequently a rather expensive bespoke suit needs a proper dry cleaning and ironing now. I can not even imagine if this had happened on my inbound flight when I had to give a professional presentation the next day. The dishevelled suit would have been a disaster.

You will agree with me that such careless and disrespectful handling is completely unacceptable. As a law-abiding citizen I expect better from the government agencies whose responsibility it is to protect me and my property from harm.
That being said, I am sure that you have protocols in place to review the inspection procedure, identify the disorderly employee, and take disciplinary action. I imagine there are many qualified applicants that can replace them. For your convenience, I attach a photocopy of the baggage tag which may help you to trace this case down.
I would further request that you send me a contact address where I can claim a reimbursement of the necessary cleaning costs for the suite.
This can be easily compensated by a reduction of the paycheck of the employee in question.

I appreciate your assistance in this matter.

Sincerely,
(b)(6)

--
(b)(6)

4/6/2015 5:53:23 PM

The caller is a member of the TSA Precheck program, but she has metal knee replacements. She always have to have a full patdown, and she wanted to know why. Also, the TSOs make her remove her shoes, as well as removing her laptop. However, she wants to note that all of the TSOs are friendly, but she thinks the process should be followed. She is a FF with American Airlines, and wanted to know if she would continue receiving TSA Precheck in 2015.

Disability Description: Caller has metal implants.

4/6/2015 6:28:01 PM

Information Request: Caller got an email form American airlines. He has TSA PreCheck and DOD clearance. He has metal implants. He says that he had to have a private screening before. He says PreCheck does him no good anyway because he has metal implants and he always gets a patdown because some of the PreCheck lanes do not have ATIs. He wants to know why this happens.

4/6/2015 6:58:05 PM

Caller has called three times today because she is having a difficult time with the way she was treated at the airport. She is TSA PreCheck and she wants to know how they can do this, someone from the federal government put their hands between her legs and on her breasts. She was wearing a dress during the patdown. She said she felt violated. She was very upset and was crying during the phone call. She said she was terrified that this would happen again, she said that she didn t know that she could get past this. She said she thought she may need therapy. She said she didn t do anything wrong, she stated she had a gold bracelet on that caused this.
To whom it may concern:

I am a long time Trusted Travellor with Nexus issued by the USA.

I recently had both total hip replacements and now I set off the metal detector at the air ports. In particular at DCA on March 29, 2015. I was subjected to a full body pat down which was embarassing. I should have asked for the private room but did not realize what was going to occur.

4/6/2015 8:02:24 PM

As I have gone through extra screening, iris scanned, finger printing why am I treated so harshly when I set off the metal detector.

Sincerely,

(b)(6)

Burnaby, BC
Canada
V5G1X9

4/7/2015 8:21:56 AM

A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather then in font of everyone traveling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the medal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Soilder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soilder who served in Vietnam and a 40 year retired police office. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the upmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong.Thank you for your time.

4/7/2015 8:21:56 AM

A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather then in font of everyone traveling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the medal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Soilder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soilder who served in Vietnam and a 40 year retired police office. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the upmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong.Thank you for your time.

4/7/2015 11:48:33 AM

Caller said for the last 20 years he s had problems every time he flies by TSA, immigration, CBP and DHS. He has been denied boarding returning to the US, delayed getting his boarding pass, removed from the plane, etc. Last year he applied for Redress, received an RCN but when he shows the RCN when he flies he s still having problems. He didn t enter the RCN into the actual reservation because there was no spot for it. He actually had worse screening since getting the RCN. Most recently the TSO conducting the pat down on him patted down sensitive areas of his body multiple times. He believes something is seriously wrong.

Full name: (b)(6)

Address:
(b)(6)
Harbor City, Ca
90710

(b)(6)

E-mail address: (b)(6)

Gender: Male

4/7/2015 1:45:23 PM

The caller and her husband are both very old and he is in a wheelchair. When they went through security in PHX, she was directed to go through the AIT twice. The female TSO informed the caller that she would have to go through a patdown and offered a private screening, which the passenger declined. The callers states that when the TSO began to pat down her body, she did it in a very rough manner. The TSO applied a lot pressure on the passenger s left breast, which caused a lot of pain for the passenger who jumped in alarm. The passenger informed the TSO of the pain and requested a private screening, but the TSO refused the screening and patted down her left breast a second time with force cause the pain again. The caller states that the TSO acted like an animal during the patdown. The passenger spoke with the Supervisor at the checkpoint who was very kind and polite and he said that he would take care of the incident. The caller declined my offer to assist in filing a Disability-related Civil Rights complaint because she was satisfied as long as the CSM is made aware and they deal with the TSO accordingly, reprimanding her and retraining her in the way to screen passengers.
Date-Time: 4-1-15 9:30am
Gate-Terminal: Not Provided
Airport: PHX
Airline: Southwest
Flight #: 1927
Name of TSO (b)(6)

Disability Description: The caller has rheumatoid arthritis, was in a wheelchair, and uses a cane.

4/7/2015 5:26:29 PM

Incident Details: The caller wanted to file a complaint concerning her screening experience. She has tried to contact the CSM at LBB for several days with no response. She claims that she was stopped several times by the TSOs at the screening checkpoint and was hassled even though it was clear that she was in bad shape due to her condition. She went through the screening technology twice and was submitted to a patdown afterwards. After her bag went through the screening technology, they made her empty its contents out. Her wheelchair was being screened and her cane had went through the x-ray machine and the TSOs were trying to make her walk through the checkpoint without either of her mobility aids. She accepted my offer to email her the information concerning the Disability complaint.

4/7/2015 10:12:37 PM

Hello, I am always pulled out for additional screening ,pat down and security all the time when I travel I had contacted and applied and I was issued a redress number about a year and i was asked to give that number at the time of reservation.I have that letter. I see that no difference.Still I go through same additional security.Please advice me.
thanks and regards
(b)(6)
redress number (b)(6)
CSM RFI----Mishandling RFI

REASON for the call:
Caller flew from ATL yesterday and he had a boat load of medication in his carry on.
His bag alarmed and the TSO had to open and search it at the checkpoint.
He had a Patdown by a male TSO at the end of the belt and momentarily lost sight of his bag and could not see the Female TSO search his bag
This morning he discovered his 3 medications in pill form are missing. He confirmed none of the medications were narcotics.
He said he thinks change set off the alarm.
Caller also told me he is a Doctor but not an MD but he takes a boat load of medication.
He is visiting his mother for a month and wants the Form sent to her address.

4/8/2015 10:09:41 AM

Date Time: ATL 4-7-15 Departing at 6:18 PM
Gate Terminal: C-20
Airport: ATL
Airline: Southwest
Flight #: 4366
Carry on Bag Description: A White Zippered bag
Missing Damaged item description: 3 bottles of pills in a Wal-Mart Bag.

RESOLUTION to the caller's issue:

Told caller I am sorry his medication is missing.
Told him we will send a form and I am sending a copy of his complaint to the CSM at ATL.
However I must tell you it is a travelers responsibility to collect their belongings and you items may be in lost and found so I would recommend that you check there as well.

4/8/2015 10:18:06 AM

Special Notes:
Caller wanted to file a complaint against a TSA agent. She is a flight attendant with US Airways. She went through KCM checkpoint at LAS on 4\08\2015. Her screening was completed at 7:03 am. She showed her passport and her Id badge. She scanned the KCM badge what was provided to her. The TSO swiped her hands and told her that it alerted. He did not swipe the hands of the Southwest Airline attendant behind her. He told her that she had to wait for someone to come and check her bag. A senior citizen agent told her that she was going to take her and check her bag. She took her to another location and called another agent. The checked all of her bags. She had three bags. She was then told to go to another room for a patdown. Both agents went in the room with her. The senior citizen looking agent performed the patdown on her. She started with her hair. The caller told her that she was pulling her hair with her gloves. She went down her back and felt her buttocks. She touched her vagina. She felt extremely violated. She said that her vagina was touched on both sides. She asked if that was necessary. The agent did not say anything. The other agent gave her a dirty look. The name of the agent doing the patdown is (b)(6) She asked where a comment card was located. (b)(6) could not tell her were to get a comment card. The process took about 20 minutes. She was told by a TSA agent after the screening not to file a comment card because it would be thrown in the trash. He told her to call TSA. She said that she felt totally humiliated. She said that if her vagina is going to be probed every time she is screened she will be filing a lot of complaints. She wants to be contacted by the CSM.

4/8/2015 12:25:46 PM

Feedback Type : Complaint
Categories : Missing or Damaged Items; Screening Current Date/Time : 4/8/2015 11:57:16 AM Airport : DEN - Denver International Date/Time of Travel : 04/06/2015 4:15 PM Airline & Flight Number : Southwest 4754 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :
Comment : I have two complaints. The first of which is that I asked to opt out of the xray and instead get a pat down due to the fact that I am 32 weeks pregnant. One of the TSA agents directed me to stand to the side and wait for a female agent. I patiently waited exactly where he had told me to stand for at least three minutes. At that point another agent told me to move away from where I was standing immediately due to the fact that I was right next to a different peice of xray equipment. In his words "we're not even supposed to stand that close to it" because that level of exposure to xray is very harmful. I chose to opt out of the xray due to my pregnancy and the safety of my unborn child. Instead I was placed next to a machine that was significantly more risk for my unborn baby. This was absolutely unacceptable and put myself and my baby in a dangerous and unhealthy situation. My second complaint is that my clearly labeled Voodoo donuts were confiscated without my notice. It says on the TSA website that baked goods are acceptable to bring through security. Was my chocolate, peanut butter, Oreo donut a true security threat? At eight months pregnant the fact that my donut was taken brought me to tears. I was sobbing in my terminal waiting for my flight. I felt as though I was abused, harmed and taken advantage of. This was by far the most appalling experience I have ever encountered. My physical and emotional health were compromised and I am disgusted that these events were even allowed to occur. Shame on you for not only endangering the safety and well being of my baby but taking donuts from a (very) pregnant woman.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/8/2015 12:57:43 PM

Caller is calling about his minor daughter who is age 14. He would like to file a complaint about her screening procedure.
She traveled on 4-2-15 from Lincoln, NE to Boston.

Her boarding pass had PreCheck. When she went through screening at Lincoln, they conducted a random patdown. She was traveling with United unaccompanied. The mother is upset and feels her daughter was violated due to the patdown.

The father stated she was not touched in her private areas.

The mother has contacted a third party agency to file a complaint about the pat down procedure.

He wanted to know if the mother could call for additional information?

4/8/2015 4:19:17 PM

Hello,

I was flying to Phoenix, AZ from Seattle, WA last Thursday afternoon. I went through security in Seattle without any problems. Once I was through the body scanner, one of the TSA agents said she needed to pat down my left ankle. But instead of patting it down, she squeezed it incredibly hard, leaving an instant dark blue bruise. Her thumb left a bruise on my ankle that later drained into the bottom of my foot (picture attached). I travel about 2-3 times a year to visit family and have always had a pleasant experience going through TSA. I'm writing you today to let you know what happened last week so hopefully it will not happen again to someone else. I do not have the agent's name and other than the unnecessary roughness, she was very nice. But, the agents should not be this rough with anyone.

Thank you for your time,

(b)(6)

4/8/2015 4:19:52 PM

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 3:37:22 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/08/2015 3:15 PM Airline & Flight Number : delta Checkpoint/Area of Airport : 5 TSA Employee: (If Known) (b)(6) Comment : I went thru as a global entry member through the TSA pre-check. Going through the metal detector everything was fine, I was pulled over by (b)(6) because he said he needed to do extra screening. For no reason. He then proceeded to be really obnoxious and yell at me. When I complained as to why I was getting screened when there were no problems he told me if I do not shut up and listen to him he will take me back out through security and rip up my boarding pass. He then did the security pad down five times on each area of my body. When I asked him why he's doing the patdown over and over when all I was wearing a T-shirt and sweatpants he told me to shut up and he proceeded to do the entire pat down for sixth time.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

4/8/2015 9:03:18 PM

I had sent an email to get info regarding my redress number.I have been issued redress number and I enter it at the time of booking also exact name as on my Govt issued ID but still I am being pulled for pat down.Its real embarassment and inconvenience.I want to know why I am still being asked for additional screening. What do I need to do to solve this problem.
thanks

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

---

Remote Client IP: (b)(6)
Date Time: 4/9/2015 2:52:51 AM

4/9/2015 8:31:18 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:I am a TSA Pre check approved passenger and 71 years of age. Due to an injury and having my left knee replaced (metal) I go through more checking process than a normal person. Being disabled I find this disturbing. a lot of incidents I am separated from my check on items and other items of value due to increased check

NOTICE:

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

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

CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New Fairfield, CT
Zipcode: 06812

4/9/2015 8:32:19 AM

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

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

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

Submitted on Thursday, April 9, 2015 - 11:30 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: San Jose
State: California
Zip Code (Post Code): 95116
Other:
Email: (b)(6)

4/9/2015 12:25:04 PM

==Incident Information==
When did this happen? 04\07\2015
Where did this happen? CALIFORNIA - SJC - San Jose
International
What happened?
I was escorting my wife and two daughters (ages 3 and 1) through
a TSA checkpoint. Every time in the past that we have gone
through an airport, a TSA agent would take us all through a metal
detector, and sometimes swab my hands, and in the case of my wife
to pat down around her head-scarf and put the swab in a scanner.

She can be temporarily reached at the number above. She declined to provide an alternate number.

She is diabetic. Her doctor has written a note indicating that she requires a nutritional meal replacement drink. About a year and a half ago at the Eastern IA Airport, a male TSO was very clearly slowing down the process of examining the container. She indicated that it was taking his time. He indicated that it had to be opened. She indicated that it couldn t be opened. He then indicated that it had be tested. She indicated that if it was additionally screened she would

On 3 25 at, ONT (flight 1412 departing at 8:30am). She was screened by AIT and a patdown. She declined that the medically necessary drink be opened.

She was advised that there is a PSS that she should speak with prior to her flight to ensure that she doesn t receive a patdown.

4/9/2015 3:16:04 PM

She wants me to do whatever needs to be done to change the policy so that a patdown is not required. She asked that I or my superior ensure that her call reaches the appropriate entity so that the policy can be changed.

She asked for a superior.

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

---

Remote Client IP: (b)(6)
Date Time: 4/9/2015 2:47:07 PM

4/9/2015 4:05:50 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Delta Flight Number: 1103, Sunday, April 5
Comments:2nd time to complete this complaint...rudeness, contradictory instructions, I have TSA pre check and a KTN...felt abused and violated after the process.

As a business traveler I am getting really tired of the incompetence of the TSA, especially at 5:30 in the morning! While going through the TSA PreCheck metal detector, I was "randomly" selected to have to go through the scanner. This is the third time I have flown out of Reno in the past 6 months and each time I get selected for "random" extra screening. Then I proceed to the scanner which I have to wait in line behind individuals that were behind me in line to be patted down. Then once I get in the scanner I still have on my jacket, because since I am PreCheck I can leave on my jacket, well then the agent calls female assist. I said what is going on? And the agent says your zipper probably set off the machine. Excuse me what is the purpose of Pre Check and not removing your items (which you are repeatedly lectured on by the agents) if you are then having to go through additional screening and pat down because you didn't remove them? This is ludicrous! While I wait to be patted down, my carryon luggage is just sitting unsupervised at the end of the screening belt and an airport employee that is doing a wheelchair assist starts to take my bag! I yelled out at her and fortunately she heard me that she was taking the wrong bag. I told the TSA agent that was holding me hostage that people were taking my shit and he said oh that's not good in a ho hum voice, not at all concerned that he should take responsibility! Then I get my left side and abdomen padded down all because of a zipper on the outside of a jacket. I mean seriously get your act together, if I hadn't caught the airport employee starting to take my luggage how would I have had any recourse locating my item? So much for expedited security priviledges!

(b)(6)

(b)(6)

4/10/2015 10:15:11 AM (b)(6)

(b)(6)

Littlestown, PA 17340

Fax: 717-359-9109

(b)(6)

(b)(6)

Submitted on Friday, April 10, 2015 - 11:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address (b)(6)
City: Spring
State: Texas
Zip Code (Post Code): 77373
Other:
Email: (b)(6)

4/10/2015
12:10:43
PM

==Incident Information==
When did this happen? 04\06\2015
Where did this happen? TEXAS - IAH - George Bush Houston Intercontinental
What happened?
On Monday, April 6, 2015 I arrived at the George Bush Houston Intercontinental between the hours of 5:30-5:45 am (approximately) to catch a 7:10 am Delta Airlines flight #0810- en route to Hartsfield-Jackson Intercontinental, with a final destination of Washington, DC. I approached the checkpoint, placed my bag on the scanner and successfully completed the full body scan with no issues or concerns. The male TSA employee in

To Whom it may concern,

I have completed the process for global entry and have TSA pre check. I fly 4 times a week normally. I am disappointed with the TSA process at Denver International Airport because they do not have a body scanner available for people like me who have an artificial joint. I am told they have one but it is not open routinely. I have flown out of the Denver airport the last two weeks and it has not been available. The only two options they offer are fore go my TSA pre-check and wait in the long traditional lines or have a pat down. At most every other airport they will allow you to go through TSA and have an agent walk you over to a body scanner or they already have a scanner available.

I fail to understand why such a large international airport, which clearly has a lot of travelers would not be better prepared to address the need for people with TSA pre check to go through a scanner due to an artificial joint.

4/10/2015 2:14:36 PM

Can you please help address this issues

(b)(6)

Please consider the environment before printing.

4/10/2015 9:09:52 PM

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 4/10/2015 8:29:38 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 04/09/2015 3:45 PM Airline & Flight Number : AA AIRLINES Checkpoint/Area of Airport : D CHECK POINT TSA Employee: (If Known) :

Comment : I AM AIRLINES EMPLOYEE, I WAS GOING THROUGH AIRLINES EMPLOYEE LINE, I WASN'T TRAVELLING, I AM WORKING THAT DAY.I HAVE MY PURSE AND LUNCH BAG, BUT TSA PUT AWAY MY BAGS AND THEY TO ME ,THEY WILL DO THE PAT DOWN, THEY SEARCH MY BAG UP SIDE DOWN, REGULARLY THEY TOUCH WITH LITTLE SAMPLE THING AND DONE, I USED TO SEE IT. THEY DONT EVEN EXPLAINE ME ANYTHING ,THEY OPEN MY LUNCH BOX , TOUCH WITH SAMPLE THINGS,LADY TSA PAT DOWN REALLY DEEP, TOUCH ME EVERYWHERE, TOUCH MY HAIRS,MADE ME SAD, I AM WORKING AND VALID ID , THEY DONT TELL ME WHY , TOUCHING WAY TOO MUCH ALL OVER MY BODY, I DID NOT FEEL RIGHT , I WAS PASSING THROUGH THAT WEEK, I DO NOT HAVE PROBLEM, ONLY THAT DAY, THEY WERE VERY RUDE IGNORE MY FEELING AND WITHOUT EXPLAINATION, OPEN MY LUNCH AND TOUCHING TOO MUCH INCLUDING IS LITTLE BIT TOO MUCH FOR AIRLINES EMPLOYEE. I RREALLY APPRECIATE TSA, THEY ARE PROTECT AIRPORT AND US. I REALLY APPRECIATE THEIR WORK , BUT SOME ARE REALLY RUDE , PLEASE LET THEM KNOW , I AM SEEING THEM EVERY SINGLE DAY, I KNOW THE FACES AND I REALLY WANT SOMEONE MAKE LITTLE BRIFING , THEY WERE NOT TREAT ME RIGHT, I WAS 15 MINUTES LATE FOR WORK, BECAUSE OF THAT, THANKS.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

This was at Memphis TN

4/11/2015 9:13:10 AM

On Apr 11, 2015 6:32 AM, (b)(6) <HYPERLINK (b)(6)

I went through security screening at gate a at 6:15 am on 4/11/15. I requested a pat down because my Dr told me not to go through the scanner. The tsa agent argued that I had to go through the scanner. I reluctantly did and felt dizzy and my heart started racing. Why was I forced through the scanner?

4/11/2015 1:00:15 PM

Due to medical reasons I must opt out of going thru the electronic scanner and have a manual pat down- search instead-
At all times it has been a long wait to get an attendant to perform the search- this has been a great inconvenience at all times and so I would like to see some improvement with this service.

Response Required: Yes

4/11/2015 1:41:10 PM

Live each day as if it was your last day on the planet
Disability Description: Caller has diabetes, PTSD because she is a crime victim, and has fibromyalgia. She travels with needles, insulin, glucose meter, lancets, and food in the event her sugar drops. She traveled with her 91 year old father who also has diabetes.

Incident Details: Caller flew from LGA to PBI on Thursday and had set up assistance for her Delta flight number on 4 9 2015 at 2:30 PM- DL1512 which was originally flight number 1902 when she set up the RFA in October. She is a diabetic who was traveling with insulin, water bottles, sealed yogurt, sealed ginger ale, and has Precheck. Caller said she has PTSD because she is a crime victim.

She said she was given an inapropppriate pat down by a female STSO with glasses. She stated that she told her she has fibromyalgia and she was pressing too hard during the patdown and she didn t change anything. She said she was treated as though she is a criminal and was told she would be arrested because of it and she was not rude or refusing the patdown. She was traveling with her father who is a 91 years old and a decorated disabled veteran. She said she had Insulin, needles, and glucose meter along with the food and since it was obvious she is a diabetic then she shouldn t have to undergo a patdown that was so invasive she was pushing on her privates just to bring food that she and her father both need for their blood sugar.

She stated it may be prejudice because she is from NY but she feels like she was discriminated against for her disability, singled out for things she had to have on her flight, and humiliated in front of the public. She wanted to have her father record it and the STSO said she would be arrested if she touched her belongings that had already been screened. She told them she cannot stand due to pain from fibromyalgia and they did not inform her that she could sit during the process even though she told the STSO she could not stand that it was painful. She said due to the stress she started feeling bad and she was denied access to her insulin and glucose meter and her doctor told her to always check her sugar immediately.

She said she told them she was supposed to have help at the checkpoint but they acted like they didn t know what she was talking about. She said that LGA was great and she would never be treated that way there but PBR is different.

She said she cannot fill out a complaint in writing or e-mail one due to her disability. Her father that was traveling with her is named (b)(6) She said it is ok to contact her.

Good Afternoon.

My name is (b)(6) a current student at Colgale Rochester Crozer Divinity School located in Rochester, New York. I am from Charlotte, North Carolina and graduated from North Carolina Central University in Durham, North Carolina, but currently reside in Rochester. I was in Charlotte and Durham this past week visiting family, and had a scheduled flight on Delta Airlines for 7:15 am first to Atlanta, Georgia, and then on to Rochester, NY. The flight number for the flight from Charlotte to Atlanta was DL944. I checked one bag at the check in and then proceeded to take with me two carry on bags. The contents of these two bags were mostly books, light clothes and small grooming products, as well a laptop.

When I went through the initial TSA (Transportation Security Administration) checkpoints, there was nothing out of the ordinary. Upon my completion of the body scanner and pat down, I was able to gather all of my belongings (shoes, laptop, etc.) except one of my checked bags. I was also very happy to discover that my hair would not be checked. I had objected to this when I have flown in the past because I viewed it as a discriminatory practice. I'm an African-American man with Locs (or dreadlocks as some would call them) and I observed how other styles of hair that were not Locs or Afros on Black people, were not checked. Nevertheless, I didn't see it come through, but I still put back everything else where it belonged. One of the TSA agents asked me was this my bag (referring to one of my carry on bags), and I confirmed that it was. Then she proceeded to this table, as I followed her, where she told me I would have to throw out this container of vaseline because of its size. I didn't have much protest, although I questioned why it had to be thrown out, which is how I discovered it was too large. None of this was odd.

4/11/2015 5:07:21 PM

I was waiting for her to hand me my bag when she said that now my bag was flagged. I was completely confused as to what she was talking about. She did not say that I was about to be a part of a random routine search. She asked me did I have any sharp or dangerous objects in the bag. I was then told by one of her colleagues that I would need to empty everything out of my pockets and bring my other bag to be searched. I asked why this was necessary and did not receive an adequate explanation, which caused me to enter into a very angry state of mind that was also very visible. The male TSA colleague asked me could I see my belongings and then began unpacking and checking my other items. He was, however, not checking the belongings that were in the flagged bag. Two other TSA agents came over and one of them asked me about sharp objects again. They began unpacking the contents of my flagged bag.

While this was happening, the man told me that I would have to be patted down with buttocks and groin included. I chose the option to have this done in the private room off to the side because I believed it was totally uncalled for to be searched, like I had committed a crime, in front of the many people in the area. That would have been even more humiliating than what was already taking place.

They took my belongings that they threw, without much care, with the exception of one of the three agents involved in this process, and ran them through the scanner again. This happened after they wiped my belongings down as well to test them for something that I was again not told. After they came back to be "clean," I was directed to the room. I was asked again, this time by the male TSA agent, whether or not I had an sharp or dangerous objects, along with a series of orther questions pertaining to health. He called another male agent into the room, for what I assume would be a witness. I was then searched, and again nothing was found on me.

When it was over I was able to repack all of my belongings, put my shoes back on, and gather myself before my flight that had begun to board. I was incensed. It was a humiliating experience that caused me undue duress. I was never given an the adequate explanation that I deserved. It did not end there though. Upon my arrival in Rochester, I discovered that the checked bag I had checked well before going through the TSA checkpoints had been broken into and searched as well. A note with my broken lock duct taped to it was inside. It was then that I was furthered assured of the fact that I had indeed been targeted and harassed. I have no idea why this would be the case. This was not a routine random check, or even a question of a specific bag that was flagged. I was violated by this harassment obviously physically, but mentally as well. The latter is the more damaging aspect of this entire ordeal.

This has been traumatic in a way I have only experienced a few times before in different contexts. This was an injustice on the level of racial profiling by police officers and altercations that I have been involved with in my brief 22 years of existence. Never have I felt quite this powerless though. I certainly not only feel this way but know that my rights were violated. What transpired today was excessive and wrong. Wrong is wrong no matter what uniform or power someone exercises or abuses.

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

---

Remote Client IP (b)(6)
Date Time: 4/11/2015 10:31:03 PM

4/12/2015 9:15:24 AM

Name (b)(6)
Email (b)(6)
Complaints:Items Not Permitted Through the Security Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Flight 1494
Newark
Comments:My name is (b)(6) On March 21, 2015 I purchased two bottles of alcohol from the duty free store in Grand Cayman; a bottle of Appleton Estate Jamaican Rum and a bottle of Smirnoff Red Vodka. I was promised there would not be a problem bringing it home as long as I purchased the special bag used for passengers who do not have checked luggage or who prefer to carry it on the plane. Upon reaching the Newark, NJ-NY airport I was stopped in security to check my luggage as well as the bottles of alcohol. They opened the security bag and proceeded to put it into a machine said the rum was ok. However, the vodka did not pass the "test". It alarmed four different times. So it did not pass the security screening. I had to leave it there with them or check it with baggage, which would have cost me twice as much as the alcohol did in the first place. It also would have cost me our flight to Maine because by then there was not enough time to go back and check a bag. To top it all off, because it didn't pass security I had to be subjected to a thorough pat down as if I had done something wrong and my suitcase was searched a second time. This was not a pleasant experience. I stopped by the duty free shop in that airport and they had never heard of that happening before. One question keeps coming to mind. If the alcohol was not safe to put on the plane with me, what makes it safe to put under the plane and why is it put into a sealed bag in the duty free shop and then opened up by TSA so now it has been tampered with. What could possibly have set off the alarm when it came straight from the store onto the plane, not tampered with and then into the airport from the plane? I hope to hear back from someone on this matter. I was told the only proof alcohol not allowed because of it's flammability is the 151 proof. Mine was only 40%. Thank you for your time and response.
(b)(6)

TSA,

I recently traveled for the first time following total Hip Replacement Surgery. I departed BOI without incident. I went through the only line open in BOI and they passed me on without question. My Doctor had provided me with a card showing the joint replacement and that I would only have to show this at airport security; not so.

When I departed SEA the following day, the process was quite the opposite.

As a 2 million miler after a 31 year career, I've been through my share of airports; pre and post 9/11. As I entered the priority line, there were no signs or indications that joint replacement passengers would have to go through a specific line. It wasn't until my personal bags had gone through x-ray and that I had gone through the scanner, that I was told I would need a full body pat down.

I was traveling with my daughter and two children; 18 mo and 5 yr. I voiced my opinion of the pat down (to the supervisor doing the pat down) and that passengers should be informed that they would need to go through a specific line if a pat down were to be avoided. This process is offensive and unfair to joint replacement passengers. When I voiced my displeasure of the process, I was told, "if you don't calm down sir, I will have to call the police", only inflaming me as a passenger even more (we cannot even voice an opinion?) We are not cattle! If there are protocols, then we should be advised. I certainly could not have gone back to the appropriate line with my things already having gone through the x-ray.

4/12/2015 1:04:23 PM

Simple signage would help to alleviate the confusion the the need for some TSA agent to pat down joint replacement passengers which (depending on the agent) is about as offensive as I can take. I believe some get rough just to antagonize the passenger; my opinion on this is based on a range of examples of going through the process. It is discriminatory for joint replacement passengers to have to go through this process only because we are not informed prior to a point we cannot turn back.

I would appreciate a response to this email, and explanation of the policy in SEA and other airports and if there will be changes to this practice or not?

Thank you,

(b)(6)

Boise, ID 83702

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 4/12/2015 3:49:17 PM

Name:(b)(6)
Email:(b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SFO International airport. Flt number UA 930, gate 92 on April 11th from 6pm-7:15pm

4/12/2015 6:02:56 PM

Comments:I was selected for further screening through the TSA-pre line. I opt'd out from going through the x-ray since I've had cancer. I had a female assist pat down. Her glove tested positive so all my luggage was searched and wiped down. Everything was ok so she told me to re-pack and take my bags (6:20pm). I'm ok with the need to double check. I went to the UA lounge and left the lounge at 7pm. Boarding started at 6:55 and was going to close at 7:20 (7:35pm flt to London). As I was walking down to my gate, an asian male TSA employee told me that I wasn't suppose to leave and that I need to come back and they would have to re do the whole search and pat down. I told him that I was cleared and I need to board. He told me I had to go back to security and re do everything. So he escorted me back to security and EVERYTHING in my bag was taken out including my tooth brush and my whole make up bag. I kept asking them to hold the plane but the asian man that had brought me back said not to worry that i won't miss my flight. This made me very upset since he didn't even know which flight I was on so how would he even know whether I was ok or not. by 7:10 they had taken out everything and started the pat down. Everything was ok and I was cleared to repack my bags. It was 7:15 now and at this point I was so stressed and had to run to my gate. I was the last to board my flight to London.
My complaints are:
1. Procedural break down at TSA
2. I am penalized for the error of the TSA agent
3. Being lied to that I would not miss my flight.
4. overall incompetency. I was told that even though the bags had already been searched, they have to do it again since it left the security line for 40 minutes. During that time I was in the boarding area so were they implying that security is so bad in the boarding area that I could have acquired materials for a bomb in the boarding area?? This is crazy!

4/13/2015 8:48:13 AM

I just have a question about the consistency and dealing with the whole TSA check in process In Spokane. Not sure exactly where to start because this has been an ongoing question of mine for several of our flights in the last few years and especially an event that just happened today.

Many times my boarding pass with say TSA Precheck and when following the arrows at Spokane it will lead me into the regular line. Today, the same thing happen and was handed a blue ticket that then I didn't need to take off shoes or take out liquids.

Let me back up one step and say that in Nov. of 2013 I had a hip replacement and carry with me card dealing my replacement. In the past I have presented my card they acknowledge it at the original point of security and then say I can put it away.

Fast forward to today….. Being they never really acknowledged the card before and the machine had never alerted them, I really forgot to even to mention the card and proceeded through checkout, until I went through the machine and it beeped. They asked me if I had a belt, change, phone, etc… Told them no, but that I did have a hip replacement. That put a whole new spin on things. I had to then remove my shoes, my vest, my scarf….mind you while my purse, laptop etc….had already gone through the X-ray machine and was at the end of the belt. I tried to tell them that my card for my hip was in my purse. But that didn't matter.
Went through the machine again, and then had to go to another area near the X-ray for back packs and go through a major pat down. Then they rub their gloves down with some type of wipe and put that through a machine.

Please don't get me wrong, I am all for security and making sure passengers are safe. What I am not understanding in the inconsistency with the screening process for TSA Pre check and the issue with my hip. Why this particular day the machine went off, and other previous times, no one paid attention to the fact when I told them I had a card and a hip replacement.

Just felt that the people at Spokane today were a little abrupt as I was trying to understand and ask questions, so that I would be more proactive for future flights.

My husband and I had actually talked about going through the actually TSA Pre-Screening process that they have been offering to get a permanent status with that. But after today, not sure that it would really benefit us with traveling.

Thanks for your clarification with this.

4/13/2015 8:49:08 AM

I have a son with the United States Marines. He came home on leave in April and leaves today. While checking in the personnel at Grand Junction Regional Airport in Grand Junction Colorado almost didn't allow his 18 year old sister come with us to see him off. A 20 minute ordeal ensued of photo ID's and verifications for her. If you were to pay attention to current society and trends you would see a distinct drop in young people who are choosing NOT to receive a drivers license and are using other modes of transportation. This leaves many of these individuals with only a school ID for verification. To refuse to let the siblings see their military sibling off is RIDICULOUS! I am furious! And on top of the 20 minute ordeal we were informed my daughter would be subject to a pat down at the second security check point. She isn't even getting on the plane and she is an 18 year old kid what do you think she is planning to do!? Then on top of this my sons bags were searched! He is a Marine serving our country! What a way to treat our military personnel! They get shot at, they are away from their family for months at a time, just so they can come back and be subjected to searches and suspicion. I am furious that my kids were treated this way! All we wanted was to say good bye and get his luggage checked in. It's hard enough to say good bye to your child not knowing if you will see them again! Congratulations for making a difficult day even worse for our family! Mission accomplished!
(b)(6)
Furious Marine Mom

Submitted on Monday, April 13, 2015 - 17:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? No, I m filling this form out for someone else
==Representative Information==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Work Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
(b)(6)
City: Woodland Hills
State: California
Zip Code (Post Code): 91364
Other:
Email: (b)(6)
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.
==Complaintant Information==
Relationship with Complaintant: Father
Full Name of Complaintant: (b)(6)
PO Box or Street Address of Complaintant: (b)(6)
(b)(6)
City: Calabasas
State: California
Zip Code (Post Code): 91302
Other:
Phone No: (b)(6)
Email: (b)(6)

4/13/2015
6:30:06
PM

To TSA
From: (b)(6)
Subject: Humiliating and unnecessary treatment by TSA
On April 12th 2015, I took Jet Blue Flight 466 from Fort Myers FL. To Boston
I checked in on line the night before and it had a TSA precheck on my boarding pass.
I have prosthetic right leg that extends from my hip down. I fly this route approximately 4 times a year. I understand the procedure for amputees.
this is tha TSA procedure from your website

"The passenger should inform the Transportation Security Officer (TSO) of the existence of a prosthetic, his or her ability, and of any need for assistance before screening begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.
Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown.

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material.

4/13/2015 6:30:10 PM

I informed the TSA agent that I had prosthesis; he was very nice and directed me to the imaging machine so I wouldn't set off the metal detector. This is what happens every time I fly whether it is Boston or Fort Myers.
Unfortunately the Male assist officer I was handed off to either didn't understand the procedure or just decided he was making his own procedure. After I went through the imaging he proceeded to give me a complete pat down, tested my shoes, hands and the bottom of my prosthesis for explosives. At this point I am starting to feel a little uneasy with the search as usually after checking the bottom of the prosthesis and my hands I am sent on my way.
This guy tells me he needs to perform a further evaluation of my leg; I asked him if there was a problem? His response was no not yet. He took me into another room with another guy had me remove my pants to he could swab the entire prosthesis.
THIS IS NOT IN your procedure!!!
I am now getting pretty aggravated. I asked him why, he said it is procedure. I tried to tell him nicely that was a frequent flyer and that it was not and that does not happen to me and never has. His response was a non-caring shrug.
Told me to take it up with his supervisor!
After I was cleared for the second time, I told him how BS he was I took my bag that he was holding and not willing to give to me and went to my flight that I just barely made it on. Thank god I did, cause had I missed it. I would have had an ugly conversation with him and his supervisor.
I am not a person to give anybody a hard time and I understand the need for safety but I should be humiliated and belittled by somebody just because he can.
Unfortunately I was so upset and short of time I didn't get his name.
He was a tall white bald (shaved head) man with a really lousy attitude. Hopefully this doesn't happen to me or any other person like me again going through RSW and that it was an isolated incident, I however suspect it wasn t. Just because people with artificial limbs are different doesn't mean that TSA person should be able to humiliate an discriminate and demean anybody things are hard enough

(b)(6) North Billerica MA 01862

Submitted on Monday, April 13, 2015 - 21:50 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself
==Individual Info==
First Name: (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: Los Angeles
State: California
Zip Code (Post Code): 90068
Other: United States
Email (b)(6)

4/13/2015 10:06:50 PM

==Incident Information==
When did this happen? 04\04\2015
Where did this happen? CALIFORNIA - OAK - Oakland International
What happened? At the screening checkpoint around 6:20 pm, I asked for an opt out from the body scanners due to my transgender status (I am FTM - female to male transgender person - post top surgery and post bottom surgery). I asked for a male assist. A male officer (b)(came over, but refused to pat me down because I presented as female. I explained that I do not present as female (I was wearing jeans and a t-shirt) and re-iterated my request and requested a supervisor. The MOD (b)(6) came by and also stated that I needed to have a female pat-down due to my name. My name is not part of my presentation - I explained that I have had both bottom and top surgery and that I identified as

4/14/2015 8:51:13 AM

Callers husband has been depressed because he was subject to additional screening. His kids kept saying he had high clearance and one child was afraid to get on the plane. Its only been two days. They have been traveling for a while and he has never been physically searched. She is recommending a TSA psychological counselor. She wants to know if we track statistics on passengers who experience depression after a patdown. She said he was not given a option of the screening technology, she thinks. She was not sure because he was behind her. She will need her husbands permission to send a complaint to the CSM. She asked about Pre - Screening.

Disability Description: Caller was in a wheelchair. She is disabled and had a torn rotator cuff. She is also a dwarf.

Information Request: She wants the name of the person she is reporting.

Incident Details: She is a dwarf or a little person. The TSO at DAL treated her differently because of this. She has never been treated like this before by a TSO.

Caller would like to speak to (b)(6) LTSO. She came over to the caller after the incident and calmed the caller down. She stated it would never happen to her as a passenger again. She asked the caller if she was ok? She was very nice and helpful and comforting. The LTSO s male boss was also helpful. She really came to her rescue.

4/14/2015 10:16:55 AM

Caller was humiliated.

The treatment from the agent was horrible and horrific. She was crying when she left. She was in a wheelchair. Everyone was staring at her.
She grabbed every part of her very hard. She had a torn rotator cuff and told the TSO. She took her fist and shoved it up her groin. It was like an assault. She yelled at her. She got mad at her over the computer and other items. She had yogurt and declared it medically necessary as a diet item but she was forced to throw it away. She has had a patdown before and has no objection with it. This was not a patdown. It was an assault and the caller believes it was because she is a little person.

The female TSO was in her 40 s white with dark hair. She may have been Mexican. Bad complexion. She thinks the name was (b)(6)

4/14/2015 10:51:08 AM

Caller is a member of PreCheck. She and her friend just returned from an international flight to Amsterdam. On her flight from DEN to Dulles before leaving for Amsterdam she informed the TSO in DEN that she has a metal hip implant. She said the TSO pulled her from the PreCheck line and made her go through the regular screening line. She was upset that they made her take off her shoes and jacket and also made her have a patdown. She said that all the while her carry on was left in the PreCheck lane. She informed me that she is 74 years old. She said her friend was offered TSA precheck but when her boarding pass was scanned she was pulled and gave a patdown as well. She will be flying domestically this weekend and she wants to know how to prevent this kind of event from occurring in the future. She flew back from Zurich through Dulles. They are both former law enforcement and fly frequently.

4/14/2015 12:43:45 PM

Caller was at LAS yesterday for a Southwest flight and has an implanted device in his heart. He opts out of the screening technology and requests a patdown. His traveling companion went through the screening and was waiting for him. When he got to the checkpoint he requested a patdown and was ignored by the agents. He waited a few minutes and then ask again. A large black agent named (b)(6) was staring at him and making faces at him during this time. He ask the agent what his name was and the agent yelled at him saying yea come on over here and you can get my name acting like he was trying to intimidate him across the checkpoint or trying to start a fight. After about 20 minutes the passenger was starting to get upset because the agent was just sitting there staring at him instead of helping him with getting assistance for a patdown. He ask the agent if he was planning on helping him and the agent told him that he wanted special treatment so he will just have to wait. The caller picked up the sign that was there at the checkpoint and showed it to the agent and stated that the sign says that he has the option to request a patdown screening. He then requested a supervisor and got to speak with Agent (b)(6) about the issue.

He is very upset at the treatment he received by this agent at the checkpoint.

He does not think this was due to his medical condition he thinks it was just due to screener rudeness.

4/14/2015 1:38:30 PM

The caller is flying out of DEN and wanted to know if he would be groped when going through the screening. He was concerned because of an incident at DEN and wanted to know why the individuals didn t face criminal charges. The caller also wanted to know if he went through a patdown if he would know if the TSO groped him.

4/14/2015 4:09:03 PM

To whom it may concern,

I have a grievance and would like to file an official complaint. Please direct me on how to do so.

My complaint is as follows:

At 2:10pm on Saturday, April 11, 2015, I arrived at Chicago Midway airport and proceeded to security checkpoint for my daughter and I to go through security screening. As I approached the security screening, I alerted the security (TSA) agent behind the xray machine AND the security (TSA) agent next to the metal detector/xray screening that I was in possession of medically necessary blood product that I had a Dr. letter for, and that the blood product could not go through xray screening. The man by the xray machine called for a "hand check" and handed the bag off to another TSA agent.

I went through security and looked for the bag (the medication/blood product was in a box inside a SuperMan lunch box). When I saw the agent who had my bag (African American woman with blonde hair with the name tag "Carter" on it), I said, "please wait until I am present before going through the bag, it contains blood product AND it belongs to a minor child". She rolled her eyes at me, opened my bag (which I KNOW she is not suppose to do, she is suppose to ask ME or my child if she were traveling alone to remove the items or if she may open it) and CONTINUED swiping the SANITIZED box which contains my daughters PLASMA based product. She raised her voice and said to me (as two other TSA agent women surrounded me), "I DIDN'T OPEN YOUR BOX I OPENED THE BAG-I'M CHECKIN' IT N YOU CAN SEE ME". To which I replied, "I know my rights and you are not allowed to open the bag of BLOOD PRODUCT without my permission, or without asking me to do so". She pushed my bag aside dropping it on the counter and said, "I'm done anyway" and walked away.

I cannot tell you the fury that fills me. I cannot tell you the insecurity that filled my daughter as she watched this occur. She travels often and has been THOROUGHLY briefed by TSA at McCarren Airport as to her rights when carrying her blood product through security. She travels often and as a member of the Bleeding/Hemophilia community, it is medically necessary to carry her blood supplies with her. For that reason, she was briefed two summers ago by TSA on her rights and how to approach carrying her product. To watch these rights be violated right in front of her was infuriating to say the least. Atop that, the TSA's mishandling of almost $4000 of blood product rather than asking ME to pull it out of the container, TSA Agent (b)(6) should've changed her gloves before contaminating our product, is unbelievable. I am now in to position to where I was not in contact with the blood product and it was handled by someone else, with unclean hands/gloves and now it is unusable to me for risk of infection from contamination. Thank you for wasting almost $4000 of medication, and for violating the rights of my daughter and I. We have lobbied long and hard to make certain my daughter gets her allotment of medication. The amount she gets is regulated and now your agents' violation and possible contamination of her blood product leaves her short of the appropriate supply.

I want an immediate response and resolution to this email. Should I not receive a response in a timely manner, I will escalate my formal complaint.

I have included in this email a link to your TSA rules and regulations.

(b)(6)

(b)(6)

4/14/2015 6:28:55 PM

Hello,

I read two of your agents were fired for groping passengers at a Denver airport. Will these two people also be facing criminal charges as well as having to register as sex offenders?

Thank you

(b)(6)

Our 8 year old son has a prosthetic leg and travels a lot - he goes through airport security 8-10 times a year. We live in Denver, and 90% of the time, the TSA agents are great. I tell an agent ahead of time, they send him through, he sets off the alarm, and they check his hands (and sometimes prosthetic) for residue. He passes, and we go on our way. On 4/12, however, we discovered the lack of training that some agents have regarding children with prosthetic limbs. I was so upset, that I failed to get the names of any of the agents, but the worst offender was a Caucasian female agent (#1). I informed her as soon as possible that my son has a prosthetic leg, and she let me put my bags through the conveyer belt. Then she said she needed to speak to her supervisor, and disappeared for at least 5 minutes. Since I was concerned about my purse sitting on the other side of the scanner, I approached another agent (#2) who sent my son through. At that point, a third agent got visibly upset at #2, because my son was under 12, so they could not pat him down after he set off the alarm. Agent #1 returned and scolded me for allowing #2 to put my son through security. I explained that my purse, containing my money, credit card and ID was sitting unattended, and I had no idea when she was going to return. She told me to hand carry my cash, credit cards, and id the next time we traveled. I told her that was not going to happen, but that maybe she should have people wait to put their stuff through security if she wasn't sure she could get them on the other side quickly.

My son felt horrible - #3 acted like it was a major security breach to allow a child through, since he couldn't be patted down. My son was going to set off an alarm. I'm not sure if #3 thought that we should just wait there until my son turned 12 or if there would suddenly be a new protocol handed down that would allow him to pat down an 8 year old. As an aside, agents in Miami and Kansas City have patted my son down before, under my supervision and using the backs of their hands. Miami had my son stand with me after going through security, and then informed me that since he had touched me, that I needed to be patted down, as well. One time in KC, I was told that three sets of supervisors would have to be spoken to before determining if my son would be allowed on the plane. Note the "allowed".

4/14/2015 6:28:58 PM

Obviously, agents 1 & 3 were not trained on how to handle people with disabilities, especially children. Our main concern is that if there is a set protocol for children with prosthetic legs, it is not conveyed to the agents and supervisors. It seems like each airport is allowed to come up with it's own protocol, and even then, agents are unaware of it. Kids with disabilities are not criminals. We don't expect special privileges, we just want some consistency. We are happy to comply with whatever protocol TSA has determined is appropriate - we are just asking that the agents be better trained to know that protocol. It is estimated that every year, over 5,000 children become undergo major amputation in the US, many of whom are fit with prosthetics. Multiply that by 12, and you have an estimated 65,000 children under 13 who wear prosthetics. Many of those children will attempt to travel via the airways. While it is a small percentage of the total number of annual passengers in the US, it is substantial enough that TSA agents should all be thoroughly trained on a consistent protocol. Parents - and children - should know what to expect at the airport, just as able-bodied passengers do.

Sincerely,

(b)(6)

Caller said that he called TSA in the past and then sent in a written complaint on December 7, 2013. He said that he got a letter from TSA stating that there was not a complaint attached to what he sent in.

He said that on November 5, 2013 he was flying from Denver to Stewart Airport, in NJ, and two male officers took him to a room for a pat down. He said that in this room they groped him. He said that he called a spoke to a TSA Officer and asked if TSA recorded phone calls. He said that he does not know the names of the officers, but would be able to identify them if he were to see them on camera. He said that the way this pat down was conducted has always bothered him, there was something odd about it. He said that he filed a Civil Rights complaint on November 12 and received a reply from TSA on November 20.

He said that he now lives in Denver and saw on the news tonight about the two officers that were dismissed for groping passengers. He feels that these were the officers that groped him. He said that one officer appeared to be Hispanic and the other officer was white and slender. He said that the white officer was laughing while looking at him on the screen of the AIT and after that is when they took him to the private room.

4/14/2015 7:42:01 PM

He asked the status of his original complaint since on one from TSA had been back in contact with him by either email or phone. He said that he was asked to email the complaint back and he did that over a year ago.

Mishandling RFI
REASON for the call: Complaint
Date Time: 11-05-13 at 1:30 pm
Gate\Terminal: unknown
Airport: Denver
Airline: Southwest
Flight #: unknown
RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport

Caller said that he called TSA in the past and then sent in a written complaint on December 7, 2013. He said that he got a letter from TSA stating that there was not a complaint attached to what he sent in.

He said that on November 5, 2013 he was flying from Denver to Stewart Airport, in NJ, and two male officers took him to a room for a pat down. He said that in this room they groped him. He said that he called a spoke to a TSA Officer and asked if TSA recorded phone calls. He said that he does not know the names of the officers, but would be able to identify them if he were to see them on camera. He said that the way this pat down was conducted has always bothered him, there was something odd about it. He said that he filed a Civil Rights complaint on November 12 and received a reply from TSA on November 20.

He said that he now lives in Denver and saw on the news tonight about the two officers that were dismissed for groping passengers. He feels that these were the officers that groped him. He said that one officer appeared to be Hispanic and the other officer was white and slender. He said that the white officer was laughing while looking at him on the screen of the AIT and after that is when they took him to the private room.

4/14/2015 7:42:01 PM

He asked the status of his original complaint since on one from TSA had been back in contact with him by either email or phone. He said that he was asked to email the complaint back and he did that over a year ago.

Mishandling RFI
REASON for the call: Complaint
Date Time: 11-05-13 at 1:30 pm
Gate\Terminal: unknown
Airport: Denver
Airline: Southwest
Flight #: unknown
RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport

Caller said that he called TSA in the past and then sent in a written complaint on December 7, 2013. He said that he got a letter from TSA stating that there was not a complaint attached to what he sent in.

He said that on November 5, 2013 he was flying from Denver to Stewart Airport, in NJ, and two male officers took him to a room for a pat down. He said that in this room they groped him. He said that he called a spoke to a TSA Officer and asked if TSA recorded phone calls. He said that he does not know the names of the officers, but would be able to identify them if he were to see them on camera. He said that the way this pat down was conducted has always bothered him, there was something odd about it. He said that he filed a Civil Rights complaint on November 12 and received a reply from TSA on November 20.

He said that he now lives in Denver and saw on the news tonight about the two officers that were dismissed for groping passengers. He feels that these were the officers that groped him. He said that one officer appeared to be Hispanic and the other officer was white and slender. He said that the white officer was laughing while looking at him on the screen of the AIT and after that is when they took him to the private room.

4/14/2015 7:42:01 PM

He asked the status of his original complaint since on one from TSA had been back in contact with him by either email or phone. He said that he was asked to email the complaint back and he did that over a year ago.

Mishandling RFI
REASON for the call: Complaint
Date Time: 11-05-13 at 1:30 pm
Gate\Terminal: unknown
Airport: Denver
Airline: Southwest
Flight #: unknown
RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport

Sirs:

While going through airport security in San Antonio, TX with my family, we had a very unpleasant and unexpected encounter with the above named TSA officer. My wife is a cancer survivor and chooses to opt out of exposure to gamma radiation whenever possible. We also do not want to expose our teenage daughters to x-rays if at all possible. (b)(6) attempted to educate my wife, a registered nurse, about the effects of ionizing radiation and the relative effects of airport scanners versus cellular devices. Regardless, she had simply expressed her desire. But because he persisted in trying to explain his opinions about radiation instead of just waving her on, she began to explain her reasoning. Not only was his reply not patient, it was unacceptably and unbelievably rude. He told her, "Shut up and stop talking!" in a raise voice. She did so, and went ahead with the pat down screening, which is enough of an indignity, treating paying travelers like criminals.

I feel that this is unacceptable behavior. I (b)(6) was not in a position to delay our travel neither of us would have just stood by. Please be sure (b)(6) supervisors and someone higher up than a TSA employee receive a copy of this letter.

4/14/2015 10:04:45 PM

As a person he has failed. As a public servant he has failed. As a man, he fails. And in light of all the successful terrorist attacks on American soil are concerned, you are all complete and utter failures who think you can stop terrorism by making me and my family remove our shoes and scan us with radiation before getting on a plane. Ridiculous people!

(b)(6)

Los Osos, CA 93402
(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 4/15/2015 2:13:13 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Outbound
Depart
6:15 AM
Thu, Apr 2
Wilkes-Barre, Pennsylvania
International (AVP)

4/15/2015 8:48:32 AM

Comments:My experience with TSA at the Scranton/Wilkes Barre International (AVP) was so humiliating and degrading for me.

As I approached the security area placing my items in the bins as well as removing my small traveler size clear bag with any liquids in it. With my ID in hand (PA Driving License). I proceeded through the Airport detector and no lights, bells or any other indicators went off, like the other people ahead of me didn't go off, and they continued on their way. But I was singled out by some TSA worker (a woman) who said "please step to the side", then she said "I must pat you down because of you oversize clothing". In my mind i thought, is she calling me fat or is she calling me out because of my religious covering. She began by patting the front of my left leg then the back of my left leg and same for the right leg, then she said I have to pat down your head as well. She found nothing. I stood as quiet as possible, while others watched as though I had done something wrong.

I was never offered the opportunity to be searched in private.

I Feel TSA should have a better way of handling passengers of different religious beliefs as well as the correct verbiage when addressing a passenger that needs to be searched.

I feel I was profiled because of my religious beliefs to be searched.

Do you search all Muslim women that come through check points? I ask myself this question!

I plan on seeking legal advice on this matter.

4/15/2015 8:48:34 AM

I was at the Airport yesterday and I was humiliated. I hurt my arm Mon evening and I could not raise my left arm, so the tsa rep said go stand over there and someone will manually scan you. Well I stood there and no one scanned me but said an alarm went off. And I was pulled to the side and the one person must have been in training and used me as a guinea pig. She took my personal bag and went through that and then she proceeded to put me in a closed room and another tsa groped me down. I am almost 70 years old and I was put through hell. I am so scared of flying and I had to go through that. I was talking with a friend who is an Atty. And he said how could an alarm go off when you were never scanned, and your luggage went through fine.he heard on the news that some of your tsa were groping people just for fun. I think since I didn't have the right protocol, they picked on me. I was shaking and almost had a heart attack over this situation. This will be investigated more.
Sent from my iPad

4/15/2015 8:48:34 AM

I was at the Airport yesterday and I was humiliated. I hurt my arm Mon evening and I could not raise my left arm, so the tsa rep said go stand over there and someone will manually scan you. Well I stood there and no one scanned me but said an alarm went off. And I was pulled to the side and the one person must have been in training and used me as a guinea pig. She took my personal bag and went through that and then she proceeded to put me in a closed room and another tsa groped me down. I am almost 70 years old and I was put through hell. I am so scared of flying and I had to go through that. I was talking with a friend who is an Atty. And he said how could an alarm go off when you were never scanned, and your luggage went through fine.he heard on the news that some of your tsa were groping people just for fun. I think since I didn't have the right protocol, they picked on me. I was shaking and almost had a heart attack over this situation. This will be investigated more.
Sent from my iPad

Good morning –

I saw the news blurb regarding the dismissal of two security agents for inappropriate fondling of male passengers this morning. I believe I was one of the impacted individuals and wish to formally lodge a complaint.

On March 25th, I went through security at DIA. My flight was at 5:55 so it was probably around 4 pm. I am TSA Precheck due to my Global Entry (which was noted on my ticket as well) but was selected and pulled out for a pat-down after being sent through the scanner (and not the metal detector). The agent told me he needed to pat me down thoroughly and proceeded to run his hands up and down my legs including touching my genitals and across my backside. I travel a LOT and I've been patted down before, but never like this. I was upset afterwards and told my girlfriend who was with me but in another line that I felt like I needed a cigarette after the pat-down (making an obvious reference to a joke).

4/15/2015 10:20:45 AM

You should pull the video tapes and investigate this. I am willing to provide a verbal statement if required. I do live in Denver and fly in\out of DIA several times a month.

Thanks. You guys do a good job overall and you don't need a pervert giving you bad press.

Regards,

(b)(6)

4/15/2015 11:17:35 AM

Caller saw the CVS-4 investigation on TSA employees that were recently fired. He flew on Southwest on Feb 26th @ 10:00 am out of DEN and he went through the Precheck line and has an artificial knee. He had to go through a patdown screening. The patdown was very intensive and all of his luggage went through additional screening. The officers conducting the patdown screening also patted down his groin area and lingered in this area. He has went through several patdowns before and this particular one made him feel very uncomfortable. The agent was a male and looked to be in his 50 s. Caller believes he may have also experienced these employees.

Hello,

I am inquiring about the timeline in which the two TSA employees that were released after it was revealed that they had been groping men's genitals. I was traveling with my family from DIA on April 4th via American Airlines and while I was going through the security screening I had a groin area pat down. I did have a military challenge coin in my pocket that I realized before going through the scanner, but I was told by the TSA employee to go ahead and put it back in my pocket. As would be expected, the detector registered the metal and I was told that I would need to be patted down. I didn't feel as though I was being accosted, but it did seem odd to me that the TSA employee would tell me to put the coin back in my pocket knowing fully well that it would flag a pat down. I don't know if this information is of any help to you, but after hearing the story I was curious if it was possible that the employees that were released could have been working while I was passing through DIA. Feel free to contact me if you have any questions.

Have a nice day,

4/15/2015
12:12:12
PM

(b)(6)

(b)(6)

Green River, WY 82935
Office: (b)(6)
(b)(6)

s

This happened to me last year at DIA and I was appalled. "Groin anomaly" was the exact term that was used. Right after the incident. I commented to my wife about what had happened. It's good to know you've finally done something about it.

(b)(6)

(b)(6)

4/15/2015 12:12:35 PM

(b)(6)

Greenwood Village, CO 80111

Office (b)(6)

Direct: (b)(6)

(b)(6)

4/15/2015 2:27:31 PM

On April 11 I had the unfortunate opportunity to meet the most rude TSA member in my years of travel in the international terminal of the Seattle -Tacoma airport. I had just arrived on Delta Flight 166 from Narita at about 9:29 Saturday morning and headed to a connection flight at terminal C. After clearing Customs, we were shuffled to the TSA area, where an officer was barking to form three lines from what was originally two. The length was so long that one could not determine what type of scanner was at the end. That matters as I am a dual knee joint replacement recipient and choose the scanner as to accelerate the process for all and to eliminate the pat down. By the time I could see the metal detector, I elected not to change lines as the lost time would have been significant--- things were not moving fast. As expected, the scanner announced the presence of metal and i informed the TSA officer of the metal joints. He politely asked me to step to the side, which i did and he shouted for assistance (pat down).

The assistance did not arrive after approximately a minute and the officer elected to continue screening while waiting--- not a bad idea as passengers were stacking up. He requested once again for a pat down and continued screening. I waited, while other passengers' scanned items piled up on mine. Not a real good thing for delicate laptops. After yet another couple minute delay without assistance for the pat down, the officer once again announced the need for a pat down. And the stuff continued to pile up on mine. After the officer's fourth plea for help, an officer seemingly put out that he would have to perform a pat down (the same one that was barking to form three lines) showed up. He asked if the stuff being dumped on at the end of the scanner was mine, to which I replied with a "Yes" and made a move towards it. He quickly snapped that I was not to touch it and to move over to carpet that had the foot locations marked on it. I suggested to this officer that they needed to have some means of letting passengers know which line to get into for the scanner. He proceeded to inform me it was MY RESPONSIBILITY TO SELECT THE PROPER LINE, not theirs to tell me. I proceeded to tell him that the entry point of the line did not allow one to see the scanners. I once again suggested that maybe signs, he once again told me it was my responsibility. What a rude interface with the public. Not in the best of moods myself after being up for almost 24 hours, I asked for his name. He informed me he would not give me his name, but would provide a card and his supervisor. Little did I know things were about to really go to HELL.

As I gathered all my stuff, over wandered this blob of a person with a title of TSA Supervisor. Apparently he got this job to fill an EEO requirement as it sure wasn't for his ability to interface with the public. He proceeded to tell me he did not have time to put up with piddly assed minuscule things like me and my fake knees. He would stand up for his officers no matter what. They had been there all morning and not even had lunch. Personally, he could go without many lunches as fat as he is! He proceeded to tell me once again he did not have time for my little problem I could take my problem " all the way to the President of these United States" and turned away. WHAT A FAT, RUDE, in-his-postion-only-to-fufill-EEO-quotas. I sure hope I never, ever have to incur this fat excuse of a TSA officer again. In all my travels around this great nation, I have never seen a TSA representative act half as unprofessional as this worm. Maybe he is related to the sleeping baggage handler for Alaska Air.

In reaction to the present TSA groping news, I went through DIA/TSA on April 4, 2015. As always since I have a knee replacement, I was patted down. I have been patted down every time I go through DIA since I had the knee replaced in 2011. I have flown to New Orleans, Chicago, Minneapolis, Detroit, Paris, Nairobi, Laguna Beach, etc. since the knee replacement. On April 4, 2015, I was held up for the pat down until the TSA agents found someone to pat me down. As the the man who patted me down finally approached me, he blew air out of his mouth like he was preparing for doing something he was worried about doing, I'm not sure. Anyway, he did pat me down. For the first time since TSA came into existence and since I have been patted down, this TSA agent grabbed my genitals. However brief it was, it surprised me and I jumped. He apologized to me without making eye contact. Since the story has broken about the TSA agent groping a man, or men, I would like you to publish the photo of this man so that I can see if it was the man who groped me. It would give me great relief to know that the man has been apprehended.

4/15/2015 2:27:58 PM In Memoriam - Sweet (b) - 2000-2015

-"Unconditional love is universally paramount!"

(b)(6)

In reaction to the present TSA groping news, I went through DIA/TSA on April 4, 2015. As always since I have a knee replacement, I was patted down. I have been patted down every time I go through DIA since I had the knee replaced in 2011. I have flown to New Orleans, Chicago, Minneapolis, Detroit, Paris, Nairobi, Laguna Beach, etc. since the knee replacement. On April 4, 2015, I was held up for the pat down until the TSA agents found someone to pat me down. As the the man who patted me down finally approached me, he blew air out of his mouth like he was preparing for doing something he was worried about doing, I'm not sure. Anyway, he did pat me down. For the first time since TSA came into existence and since I have been patted down, this TSA agent grabbed my genitals. However brief it was, it surprised me and I jumped. He apologized to me without making eye contact. Since the story has broken about the TSA agent groping a man, or men, I would like you to publish the photo of this man so that I can see if it was the man who groped me. It would give me great relief to know that the man has been apprehended.

4/15/2015 2:27:58 PM In Memoriam - Sweet (b) - 2000-2015

-"Unconditional love is universally paramount!"

(b)(6)

In reaction to the present TSA groping news, I went through DIA/TSA on April 4, 2015. As always since I have a knee replacement, I was patted down. I have been patted down every time I go through DIA since I had the knee replaced in 2011. I have flown to New Orleans, Chicago, Minneapolis, Detroit, Paris, Nairobi, Laguna Beach, etc. since the knee replacement. On April 4, 2015, I was held up for the pat down until the TSA agents found someone to pat me down. As the the man who patted me down finally approached me, he blew air out of his mouth like he was preparing for doing something he was worried about doing, I'm not sure. Anyway, he did pat me down. For the first time since TSA came into existence and since I have been patted down, this TSA agent grabbed my genitals. However brief it was, it surprised me and I jumped. He apologized to me without making eye contact. Since the story has broken about the TSA agent groping a man, or men, I would like you to publish the photo of this man so that I can see if it was the man who groped me. It would give me great relief to know that the man has been apprehended.

4/15/2015 2:27:58 PM In Memoriam - Sweet (b) - 2000-2015

-"Unconditional love is universally paramount!"

(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: Fontt 512
Zipcode:

4/15/2015 2:28:26 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? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

4/15/2015 4:20:50 PM

I was right, first you steal from my husband who is a 9/11/01 first responder, you cut his suitcase open while he was in a wheelchair, you stole his pump for his back brace and his NYC police hat and then you say you are doing your job. Where were you idiots on that day, HIDING, now men groping men, women who are not really women groping other women. WE THE PEOPLE WANT MILITARY IN THE TSA, YOU let terrorists through and yet steal from the American little people, YOU ARE ALL A DISGRACE TO THIS COUNTRY. How much more is going to come out. THIEVES, to steal from a ill 9/11/01 first responder is disgusting, the people on the computer agree with me just like several other millions. again, where were you on that fateful horrific day. If you can steal from a hero and from military, you should all go to hell. There are no excuses for what you did to my husband. If you ever touched me, JUST DO NOT TRY.

4/15/2015 5:12:14 PM

Caller has a complaint from DCA on 03.21 at 5am going to TPA on Delta to handle an estate.

He believes he may have been assaulted at the checkin process.

He was taken out of the line and designated to go to another spot (AIT). He was stopped by the male attendant who asked what was in his pocket. He was told to stop, and an agent patted down his behind. And then the agent said to him Sir, exit the booth. The lady who was 8 ft behind the AIT suppressed her chuckle. When he was done, he said ok you can go.

He feels as though this was done for entertainment purposes. He was concerned that someone could have been patted down that actually needed it. And at the very least the agents need to be retrained.

The catalyst for the call was hearing about the recent pat down incident in DEN; although he thought it was PHX.

He also wanted to speak with a CSM directly at DCA.

4/15/2015 6:03:51 PM

Caller said he and his family are traveling on Southwest to W Palm Beach and his wife did not get TSA PreCheck. He said she is degraded by the patdown search they did. He asked for her KTN # for the airline and he said Southwest told him they did not have her #. He said she does not want to make a complaint on the patdown search and he said we are doing our job. He said he just wants her KTN # and asked if UES is open right now.

To Whom It May Concern:

After hearing today (on CNN) about the alleged groping of passengers at the Denver airport, I was reminded of what happened to me at the Orange County airport in the early 2000s (post 9/11).

I reported the incident to TSA and the airport police after it happened, but I don't think anything came of it. I'm letting you know again, because I think it speaks to a pattern of abuse that has gone on for at least a decade at TSA.

I was returning to Arizona from a pharmaceutical sales meeting in California, with my boss and several colleagues. I was singled out at the gate for a pat-down search. Most people would say I am above average in attractiveness, if that was a factor, I don't know.

The male TSA screener used a wand, however, he ran that wand repeatedly on/over my breats and between my legs up to the groin. He might as well have been using his hands, because I don't think it would have felt differently.

I started shaking and was on the verge of tears as the incident went on. I felt utterly powerless. I knew this guy had the power to detain me and I just wanted to get home.

By the time I got on the plane, I was crying and shaking. I felt so violated. My male supervisor asked what was wrong and then I had to explain to him what just happened, which made it even worse. I felt embarrassed and humiliated. My boss and colleagues and I were all sitting together, so everyone knew what had happened to me. It was just awful.

4/15/2015 7:20:50 PM

It takes someone with real cunning to figure out how to assault a female passenger with a wand. I'm sure he had done it before, but since he didn't use his hands, it made it much more difficult to prove his intention. Believe me, I felt this guy's intention, I could see it in his eyes, and it was absolutely an assault.

I can't believe that just thinking about this incident so many years later still brings me to tears.

Later, there was a TSA policy change so females are only pat-down searched by females, and that is a good thing.

In closing, I would say that TSA needs to do more to combat passenger abuse by its agents. The first step is to ensure each TSA employee has--at a minimum--their last name clearly and prominently displayed on the uniform. Just like they are on military uniforms. Having the name on a removable badge is not good enough. Passengers must be able to identify screeners in the event that an issue takes place.

Beyond that, it will take a culture shift to stop these types of incidents.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 4/15/2015 6:32:43 PM

4/15/2015 7:20:52 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Bethel AK to Anchorage AK on Alaska Airlines, Monday, April 13, 2015 boarding 8:30 p.m. for 9:10 p.m. flight 46L
Comments:My wife (b)(6) and I had TSA pre-checked boarding passes and were told we did not need to remove our coat or shoes. The older agent (late 50s?) told me to take my jacket off and said he was going to search me. He asked if I wanted to go behind the screen and I told him that was not necessary. He proceeded to run his hand up one leg and very hard into my testicle and then did the exact thing on my other leg and smashed into my other testicle! My testicles were (and continue to be) so sore and throbbing that on Tuesday morning, after I got home, I made an appointment with my physician who told me that both of my testicles were bruised! I understand these people are doing their job but I would like to make sure that this type of roughness when patting down a man's genitals does not happen to another passenger.

Disability Description: Caller has brain cancer.

Incident Details: Caller had a horrible experience for screening. She has a medical condition and could not go through the machines for her screening. She asked for a patdown instead for her screening. They would not allow her to use the WTMD. She says she understands the job TSA does and knows it is very difficult.

She never gets upset at her screening. But this time was so bad it has made her cry. She has never filed a complaint before. She says the agent that gave her the patdown was so mean to her. She said if she spoke the agent told her to not speak then when she did speak, the agent responded to her by saying for her not to get upset at her. She was only going to ask if she could put on her shoes.

4/15/2015 7:27:55 PM

She has brain cancer and says this isn t the way screening should be for someone going though something so bad. She wants to file a disability complaint.

She says the managers name may have been Bacclet and he was kind. She says the entire staff was terrible.

Date Time:04-15-15 at 5:05 pm
Gate Terminal: Terminal C and she was there about 4 pm
Airport: McCarren
Airline: Southwest
Flight #: 564

4/16/2015 10:39:11 AM

Caller was at Reno airport trying to get through security. She told me that while she was in line for screening a TSA worker came down and warmly greeted everyone. She asked the TSO who she could talk to let them know that she could not go through the scanner. He told her that she could opt out of the AIT if she wanted to. She gave the TSO a letter from the doctor saying her and her items could not be scanned due to medical issues. She said some of the workers are ignorant and needed to be retrained because they did not know how to screen a passenger with special needs. She said that the TSO on duty, that she spoke to first, had blond hair with pony tail told her that her items would have to go through the scanner. She said she did not get the blond TSOs name. She said the TSO did not even open the letter saying that everyone had to be screened and that all her items had to be put on the belt. She said the TSO was rigid and did not care about the passengers needs.

She said after she opted out of screening and after the bad experience with the blond TSO, a TSO came up to her and screened her the way she needed to be screened. She the TSOs name was (b)(6) She said she was a gem and was very helpful. She went on to say that she gave her triple 10 service. She said it was about 5:30 in the morning and not very busy at the screening area. TSO (b)(6) told (b)(6) to put all of her items in the tray. She took the tray around the door she just opened. She said she gave her a private patdown carefully and gently. She tested her medicine and food like she had hoped she would. She said TSO (b)(6) was competent and concerned. Caller said she told her that since she was in a uniform she did not guess that she could hug her but TSO (b)(6) told her that of course she could hug her. The passenger was crying on the phone at this point. It seemed to be a very traumatic experience for her.

She asked if there was a way that she could acknowledge TSO (b)(6) was so good to her and TSO (b)(6) gave her a card with our phone number on it.

She said she would be flying again in December and would definitely call for a PSS.

4/16/2015 12:18:44 PM

Caller has been having a bad experience at one airport she uses and the TSA staff at another location suggested she call the TCC.
She lives in ATL and flys from there often and sometimes uses the PreCheck line there and she grew up in Ohio so she goes at least once a mon th to visit her sick parents and flys into Columbus CMH.
On 100% of her return trips from CMH she has been receiving a Patdown and her bags are searched.

On a recent trip she asked why she is pulled out the Female TSO said she cannot say why she always gets pulled aside but today it is because you have a laptop computer.
(Caller confirmed she was not in the PreCheck line that day and did not remove her computer so she understands now).

She said that does not explain the other times she has flown from CMH and nothing alarmed but she got a patdown and they go through all her things.
She also said she flew from Rhode Island recently and a metal bracket on her jacket set off the alarm but she only got a quick patdown compared to CMH where you feel they should buy you dinner afterward.
She also feels that the TSO s at CMH are rude in general and after visiting her sick parents she dreads coming. When she is getting the patdown nobody watches her purse and that makes he anxious and once a TSO said we have cameras.
She has noticed also that if she has anyone in line chatting with her they pull them out of the line as well.
Caller said it is not funny anymore and she felt a need to report it since it is confined to CMH.
She last flew from CMH on 3-15-15 flying Delta and was at the checkpoint sometime after noon for a 2 PM Flight.

4/16/2015 1.48:57 PM

Caller keeps having problems with TSA and other passengers have spoken up that she is being mistreated. She had a radiation accident when she was a teenager. She has cancer and many surgeries. She is 80 years old. She has trouble walking.
She tells them that she cannot use the screening technology. She was going to a meeting she could not miss in DC. She was searched and almost missed her flight. She had to finally asked for a supervisor and asked him if she has to get on her knees to be able to finally go. She tells them she can use the metal detector and they tell her no although they point others to the WTMD. The supervisor who came over apologized for the way she was treated.
She knows that there is a program that she can get prescreened and use lanes that you go right on through. She does not mind the patdown but she does not want to have to wait in line. She has had items taken from her and stolen. She does not even bring carry ons with her any more.
She liked the idea of getting assistance at the checkpoint and asked how far ahead she should call us.

4/16/2015 3:00:53 PM	Disability Description: The caller wants to know if she should call 1-855-787-2227 to get help through the checkpoint. She also wants to report that she was harassed going through the checkpoint at EWR. Incident Details: The caller says that her medications cant be X-rayed. She also doesn t want to go through the AIT but requested a Pat down. She presented her ID and told the agent that she couldn t go through the AIT. She said she had documentation about her medical condition but they didn t want to read it. The screeners took so long that she missed her flight. She had to argue with them about how she should be screened. One of the screeners told her she had to go through the AIT regardless. The passenger never stated to me if she was given a pat down. Just the unwillingness of the TSA staff to not X-ray her medications and missing her flight. Apparently the staff also was rude to her. The caller is 73 years old. She went on to say that she would sue if this was to happen to her again. She flew on United flight 1736 on 8 April 2015 7:30am. Boarding at gate 74. Her original flight path was EWR to DEN to Reno. She missed her flight and her new flight path was EWR to SFO to Reno. The caller had a better experience out of Reno. She got help from (b)(6) at Reno. The way the caller describe her (b)(6) is probably a PSS.
4/16/2015 7:29:01 PM	Caller needs to find out where she could file a complaint against the TSA screeners at PIE. (b)(6) had called TSA cares and requested a PSS but she was not provided one. She said the TSOs treated her horrible, She said travels with a service animal and they did not have anyplace for her animal to relieve itself. She was also upset that the TSO would not go with her to take her dog to the bathroom. She said TSOs had helped her with this at other airport screening checkpoints. She said she has an implant in her spine connected to electrodes and a battery and had to have a patdown. She said the TSO was very inconsiderate and did not even look at her medical ID. The TSO informed (b)(6) that she knew what she needed to do as a TSO and did not need to look at her documentation. She said the TSO performing the patdown patted down the battery area in her spine which caused her to have shock waves go through her back. She said they kept passing her from one TSO to another before they found someone to do her patdown. She also complained that the TSO was feeling up on her during the patdown. She said there were 10 people working the screening checkpoint and no one would help her get her items through screening. She also advised me that they did not offer her a private patdown. She said that the TSOs at PIE need to be advised that persons with disabilities who have a service animal need to be treated with dignity. She said she requested to speak to a supervisor but he was not helpful. She asked him if he had an area where the service dog could relieve itself. He just turned and told her that they did not provide that service at PIE.
4/16/2015 9:59:02 PM	The caller wanted to know if one of the DEN employees that was let go due to inappropriate behavior was an African American. The caller stated his son did not want to go through the AIT and was taken through a patdown. The caller stated that he had been waiting for his son. After 10 minutes he approached where his son was going through the patdown. He approached the TSO that was performing the patdown to find out what was going on. When he asked what was going on the officer stated he was not being able to finish his sentence about the patdown procedure. The officer stated the caller s 21 year old son was not fully complying with the patdown. The question became if the TSO was going to touch a sensitive area of the body. The officer stated he may have to. Two Airport LOE s were called and they stated that the passenger s would have to comply with the TSO in order to clear screening. The caller asked for a supervisor and the officer stated he was the supervisor. The caller stated the TSO was not professional and did not explain things to where they understood that was going on. He read about the incident at DEN in the news and wanted to know if touching a sensitive area was protocol when going through a patdown. The caller did indicate that his son stated he was not touched in a sensitive area once the patdown was completed.
4/17/2015 10:23:42 AM	Caller was in West Palm Beach and she is 81, she went through the screening and came out and the TSO placed her back in. Once she came out again and she was told by the TSO that she would have to be patted down. Caller wants to know what the TSO was seeing to do a patdown on her, she is upset that she is 81 years old. Caller said that she does not have any metal in her body and there was not reason for her to have a patdown. Caller is wanting to speak to someone to know what was seen.

(b)(6)

My email comes to you today as a result of the recent TSA groping incident at DIA.
In September, 2014 I was the victim of a sexual assault\groping by DIA TSA agent (b)(6) I immediately sought the assistance of a TSA supervisor (b)(6) who insisted that I could only file a complaint against (b)(6) online and that there was no police jurisdiction at DIA. It took several inquiries - and 4 months - with (b)(6) the DIA TSA investigator about the status of the investigation to my complaint. (b)(6) emailed me that my complaint didn t exist and that passenger security videos aren t kept after 30 days (I have this in writing). Basically he implied there was nothing he could do.
When I found the names of the agents I had written down from September, I contacted (b)(6) again. Then my complaint suddenly appeared . He then told me that there is a police department at DIA. I went to AOB at DIA and was stonewalled by the dispatcher, sergeant and officer (b)(6) who stated that they were unable to file a complaint about the incident. Then I contacted the OIM and (b)(6) assisted by suggesting I contact Commander (b)(6) to file a report. Commander (b)(6) asked me to call him and speak with Detective (b)(6) o file the report, and I did.
I have since filed a FOIA request for the files and tapes of this incident and await the response.
As a seasoned traveler I can attest to a very different TSA screening process and interaction from the DIA agents than any other airport checkpoint across the country (I ve lived in 7 states coast to coast). For years I ve been subjected to constant pat downs at DIA that make zero sense. The full body scanner always shows an X on my left buttocks. When I ask the agents why this happens, I m told ...it s an anomaly... . Yet it never happens at another airport! First, I wear nearly the same outfit each time I go through security - no buckles, zippers, metal, pockets - nothing - black form-fitting leggings tank top or sleeveless long shirt. Second, most of my travels have been independent. Third, I ve used the main gate at DIA for years. Except for April 10, 2015 when I went through security at Gate A for a Frontier flight. I went through the full body scanner as I have for years, and nothing showed on the screen and I went through without a pat down. This never happened at the main gate. There is never an incident at any other airport - no anomalies ever. Then a few days later I see the report about the groping incident against the male passenger.

4/17/2015 12:14:18 PM

There is no doubt in my mind that what I have experienced on September 30, 2014 at DIA from TSA at the main security gate is an egregious attempt to harass me. Additionally, I ve noticed both male and female TSA agents speaking about passengers in code. I ve been referred to as a yellow and double yellow by several male agents. I ve had female agents refuse to allow my husband or friend in the private screening room during a pat down. Both male female agents comment on my physical stature when going through the scannner. On my first trip through DIA security I was profiled by an agent who asked me ...how was the Cinco de Mayo Festival... and then asked to see my boarding pass. I m Italian, not Hispanic.

The last incident I experienced was so disturbing that I filed for a TSA security traveler number to avoid the body scanners as much as possible when traveling, and, I ve avoided traveling 6 times already this year unless it was absolutely necessary. I trust that my account of the DIA TSA security screenings will provide additional validity to the fact that passengers are being harassed to many degrees. Please, (b)(6) put a stop to this behavior and restore the integrity of a security process to the national level of protection that it should be used. And, discipline those TSA agents to the highest degree that take advantage of vulnerable passengers.
Thank you for your time, and, please feel free to contact me if you require additional information (b)(6)
Sincerely,
(b)(6)

From: (b)(6)
Sent: Friday, April 17, 2015 11:47 AM
To: TSAExternalCompliance
Subject: Fwd (b)(6)

Ms. Kimberly Walton:
Below is an email trail I am forwarding to you for further investigation of a complaint I filed in September, 2014 about a sexual harassment incident against a DIA TSA agent and a complaint against a supervisor for failure to provide accurate information
Hello,

I would like to request pictures of the TSA agents involved in the groping scandal at DIA. I feel i was a victim. I flew home in January to attend to my fathers memorial service. To my horror, I was singled out by a female TSA agent for 'additional screening', and was then turned over to male agents.

4/17/2015 2:04:51 PM

The agent who took me into a private room and groped my private areas was slightly chubby, slightly curly hair, bad skin (acne), and eyes set wide apart. He was rude, aggressive, and very excited to feel me up in one of your private rooms. He was so awful, i went to the desk afterwards to complain to the woman there. she agreed that i was treated rudely.

please provide me pictures of the agents, so i can move forward accordingly.

thank you.

(b)(6)

Hello,

I would like to request pictures of the TSA agents involved in the groping scandal at DIA. I feel i was a victim. I flew home in January to attend to my fathers memorial service. To my horror, I was singled out by a female TSA agent for 'additional screening', and was then turned over to male agents.

4/17/2015 2:04:51 PM

The agent who took me into a private room and groped my private areas was slightly chubby, slightly curly hair, bad skin (acne), and eyes set wide apart. He was rude, aggressive, and very excited to feel me up in one of your private rooms. He was so awful, i went to the desk afterwards to complain to the woman there. she agreed that i was treated rudely.

please provide me pictures of the agents, so i can move forward accordingly.

thank you.

(b)(6)

	She has traveled four times since she became eligible for Precheck and has only received the benefit once. She asked why and would like to verify her number.
4/17/2015 2:10:47 PM	She indicated that she was traveling with liquid medication and the TSO advised that voided Precheck. She received additional screening including a patdown and a physical inspection of her bag. She indicated that she had questions about international travel as well.
	Reason for the call: Caller wants to tell us about his experience going through security. He has had great experiences before. He spoke to us (at the airport before) and was told to call us when he had a compliment. Recently, he had a negative experience for the first time. He believes that perhaps we don t care. He opted out of the screening technology as he always does. The TSO, Thomas, at PHX, Gate A6 was a middle aged male. He had shiny shoes. He tried to be friendly to the TSO and said he had nice shoes. He states that the patdown is never pleasant. He gave him his BP and DL. He didn t know where he was supposed to go but was told to go to the very end. He walked ahead of him which was uncomfortable. When they got to the end he was given vague instructions. The TSO had an edgy attitude. He was told to put his DL and ticket -in there-. The TSO had his shoes in a bin and his 2 bags. He was taken to a cubicle area. He didn t know what he was talking about, what he was being instructed to do. The TSO seemed surprised that he didn t understand. The TSO asked what he does for a living. He asked why. He explained that he was a designer. He felt insulted by look on the TSOs face and mannerism. After screening-patdown-ETD testing ended, he told the TSO he didnt understand what he was told because he cant read his thoughts, what he was trying to communicate. He explained that he felt insulted and the TSO said he needed to work on the way he interpreted things. He said he didn t. That the TSO did because he works with the public. He states that being friendly can go a long way. This was the first time he had a complaint. He asked a STSO to give him the TSOs name to speak to someone to get his name. The STSO was not friendly either. The STSO was -walking away from him while listening to what he had to say instead of documenting it-. One TSO gave him a card. He was the friendliest of everyone. The STSO was heavy set, white, male and bald with slight hair. He had 3 stripes on shirts. Even his wife was amazed by the way it was handled.
4/17/2015 3:59:54 PM	His wife wanted to say something too. She travels a lot and she hates TSA. She states that maybe there should be a box where travelers can submit a survey. Date and Time (departure time and arrival time): 4-17-15 @ 2:45 p.m. Gate Terminal: A6 Airport: PHX Airline: US Airways Flight Number: 562 Baggage tag number (10 digits): NA Description of Baggage: NA Missing Damaged item description: NA NOI: NA Anything on the NOI: NA Special Notes: NA
4/17/2015 4:01:59 PM	I just wanted to thank the wonderful TSA agents at the Denver airport who did an extra security check on my checked bag on April 16th. There is nothing like getting to your destination after a long day of traveling and opening your neatly packed suitcase to find it in complete disarray! Wow! And my favorite part was opening up the large cosmetics case I carry all of my makeup in to find that it also was in a state of disorder. Nothing was where it was supposed to go. I suppose they just wanted to be consistent :). However, nothing bought a smile to my face like seeing three different powder and foundations without their lids properly replaced. Having all of my things covered in makeup was just the highlight of my day. I mean, I had planned on eventually replacing the 500 dollars worth of professional makeup they ruined, so I just wanted to say thank you for the head start! I had so much fun on my vacation running around trying to replace everything that was ruined. It was like a miniature scavenger hunt! Once again, just wanted to say thank you for the excellent services provided by your thorough and caring TSA agents. Maybe next time I will be one of the lucky passengers pulled aside for one of their special "hot passenger pat downs" I hear they are so fond of giving. I'm rather offended that it hasn't happened yet. Am I not pretty enough for your agents?! Oh well, maybe next time. Looking forward to the many more trips I will have to take through you'd wonderful establishment! Toodles! (b)(6) Sent from my Verizon Wireless 4G LTE smartphone

From (b)(6)
Sent: Friday, April 17, 2015 2:05 PM
To: TSAExternalCompliance
Subject: TSA - Denver Complaint

To whom it may concern,

I believe that I was unfairly pointed to secondary screening (pat down, full examination of my personal items, etc) at Denver Intl Airport TSA on 8 April 2015. I also believe that TSA agents behaved unprofessionally in handling my screening. I have attached a signed document describing the incident. I've also attached a picture of my boarding pass and my wife's boarding pass. You'll notice that my pass has no "S" row, although it has been punched 4 times by the gate agents.

In regards to the information request, please note that I am a 30 year old white male, and my wife is a 29 year old white female.

4/17/2015 4:03:12 PM

Please respond at your earliest convenience.

Thank you,

(b)(6)

--
--
(b)(6)

(b)(6)
St Louis Park, MN, 55416
HYPERLINK (b)(6)

4/17/2015 6:02:05 PM

To whom it may concern:
What are the names of the TSA officers fired for groping people. If you decide to protect them and not reveal their names, it will come back you in a very bad way. Tell us the names of the people fired.

4/17/2015 8:04:23 PM

Good afternoon,

I was watching CNN today and they are talking about repeated incidents of groping at the Denver airport by TSA agents. I was coming through the airport on March 27th, 2015 and found the experience odd and uncomfortable to say the least. I was originally cast to the lower security line with "no shoes or belt off", right, or so I was told? Wrong? I was told to remove my belt after I walked through screening. Then I was pulled aside for a personal screening which ended up being a groping as I was patted down like I was carrying something. Why? I don't know. I did forget to take a bottled water out of my backpack and that was ok to give that up but the rest of the experience was very, well, disturbing! I don't know why I was sent through a line where they say no belt or shoes or taking computers out and then having to go through a head to toe pat down. What is that line for? I went through the same process in Houston on the way to Denver with no issues. Please let me know your protocol for this complaint.

(b)(6)

Sent from my iPhone

4/17/2015 8:04:23 PM

Good afternoon,

I was watching CNN today and they are talking about repeated incidents of groping at the Denver airport by TSA agents. I was coming through the airport on March 27th, 2015 and found the experience odd and uncomfortable to say the least. I was originally cast to the lower security line with "no shoes or belt off", right, or so I was told? Wrong? I was told to remove my belt after I walked through screening. Then I was pulled aside for a personal screening which ended up being a groping as I was patted down like I was carrying something. Why? I don't know. I did forget to take a bottled water out of my backpack and that was ok to give that up but the rest of the experience was very, well, disturbing! I don't know why I was sent through a line where they say no belt or shoes or taking computers out and then having to go through a head to toe pat down. What is that line for? I went through the same process in Houston on the way to Denver with no issues. Please let me know your protocol for this complaint.

(b)(6)

Sent from my iPhone

4/17/2015 8:04:26 PM

To whom it may concern

I am very disgusted with your Las Vegas tsa agent (b)(6) lane 8, 4/15/15 at around 3pm. He was discourteous, and, more so than anything, he rammed his hand SO HARD up my leg during a routine pat down (of which I have had very many) my left testicle was bruised and I had to remove my underwear out of MY RECTUM. If I were not a gentleman, I would have decked him. I have never been treated so bad in my 40 years of travel. He has no Bussiness dealing with the public. This is my formal complaint. I have many friend that twitter in the multi millions...

I would hope, you will rectify this issue without further exposition...

Respectfully,

(b)(6)

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

---

Remote Client IP (b)(6)
Date Time: 4/17/2015 8:43:56 PM

4/17/2015 9:03:42 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):SY 426/SUN COUNTRY/LAX/22
Comments:Worst flight experience i have ever had. A medical cream that is used for my babys eczema tested positive for explosives on my flight back to Minnesota. When in Minnesota on my flight to LAX travelling with the same cream i didn't have a single issue. My daughter needs her cream at least every two hours and now has to travel without getting cream for a total of eight hours due to flight delays. My daughter had a dirty diaper that spilled out to her clothes that i was trying to change this whole time in the span of about 20-30 minutes. TSA would not allow me or my wife to grab a diaper to change my baby. When they were done they told us that we had to back downstairs and check the cream in our baby bag that we planned on taking on the plane with us and that we would have to go through security a second time. As we went through security a second time my wife felt violated as she had to get touched by a TSA officer for a pat down after being told she had tested positive for explosives. This turned out to not be the case. While there were some pleasant officers most were rude and seemed angry with their jobs. One of the officers even stated in front of customers that she was actively looking for another job due to her unhappiness with TSA.

4/17/2015 9:03:45 PM

On February 2, 2015 I took a evening flight out of LAX. While being processed through the security screening area I was pulled out of line for a pat down . The TSA (GUY) conducted a pat down on me. All seemed normal until he got to my crotch area. The guy actually took hold of my penis (through my pants)and begin to palpate it with his hands and fingers . I immediately stated hey what are you doing? He looked at me and said what is that? I told him my penis, he response oh ok you can go. After it was over I noticed a female TSA agent working the computer area laughing. My wife witnessed the whole thing. My full name is (b)(6) please check your records on the above-mentioned date February 2nd 2015 and you'll see that I did take a flight out of there. if you have video footage of that day and the gate that I went through please review to confirm what I am Telling You.

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

---

Remote Client IP (b)(6)
Date Time: 4/18/2015 2:09:51 PM

4/18/2015 3:07:56 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):B6 466
JetBlue
RSW
18 Apr 15
Comments:Went through the electronic body scanner and was asked to step aside. The TSA agent then asked me to undue my belt and proceeded to place his hands inside my pant area, front and back. Hands were down a few inches. Pat down of buttocks and area from groin to lower leg.

-----Original Message-----
From: (b)(6)
Sent: Saturday, April 18, 2015 4:13 PM
To: TSAExternalCompliance
Subject: Sexual harassment

4/18/2015 5:20:42 PM

Today, while departing ORD, I was groped by two different TSA employees. The first rubbed my privates through my trousers. Due to a disability, I wear a brace on my leg. I m 64 and walk with a cane. After the initial groping, and having my shoes swabbed and cleared. I was told I needed to have my brace checked, and directed to a private room. When I said I wanted to have whatever was needed done in public, I was told I had to enter the private room or not fly. Faced with this, I was escorted into the room by a single TSA employee and told to drop my pants. While swabbing my brace, I was again groped. Afterwards, I insisted on having a direct answer to my question of whether I was within my rights for the screening to be completed in public, and the TSA employee refused to give me a yes or no answer. Attached is a photo of the employees badge.

ATTACHMENT

PHOTO OF TSA BADGE FOR (b)(6)

-----Original Message-----
From: (b)(6)
Sent: Saturday, April 18, 2015 4:13 PM
To: TSAExternalCompliance
Subject: Sexual harassment

4/18/2015 5:20:42 PM

Today, while departing ORD, I was groped by two different TSA employees. The first rubbed my privates through my trousers. Due to a disability, I wear a brace on my leg. I m 64 and walk with a cane. After the initial groping, and having my shoes swabbed and cleared. I was told I needed to have my brace checked, and directed to a private room. When I said I wanted to have whatever was needed done in public, I was told I had to enter the private room or not fly. Faced with this, I was escorted into the room by a single TSA employee and told to drop my pants. While swabbing my brace, I was again groped. Afterwards, I insisted on having a direct answer to my question of whether I was within my rights for the screening to be completed in public, and the TSA employee refused to give me a yes or no answer. Attached is a photo of the employees badge.

ATTACHMENT

PHOTO OF TSA BADGE FOR (b)(6)

I had a distressing experience on April 7, 2015 in Eugene, Oregon.

First of all you need to know that I am a 65-year old white woman who is in a wheelchair as an incomplete paraplegic, level T1 from a spinal cord tumor. My biggest problem is pain. The right half of my body feels like broken glass is pressing into my flesh, with any prolonged pressure. The left side feels like hot needles pricking me with any contact, especially with any brushing/rubbing motion. My legs need to be handled gently. Any abrupt movement causes painful spinal cord spasms.

So, I booked a 2-hour nonstop flight to Los Angeles (American 2885), figuring I could tolerate that. My worst case scenario happened. Our plane returned to Eugene, causing me to have to accept flights to Portland and then Los Angeles. My 2-hour trip turned into 11-hours of torture. Needless to say I was in excruciating pain, unrelieved by extra medication, by the end of the day. I knew this might happen when I heard the news of our plane turning around.

Therefore, when I found out I had to go through TSA again and have a complete pat down by the same person who had just done it previously, I was on the brink of tears. I had to submit to that additional pain and embarrassment again. I was in view of TSA, escorted by airport staff the whole time. It just seems ridiculous, to me. I am in tears again as I think about it. Can there be no sense of judgement with your employees? How many terrorists have presented themselves in my condition? I had presented the TSA blue card and explained my condition, too. While being respectful, she was relentless.

4/19/2015 5:05:48 PM

Then, on my return flight, April 14, 2015 (American 2885), the TSA examiner was too busy chatting to be gentle with me, brushing my left side painfully and jerked my right leg up without warning, causing pain and spasms. A teaching word: any time someone moves another person's body part they need to inform them and wait for acknowledgement/permission. This happened too fast for me to respond. I didn't expect it.

I thought I was prepared to travel this time. I hadn't seen my 86-year old mother in 9 years, due to hers and my handicaps. I was not prepared for the tortuous trip I ended up with, though. I just wish there was some humanity in your system.

Sincerely,

(b)(6)

Springfield, OR 97477

(b)(6)

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

---

Remote Client IP (b)(6)
Date Time: 4/20/2015 3:27:01 AM

4/20/2015 8:34:48 AM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Yuma Airport. April 19th at about 8:00 A.M. U.S. Airways.
Comments:On April 19th I caught an 8:45 flight from Yuma to Honolulu via Phoenix. There was only one female TSA agent on duty. This female TSA agent opted to do a "pat down" of me after I passed through the metal detector. No alarm has sounded but she said she had to do a pat down since I was wearing a dress. She had me stand in full view of everyone in front of the metal detector and she put her hands on either side of my leg reaching as far as my genitals which she touched quickly but hard. It was moderately painful, and also disquieting.
I've been an American my entire life, I'm a woman in my fifties and do not fit any common sense profile of a "terrorist". I found the so-called pat down to be a violation of my personal liberties and a disgusting display of ignorance. There is no need to debase citizens arbitrarily for the sake of a false sense of safety. There was no excuse for what would be seen as a sexual assault in any other circumstance.
The TSA continues to be a disgrace by rendering innocent Americans suspected criminals based on nothing more than their style of dress. If the TSA can't tell the difference between normal, innocent citizens and potential "terrorists" or criminals and is allowed to randomly touch people's genitals we are not a safer country, but a more dangerous place to live as the government gives others the right to sexually molest its citizens in the name of safety even when there is no danger.

to: Director TSA

PLS SEE ATTACHED OF LTR SENT TO A/P -- FT. MYERS, FLA.

MATTER NEEDS YOUR ATTENTION AS YOU WILL NOTE FROM THE BELOW.

AM PRESENTLY TRAVELLINGIN ASIA -- SO TIMING IS NOT AS ACCURATE IN SENDING THIS AS I WOULD WANT -- BUT STILL A CURRENT ISSUE.

MANY THANKS AND REGARDS,

(b)(6)

---

9 APRIL 2015

4/20/2015 8:36:23 AM

TO: FT MYERS FLORIDA – TSA @ REGIONAL AIRPORT

ATTN: DIRECTOR OF TSA

WHILST I APPRECIATE THE NEED FOR SECURITY AT OUR AIRPORTS – THE STAFF DO NEED TO BE COURTEOUS TO THE TRAVELLERS!

EVEN THOUGH WITH THE FULL BODY SCAN--- ALL LOOSE POCKET ITEMS PLACED INTO THE XRAY BOUND CONVEYOR -- -- EVEN SO THIS TSA EMPLOYE NEEDE TO DO HIS BLUE GLOVE PAT DOWN AND A COMPLETE BODY SEARCH.

FINGERS BEHIND MY SHIRT COLOR (I TRAVEL IN SUIT AND TIE) – AND OTHER FEELY TOUCHY ACTIVITY!!

A FULL BODY SCAN AND THE EXPLORATORY FEEL-UP – FOUND HIM NOTHING ON THIS 78 YEAR OLD MAN!!

TO TOP OFF THE EXPERIENCE, HE WAS BOTH TACTLESS AND WITH A SOUR DISPOSITION.

(SADLY I DID NOT NOTE HIS NAME)

4/20/2015 9:12:04 AM

Caller is a GE member but on the past 11 flights he s had to have a pat down 10 times. He said he s had a sexual grope and the TSO at TYS has stuck in his finger in his anus the past 8 times he s flown. It s the same TSO at TYS but he doesn t want to go further into that complaint. He will include all of that on his Redress forms. His supervisor knows about it because he witnesses it. He said every time they see him coming they pull him aside for a pat down. He wanted to know what Redress was for and how to resolve his issues. He has experienced screening problems in Toronto at Customs and at IAD as well.

4/20/2015 9:12:04 AM

Caller is a GE member but on the past 11 flights he s had to have a pat down 10 times. He said he s had a sexual grope and the TSO at TYS has stuck in his finger in his anus the past 8 times he s flown. It s the same TSO at TYS but he doesn t want to go further into that complaint. He will include all of that on his Redress forms. His supervisor knows about it because he witnesses it. He said every time they see him coming they pull him aside for a pat down. He wanted to know what Redress was for and how to resolve his issues. He has experienced screening problems in Toronto at Customs and at IAD as well.

I frequently fly out of Jackson, MS and have received a TSA precheck known traveler number. With my knee implant, I'm required to receive a pat-down search and although expedited, it still takes a few minutes of my time and of your screener's time. Isn't there a better way?

4/20/2015 10:09:20 AM

For my work, I am screened by the FBI to maintain unescorted access to several commercial US nuclear facilities. The screening is more comprehensive and occurs at least on a 3-year frequency. I understand that TSA and the FBI are different agencies with different purposes and methods. Isn't there some way to take advantage of these other types of screening to minimize the impact on travelers?

Thanks for you time,

(b)(6)

TSA:

I am writing regarding a preflight screening experience I had in Denver on Wednesday April 15th at about 5:05 pm. I entered on the north side in the main terminal through the TSA Pre Check lane. I placed my bags, one carryon suitcase and one handbag, on the screening conveyor and walked through the metal detector. An alarm sounded. The TSA screener told me I had been selected for "random". He did a swab of the outside of my suitcase and inserted it into the instrument and another alarm sounded. He told me they would have to do further screening. Another TSA person came, moved my belongings to the search area and began by swabbing outside my bags and then proceeded to swab every pair of shoes and then my hair iron. I was unfamiliar with this degree of scrutiny having never been subjected to nor observed it while going through security at airports. I asked what the alarm was and was told, "E1". That meant nothing to me. I was getting annoyed by then and sarcastically asked her if she was going to swab my toothbrush with the same swab after swabbing my shoes. The situation escalated quickly from that point.

I am a very experienced frequent traveler. I fly almost weekly for work. I have also completed the TSA Known Traveler screening including an interview and fingerprints. In my 15 years of frequent travel, I have had one very objectionable TSA screening experience and many small annoyances that were not memorable. I have been selected for random additional screening that amounted to a swab of hands and perhaps baggage that added no more than a minute or two to screening time. The experience I had at DIA on April 15th was an outrageous experience and took over an hour and caused me to miss my boarding position.

After becoming annoyed at the swabbing of every personal item in my suitcase and a visual check of everything in my possession, I asked for a supervisor. The supervisor arrived in a very aggressive manner toward me. She was outright militant and authoritarian. Having not committed a crime, I was not about to put up with this approach and treatment. She took everything I said and tried to twist it to elicit an inappropriate response from me. I was very indignant and angry by this time. She accused me of interfering or rather she used the term, "obstructing". I think I told here to do what she had to do. She alerted armed security and three uniformed and armed police officers moved in toward me along with a shady character who seemed to be a commander or some such thing. He looked like he was the leader of a swat team. He began whispering to other TSA screeners in the area. I counted and I was surrounded by 12 TSA/ security/military persons. This scene was so ridiculous to me. It irritated me further and I actually found the absurdity laughable. The rest of the processed took place and I was finally cleared. Once cleared, the supervisor's provocation and ridiculing continued when she twice wished me "have a good rest of your day".

4/20/2015 12:08:39 PM

There are many things about this incident that trouble me deeply.

First is that screening is voluntary, and when an alarm sounded I seemed to become "Public Enemy Number One" in the blink of an eye and when I did not roll over and act contrite like a person might who was caught doing wrong, I was subjected to very harsh treatment. I was told in so many words by the supervisor that I had no choices or options and I was subject to her complete authority. In hindsight, given the mood of the situation, intensity of scrutiny and the manner in which I was being held in suspicion, I think I should have been read some rights. At least, I think, I should have been afforded the courtesy of an explanation and given notice of the procedure required to clear me for flight from the alarm.

I have done some looking into false alarms during TSA screening science my incident and understand better now that they occur with some frequency. This is all the more reason to expect the TSA screeners to do some explaining before launching into the assertion that I am a criminal carrying explosives with intent to do harm. I have to question, are all of the expertly trained TSA people that hungry to spring into action that they practice their skills in facing a potential threat on a fifty- seven year old grandmother from Broomfield, CO traveling for work? The same person who is afforded the trust to drive a car - which can be turned into a lethal weapon and the same person who participates in the civic process to elect our law makers and serve on a jury. What happened to me is JUST PLAIN WRONG.

Secondly, it disturbes me that I participated and paid for Know Traveler when none of the information was taken into account in how I was treated. I question what is the purpose of obtaining an Known Traveler Number and submitting to fingerprinting and an interview if it is not taken Ito consideration in a situation like this? I can only speculate it is a money-making enterprise for a government contractor and possibly a PR facade for frequent travelers.

Hello,

Traveling over the weekend I had the usual unpleasant experiences with TSA agents at Denver's airport (e.g. the scanner showed something "suspicious" on my abdomen, I pulled up my shirt to show the agent that there was nothing there, and despite that, or possibly because of it, received a very public, prolonged, sarcastic and I believe deliberately intrusive pat down that involved 2 agents, one of each sex, the female patting and the male leering and both visibly enjoying their power to do this); I travel through this airport often, expect this sort of petty abuse of power, and have learned to tolerate it without comment, so no surprises there. The surprise came in Baltimore yesterday at BWI, when I lost a sweater during the screening process, and one of your agents, Officer (b)(6) took the time to look for it, and did it--here's the weird thing--cheerfully.

4/20/2015 2:52:39 PM

I wanted to take the time to recognize Officer (b)(6) as both a wonderful ambassador of TSA to the public and as a kind and helpful individual. It is my hope that this compliment will reflect well on her, although I do have a concern that identifying her as a nice person may negatively impact her career. It is not always necessary to harshly bark orders at the public, and her approach was both appropriate and much appreciated, so please don't punish her for it. No doubt she's as good as anyone else at intimidating people, but she seems to also have a sense that it's not always necessary to be mean. I wish that you had many more agents like her.

Sincerely,

(b)(6)

To Whom it may concern,

I have been talking to TSA Customer Service, Supervisors, Police Detectives for the last 3 weeks. I am hoping you can help me? I am writing this letter to communicate what I have experienced as a violation at the Mpls./St. Paul Airport, CP4 on Sunday 3/29/15, apx. 1:10pm.

Below is the account of what happened to me, which I have told Police Detective (b)(6) (b)(6) TSA Customer Service Representative Claudia Aldermen, (612) 201-(b)(6) and Supervisor (b)(6) at the check point after the violation.

I was traveling with my Husband Sunday March 29th, 2015 on Delta Flight #914 Departing Mpls/St. Paul Airport at 3pm to LaGuardia. At apx. 1:10 pm we went through Check point 4 and I requested to hand check my therapeutic grade essential oils to avoid X-ray damaging their potency. Officer (b)(6) (did not get her 1st name on the complaint form only LTSO), explained I would need a pat down and a Male Officer(did not get his name), I was told would go through my personal effects I was traveling with.

4/20/2015 4:14:51 PM

They each asked me a question: He, if there was anything sharp or pointed in my purse, She, if I wanted to go into a private room for the pat down. I said no to both questions. I had just traveled through the Airport 2 weeks prior visiting my sick Mother and numerous times in the past with my Family living there and was quite familiar with the pat downs at MSP.

Officer (b)(6) asked me to step on the feet diagram, arms extended outward. Behind me she starts the exam. I knew she should be telling me when she touches the buttocks she was using the back of her hand. As she came in front of me, eye to eye, I mention this to her, and she says she did tell me and I didn't hear her, as she's touching the front of her hand moving upward on the inside of my leg, I say to her like this, referring to the front of her hand on me, " You are supposed to turn to the back of the hand on my private parts and you are not", she ignores me and hits me square in the opening of my vagina and external genitalia with her fingers on a vertical with enough force to feel it in my entire body! I am nauseous and stunned!

Again I reiterate, using the back of the hand on private parts, as she starts up the leg again using the front of her hand and is near my crotch, again hitting me square in the opening of my vagina, violating me! She said she needed to touch all the way up to my torso until she meets resistance…and I said but that is my crotch and you've touched me there twice! She said I kept stopping her doing her search and needed to do it again! But you've done it twice already, I said. At this point I look at the face of the male officer, shocked, hoping he'll stop this and he looks at me like a deer caught in head lights saying nothing to stop her! I tell her I am going to file a complaint!

She starts again up the leg, what I feel, was to purely humiliate and belittle me in a punitive nature with malicious intent. There was no need to do it a third time! I felt abused!

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box); Color
Current Date/Time : 4/20/2015 4:45:49 PM Airport : ANC - Anchorage International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
4/20/2015 6:31:59 PM
TSA Employee: (If Known) :
Comment : 2 TSA Officers fired after plotting to grope attractive men. I filed a complaint on March 23rd, 2015 and I was called on April 3rd, 2015 (b)(6) I explained what happen, which was the third time I was searched in my private area. I was told it could be the type of clothing I was wearing. I wanted to know if TSA keep records of when passengers gets search and I was told no. Now after reading that report I believe I could have been targeted. I would like to discuss this issue. I am flying on Tuesday April 21, 2015 from Anchorage to Fairbanks, AS 2801Y operated by Horizon Air. The flight leaves at 0700 hours.
Would you like a response? : True
Passenger's Name (b)(6)
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: Monday, April 20, 2015 2:06 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

4/20/2015 6:32:06 PM

Remote Client IP: (b)(6)
Date Time: 4/20/2015 2:06:11 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Sexual Assault charges against fired employees statement of status / policy

Comments:

Hello,

I was just reading an article about TSA pat downs that the palm of the hand is not used. Well, you need to tell the TSA screeners that in Miami. I was stopped and I was patted down several times, groin and buttocks included. I had a brace around my waist which is no more than a gold gyms brace. I offered to take it off and they would not allow me to do that. I had traveled for the last 10 years of my business career. I retired two years ago and this travel experience was the worse! I ask several time if I could take it off and they kept saying no, I have no idea why not. It ended up that they took me to a room patted me down again and that is when I told them I was taking it off and I did. You could feel that there was nothing under the brace, so I proved it! Simple as that. I was not pleased with the way I was treated or the ladies attitude. Let's hope that does not happen again because it makes it makes for an unpleasant trip. I went through that same airport on the way to my destination and had no issues and with the same brace. The regulations do not seem to follow from airport to airport.

Respectfully submitted,

4/21/2015 10:18:59 AM

(b)(6)

HYPERLINK (b)(6)

If you change the way you look at things, the things you look at change.

Please help me to better assist you - Please open a HEAT ticket

P Please consider the environment before printing this e-mail

Submitted on Tuesday, April 21, 2015 - 09:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Religion Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: West like Ng branch
State: New Jersey
Zip Code (Post Code): 07764
Other:
Email: (b)(6)

4/21/2015 10:19:38 AM

==Incident Information==
When did this happen? 04\21\2015
Where did this happen? FLORIDA - FLL - Ft. Lauderdale-Hollywood International
What happened?
A alarm went off re carry on luggage TSA swabbed bag. I explained it was my Jewish prayer boxes in silver boxes. They show as 2 Black boxes as I have travelled the world for 25 years. There was nothing from swab however the agent proceeded to empty my bag, order a full pat down I believe because the agents name was (b)(6) and I was Jewish. I have never been put through that kind of treatment and didn t deserve the indignity.
I am. Global Entry ID, security pre approved.
Fort Lauderdale\Hollywood airport Jet Blue E entrance.
Who treated you unfairly? TSA afents

REASON for the call:

Caller said there was a situation at SLC when she tried to return home on Saturday morning on United.
She was supposed to fly at 8:30 AM back to Albany.
When she got to the Checkpoint at SLC the TSO pulled out some items that had been allowed on prior flights and was going to throw those out.
(Caller said something about a gift for her sister and when asked for clarity she did not seem to recall saying that.)
She said she is nervous and she is on a disability and they only had one Gate to fly out of and she complained to United about that before getting in line.
She said all she asked TSO was why the cream that said 7 ounces on the outside and was clearly more than have empty not allowed.
She said the TSO did not answer her and that made her (Quote) riled up (Unquote) so she told the TSO she wanted her to answer.
Caller said the TSO brought over someone higher up and she was in her face so that upset her and the tears started.
She said the TSO yelled at her so she began to cry loudly at that point.
She told the TSO that she was Bi-Polar and that being yelled at was unacceptable and she was going to write their names down.
She knows the one TSO was named (b)(6) but she thinks she stole the paper with her name on it.
After that the TSO said she can go in a private area for additional screening because they needed her to lift her shirt.
(Caller would not answer my questions about lifting her clothing or the Patdown and she was not making sense and her thoughts were random)
Caller did say that she had already gone through XRay and a Patdown already at the end of the machine.

4/21/2015 10:24:25 AM

Caller said she (Quote) flipped out (Unquote) at some point because of her Bi-Polar disorder she ran over to a wall and started screaming and banging her head.
She said she was screaming I will not hurt anyone but myself but she missed the flight because TSA called the police on her.

Caller said if she has to fly again she is going to bring a doctors note about her Bipolar disorder because if she asks a question the TSO needs to answer.

She said later her checked baggage had been inspected as well which was alright.
When asked she stated what she is looking for today is to report (b)(6) so something goes in her file about being rude.

Date Time: 4-18-15 She was at the checkpoint approximately 7:45 AM (She was due to fly out at 8:30 AM but missed the flight after the Police came and flew out later but not sure of the time)
Gate Terminal: Does not know
Airport: SLC
Airline: United
Flight #: Does not recall. She came back later and left on another flight.

REASON for the call; Caller wants to complain about how her bag was searched. Her two suits that were on top were rumpled up. She had an ipad and she asked if they turn it on.
She flew from BOS to PHL and back. The issue happened out of PHL.

Date and Time:April 10th at about 10:10 am but she checked in the bags about 7:30 am
Gate and Terminal:NA
Airport:PHL
Airline:JetBlue
Flight Number:160
Bag tag #(b)(6)
Bag Description:It is a royal blue bag American Touristor brand and medium in size with wheels.
Missing Damaged item description:two suits that are crumpled up
NOI present (writing on it):Yes with nothing written on it.

4/21/2015 10:54:00 AM

She asked if she can carry on the ipad.
She asked which screening device affects insulin pumps, AIT or WTMD. She said that she was bothered by the patdown because she was in a suit.
She has been hassled over juice so she started to bring raisins. She received Precheck. She had to walk around is her stockings on the dirty floor.

Dear TSA:

I am a member of TSA Pre. I paid the fee and spent the time to have myself approved for this knowing that I had to use the full-body scanner whenever I flew. Up until this month that had never been a problem. If the TSA Pre did not have a scanner or it was not manned, I was escorted to the operating scanner and allowed to proceed through with out the removal of all the necessary items usually required.
On April 9 at DIA and again on April 16 at DIA both times on the West side I was required to remove my shoes, my plastic bag of goodies, my jacket and wait in the usual line because the TAS Pre scanners were not operating and no one would escort me through the other side (I asked two different agents- one on the TSA Pre Side and one on the regular side).
I realize that there are times when the scanners are not working BUT accommodations need to be made when this occurs. Pat-downs for female flyers is not the option since it is always a wait for a female assist thereby defeating the purpose of
4/21/2015 2:19:13 PM enrolling in TSA Pre.

Concerned

(b)(6)

I am at Tampa International Airport concourse "C" and ask if this makes sense.

I go through security and the metal detector alarms go off with the surgical titanium plate, cage, and screws in my neck so I get a pat down to see what concealed nonsense I might have. We all know I can't bring anything metal through security or in our bags. Now that I am past security I want a bite to eat so I find someplace that serves not fast food and the waiter puts these in front of me...

See photo below

4/21/2015 2:19:37 PM

(b)(6)

"Wine is sunlight, held together by water." (b)(6)
Sent from my iPad
Caller emailed a complaint. He also wanted to make a verbal complaint. His compliant number is (b)(6) He went through the checkpoint at JFK on 4 19 2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the
4/21/2015 3:35:49 PM instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can t it give someone who has something a pass. He was not given an explanation.

Disability Description: Caller is in a wheelchair and uses a cane and has a metal knee.

Incident Details: REASON for the call: Caller had a really bad experience at the Denver airport. She is a senior citizen and she was flying out of Denver and she has been taking these trips for several years from Denver to Virginia and this trip was the worst experience she had ever had. She was in a wheelchair severe and has severe problems with her legs and the TSO made her stand and go through the AIT. The TSO told her there was something wrong with her skin and that she had something dangerous on her skin. She had just taken a bubble bath and she had moisturizer on her hands. The TSO took her over the side and harassed her for 30 minutes. The caller told her she was going to miss her flight. The TSO said it was too bad if she missed your flight. The TSO swabbed her fingers, purse and her carry on and told her her hands were toxic. The TSO took her to a private room for a checkup while some big black guard was watching and smiling through the whole thing. She waits for this amazon to show up to fondle her and grope her bottom and she almost missed her flight. She is appalled that an old woman gets pulled out of a wheelchair and the TSO had an attitude. She also has a metal knee and they made her stand there without her cane. There were hundreds of people there watching her and the TSO was nasty and treating her like she was a felon. The TSO was a short black lady and she wouldn t talk to her like a human being. The caller was wearing jeans and pink print top and short white hair and purple and black sketcher tennis shoes.

4/21/2015 5:12:58 PM

Date Time: April 20 2015, 0630 am
Gate Terminal: Gate A38
Airport: Denver
Airline: Frontier
Flight #: F9 722
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller s issue: Advised the caller this would be forwarded to the CSM at Denver for investigation. Also reviewed the information on how to file a discrimination complaint and advised her the information would be sent to her email address.
Special Notes: N A

4/21/2015 9:42:47 PM

Caller lives in Denver, and was travelling from Austin on April 8. She was subjected to a patdown of her groin area by a woman TSO, and after she announced she was not wearing underwear, the TSO ended the patdown and rushed her along. She suggests that it was a false photo with a black patch over her crotch area. The TSO that brought the photo and took her aside was male officer. She is a prosecuting attorney, and accustomed to security screening. The incident was unusual in the way that it was carried out. The TSO involved had Long, brownish hair in a modified bun, was 5 10 to 5 11 and about 160-165. United flight UA3701 departed just after 8pm. She arrived around 6:30pm at the checkpoint. She specifically mentioned that she is not traumatized. She stated that when travelling from DIA she is accustomed to a more thorough screening experience, but AUS tends to be more lax .

4/22/2015 11:08:49 AM

Caller would like to report a TSO at EWR because of discrimination. Caller was traveling with two friends from PR. She has two hip replacements and medication for her illnesses. Caller does not feel that they have sufficient machinery to do appropriate screening for passengers that have metal implants. Caller had to have a patdown and she felt like she was treated like a criminal. She requested to have a private screening and the TSO screamed at her. Caller is young and felt that the TSO was treating her badly because she had hip replacements and she is not older. Caller felt humiliated because started to give her a patdown in front of others. Caller feels that she was treated badly because she is a latina and the TSO was a black woman. Caller feels that many black people hate latinos. Caller feels that the TSO discriminates against everyone who appears to be foreign because she felt she was also treating some Indian people badly as well. Caller felt horrible because she had to yell to the TSO what her medical condition is and feels that it was a violation of HIPPA laws. Caller is crying on the phone because she is so upset. She does not have a lot of time because she has to go back to work and could not provide further information. Caller states that the incident was not during a customs inspection. Caller will call back with more information.

TSO (b)(6)
511AM
SJU - EWR - CVG
United

On 21 April 2015, on or about 8:15 A.M. I was patted down at San Diego Airport by a man not wearing TSA uniform. There were two men not in TSA uniform and two men wearing the TSA officers uniform watching the pat down. I was riding my electric power wheelchair, I informed the man that was not wearing the TSA uniform that I am 85 years old and I am paralyzed from my shoulders down to my feet. He patted me down, squeezing my whole body to include, my arms and my thighs from my crouch down to my legs and feet several times with his open hands; the TSA officer man wearing the uniform told him what to do. Then he kept telling me to bend forward, move my body to right and to the left, and lift my arms several times. I can only lift my right arm by holding it up with my left hand. Then he swabbed my shoes.

Is this the new procedure for patting down an 85 years old quadriplegic riding an electric power wheelchair?

I have been flying since 1994 riding my electric power wheelchair. This is the procedure that the TSA officers do. The TSA officers in uniform pats me with the back of their hands. Swabs my hands, wheel chair and shoes.

4/22/2015 10:00:48 PM

Then when the patting of 75 years old and above was implemented, the TSA officers swabs my hands, shoes and wheelchair.

I will appreciate your response.

Thank you very much.

(b)(6)

US ARMY RETIRED

Phone number: (b)(6)

Reason for the call - The zipper was damaged on his luggage. He did not have a lock on his luggage. He was sent through the AIT and he was not asked if he wanted to do that.

Airport - Lewiston-Nez Perce County
Airline - Delta
Flight Numbers - DL4541
Departure Times - 5:25 am
Arrival Times - He arrived at the Lewiston Airport at 4:50 am.
Date And Time of Incident - 4 22 2015
4/23/2015 8:38:24 AM
Baggage Tag Numbers (b)(6)
Description Of Luggage
Color - Red and black
Style - Soft-sided roller bag
Size - Large
Brand - American Tourister
Was There An NOI - Yes
Was Anything On The NOI - 47 was handwritten on the NOI. There was also a stamp on the NOI that he can not read. He thinks it is a date.
Missing Damaged item description - The zipper on his luggage was damaged.
Location Of Incident
Gate - They only have on gate.
Terminal - They only have on terminal.
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - Caller said that it is going to cost him half the cost of the luggage to mail the claim form. He is in the Czech Republic. He said that TSA is pushing people through the AIT without asking them if they want to go through the AIT. He does not think he should have to tell TSA that he does not want to go through the AIT. He thinks that he should be asked. He said that he does not want to request a patdown. He also made a comment about having to wait to get a patdown. Caller already had a claim form.
Caller had two complaints:

She went through security at TPA and the customer service there was bad. She did not get a name or badge but the TSO was very rude. She said they spoke to her in a rude tone. They made her go back through the machine because her boots alarmed. The second time when her necklace alarmed, they would not let her go back through the same machine. The screen for the AIT machine is a generic outline of the passenger.
Date: April 21st, 2015 At checkpoint 9:15 to 9:30 a.m.
4/23/2015 8:41:43 AM
Gate Terminal: A 30
Airport: TPA
Flight # 833
Airline: Southwest

She stated that she has an aversion to the AIT machine and who wants the patdown. Her concern is that even though they say they don t have the naked machine anymore, how can that be true. She thinks the software did not get changed out and someone in a room somewhere is looking at your naked body. She would like to be contacted with information how they changed out that software. She stated that she believes TSA and the public have been lied to. ADD: Caller stated that she had no email.

He asked what happened to his TSA status. He hasn t received PreCheck for the last two flights. He didn t receive it once in January. Delta advised that his information matches in their system and referred him to TSA. He is eligible via the Application Program.

He indicated that he was selected for a patdown screening four times consecutively. He stated if that hadn t occurred, he would not believe that there was something wrong with his account.

He did not receive PreCheck Sunday morning. He is flying from Chicago in the morning. The PreCheck indication is not on his boarding pass.

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes
3. Have you received TSA Pre?™ in the past? Yes
4. Do know your Known Traveler Number (KTN)? (b)(6)

4/23/2015 11:41:18 AM

5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use and the information provided during enrollment? Yes
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Delta s website
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

He doesn t believe that this is random.

REASON for the call:
Caller flew from CLE to ATL to SFO.
She flew to SFO on Sunday and didn t want to go through radiation.
She opted for a patdown.
She says that the officer didn t even do a patdown on her body, she used explosive trace detection. She said the officer went through her luggage extensively.
The officer said this was the routine. She never performed a paldown, only performed explosive trace detection.

She says when she got to SFO, all of her supplements are missing from her checked bag. She originally carried it on at CLE, had to check it in at ATL. There was no NOI in the bag, so I assume the medications went missing at CLE during secondary screening on the carry on. She lost this whole container of supplements.

4/23/2015 4:35:18 PM

Date Time: April 19th at 2:54PM was the scheduled flight. She went through screening earlier.
Gate Terminal: B2
Airport: CLE to ATL
Airline: Delta
Flight #: 2528
Bag tag # (10digi (b)(6)
Bag Description: N A
Missing Damaged item description: Supplements were missing from the checked bag after she s went through security screening.
NOI: No NOI in the bag missing the medications

-----Original Message-----
From: (b)(6)
Sent: Thursday, April 23, 2015 8:50 PM
To: TSAExternalCompliance
Subject: Complaint

Please see attached complaint.

Thanks

(b)(6)

4/23/2015 9:01:12 PM

Attachment

April 23, 2015

(b)(6)

Las Vegas, NV 89123
Multicultural Branch
Office of Civil Rights liberties, Ombudsman and Traveler Engagement Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006
To whom it may concern;
On April 14, 2015, I had a flight booked with United Airline Flight number 1152 departing Las Vegas, NV at 10:36am arriving at Chicago-O Hare airport at 4:20pm. When I arrived at the Las Vegas airport around 9am, I greeted by a super sweet gentleman who checked my bag for me at the curbside assistant desk for United Airlines. After my bags were checked, I walked to the TSA checkpoint line which was roughly halfway filled with other travelers (about 3 rows of people). As I was standing in line, I kept to myself and thought about my upcoming meeting in Chicago. This trip was a very important business trip for me. I work as a Federal employee for the Environmental Protection Agency (EPA) as one of their national experts on radiation and nuclear terrorism. The meeting that I had less than 24 hours away was to meet with various national experts to discuss EPA s plans, preparedness, and resources to respond to national incidents involving radiation and nuclear material. As I was thinking about my meeting, I noticed the line behind me was getting very long. It was roughly now 6 lines of people. The line was so long that it went past the designated ropes and began to wrap around the wall. A few minutes later, I noticed a TSA Agent staring at me. I was almost to the front and had maybe 7 people ahead of me to get our IDs and plane tickets checked. The TSA Agent that had been staring at me began to walk towards me. He went through the line of people. The TSA Agent was a very large, African American male and many people had to move to the right side of the rope to let him pass by. His name was (b)(6) I followed the people and moved my belongings to the right side of the ropes (still staying in

Disability Description: Caller has been traveling a lot over the last month and she always has her medical items which she is allowed to have. Caller said that she just went through TSA in SEA and the TSA agent made her go through her entire bag and made her throw away some of medically necessary items. Caller said that she gave her a very aggressive patdown as well. Caller said that she made her prove to her that it was for medical purposes and then made the decisions to not let her take it regardless. Caller ask for a supervisor several times and she told her that she was the supervisor so she was out of luck. Caller said she told her that her items did not look medical and she had to prove that to her. Caller said that she feels like she was being discriminated against and she would not allow her access to a supervisor, she would also like for someone to call her and she also wants the video to be reviewed. Caller said she was also told by the TSA agent that she was only allowed to have one quart bag with all her liquids and medical items in it.

Date and Time of Flight: 04 24 15 @ 4:15 AM
Departure Airport: SEA
Airline: Delta
Flight #: 861
Gate Terminal: Middle Line

4/24/2015 8:15:31 AM

TSA Agent: (b)(6) Badge #: (b)(6)
TSA Agent (b)(6) Lead Officer

Caller wants this information also sent to the CSM at SEA

4/24/2015 8:30:26 AM

Caller just now completed his Checkpoint screening at San Juan Puerto Rico.
He never goes through the AIT and always gets secondary screening.
He said they gave him a Patdown as usual and then gave him the ETD Swabbing as usual and nothing beeped on the machine.
At that point one TSO said to the other, that machine is not working right today.
They took him to a private room saying he needed to have a second Patdown in private and 2 TSO s were there and they did not inform him that he had a right to have a companion present.

The TSO did tell him before he began that he needed to perform the patdown with the front Side of his hands in his groin area.
When the TSO got to his private parts he was rubbing his hand acrossed his genitalia and continued to rub him through his pants.

He wanted to know if that is considered proper procedure for TSA.

He said he does not want to lodge a complaint with the CSM because he flys from there every week and does not want to start having issues over it.
He thanked me for my time and would not give any additional information.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 4/22/2015 6:30:47 PM

Name (b)(6)
Email (b)(6)
Comments:I don't know if this is where I can get information but I would like to know something based on an experience I encountered while going into the USA from Canada on April 7, 2015.

4/24/2015 10:05:44 AM

When I arrived at the security check I accidently had 3 lighters on me and hadn't realized I had that many in my carry on bag. They then gave me the option of pat down or through x-ray machine, I chose the machine. I arrived at the TSA booth and the first thing the man asked me was if I was carrying $200,000.00 cash on me, I did not. He then asked me how much money I had in my bank account and I said about $800.00. I do have rrsp's but he didn't ask me about that. He then said he wanted to make sure that I was coming back to Canada. With all the other questions (which I can't remember), I almost missed my plane and was crying so hard by the time I boarded the plane. I've been to the USA before and never experienced this before. This was a very stressful situation as I am on disability due to failed back surgery and this situation shot my pain level up so high that along with the long trip, I was in so much pain, I could barely walk when I arrived in Las Vegas, Nevada.
I am asking if there is another woman with the same name as mine that could be the reason why I felt I was being treated like a criminal. If that's the case, I would like to know as could she have taken my identity or why? This is very concerning to me.

Please let me know if this is the correct place to get this info and also would like to report my experience on April 7, 2014.

If not, please forward the above to the appropriate people.

Thank you for your time.

(b)(6)

Gatineau, Quebec
Canada
J8X 3C7
(b)(6)

To whom it may concern:

I have a complaint regarding the behavior of (b)(6) STSO, during my recent security check at O'Hare Airport, Terminal 2, Checkpoint 5.

The incident occurred just before 1PM on Tuesday, 21 April. I was scheduled to depart on Delta flight 5946 to LGA at 1:30PM.

I usually try to leave extra time for security check because I always opt out of the body scan. I have received a pat-down many times now, and the female agents performing the pat-down have always been polite, respectful, and communicate clearly before, during and after the pat-down what they are doing & how I can comply with procedure. In this case, the swab test after my pat-down set off an alert. The three female agents on the scene explained they had to swab my luggage as a result. While they were doing this & waiting for results of the swab strip tests, they began to look upset & kept going over to a neighboring area where other passengers were clearing security, picking up baggage, putting on shoes, etc. I was kept waiting, but I figured there was simply more to do. I did notify the agents that my flight would begin boarding in a few minutes.

The agents then told me that I was being kept waiting because they had completed the luggage swabs, the tests were clear, but that procedure required I now be patted down a 2nd time by a female supervisor. They said their supervisor was refusing to do it. They asked me if I wanted to file a complaint. I was more worried then about making my flight. I asked if a male could pat me down; they said no. It was a stand still. The three female agents said it would help them immensely if I complained about being made to wait.

4/24/2015 2:13:06 PM

Suddenly a woman rushed past me, grabbed my luggage, and walked away. I was surprised, and asked what was happening. The three women said that was the supervisor, I had to follow her. She disappeared in fact around a corner, and I could not see her. I said I was very upset by this behavior & asked, should I make a fuss. The agents said yes.

I yelled as loud as I could while rushing to catch up to (b)(6). I did not know her name, because she hadn't identified herself. I ran around a corner shouting as loud as I could, where are you going with my luggage. She did not respond. I followed her to a cubicle. I demanded that she identify herself, that she tell me what was happening, and that she tell me how to comply. She did not answer my questions, and would not look me in the eye. Another agent followed me and said this wld be the 2nd pat down. The cubicle was for privacy. I had not asked for privacy, and (b)(6) had not asked me whether I wanted it. I told (b)(6) I would be happy to comply, but that she had not told me what to do. I told her I was extremely angry that in an airport, where I as a traveller am required to keep an eye on my luggage at all times, she would simply take it and walk away. At no time did she acknowledge my complaint, apologize for her rudeness or explain pat-down procedure (as agents always do). I complied as best I could, and was quickly cleared (b)(6) then left without a word.

The three female agents who had helped me before then strongly urged me to fill out this complaint and supplied me with (b)(6) name and title. Clearly she is not a good supervisor and makes their jobs difficult. I would like to make this complaint on their behalf as well as my own. Without them I would have no idea what was going on, or what to do in order to pass security.

I am disappointed and concerned that (b)(6) holds such a responsible position. In an airport, you don't take someone's luggage and just run off. In airport security, you have to communicate with customers in order to carry out security procedure. If (b)(6) can't even handle the basics, she should not be working for TSA, much less supervising anyone.

Sincerely,
(b)(6)

Case Number: (b)(6)
Consumer Information
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6) BROOKLINE MA 02446 (b)(6)
Complaints Information
Complaint Code Carrier Name Flight Date Flight Itinerary
GG0077 TSA 04/24/2015 EWR-MUC
4/24/2015 4:16:44 PM Description of Problem/Inquiry
I noticed in the DoT's quarterly report that surprisingly few complaints had been received by DoT about security screening practices and just thought I would pass one along, just in case there is a pattern of problems. I was held up for an unusually long time (about 20-30 min) at EWR Terminal B in the area preceding gates B60-68, in what was either a legitimate series of mix-ups (understaffed check-in and false positive on a screening system), *or* was a punitive attempt by staff to discourage people from opting out of whole-body screeners. I can't tell the situations apart, so On 24 April 2015 at about 1:00pm, I opted out of the advanced screening at the TSA security line. It took about 5-10 minutes for a male screener to come to pat me down, which was a bit confusing as I thought I saw screeners standing at an X-ray machine line that was not in use. I received a public full-body patdown, which is a process I'm familiar with. Unusually, the screener's little cotton pad threw an angry red 'alert' when passed into the explosive detection system at the end of the scan. ("Oh man it alerted, it's my gloves" - he appeared to be unhappy). I was traveling with my wife, who had collected my things in the meantime and was waiting for me. The screener retrieved my suitcase and backpack from where my wife had collected them, then ran little cotton pads inside the backpack, inside my laptop, and inside the suitcase, in each case putting the little pad into the explosive detection system (which in each case beeped 'green' / no explosives). The screener then grabbed a supervisor and took me to a little private room, where the supervisor explained that because of the prior apparent false positive explosive detection system result, he would do another pat down, this time using the front of his hand. I then burned about 2-3 min chatting with the supervisor about the fact that it *appeared* that the long wait for a supervisor and false- positive explosive detection result (from an agent's used gloves) might *possibly* be punitive behavior designed to discourage opt- outs. I am sure that the TSA's behavior was by-the-book correct but I would question (1) the amount of time it took to get a male screener and (2) how the screener's gloves came to trigger an explosive- detection alarm. It would *appear* that both (1) and (2) might have been arranged punitively. I obviously can't tell whether that is the case, but will pass along my experience in case there is a visible pattern that should be acted on.

DEPARTMENT OF TSA:

I am 74 years old and I have a hip implant. I plan to have knee implants surgery this year. My implants cause a lot of trouble when I go through TSA scrutiny. I am subjected to the rudest, most insensitive people I have ever met in my life. They take ALL of the pleasure out of traveling by airplane. I fly first class but it makes no difference, I am always perceived as a threat and I am always targeted for extra pat-downs and abuse.

At least twice a year, I travel round-trip to Orange County, California from Bellingham, Washington. On March 16th of this year, I went through Bellingham check-in and was surprised to receive a laminated VIP slip and told I didn't need to remove my shoes. I was so relieved to think my nightmares were over. I walked toward the scanner and was startled to see a TSA employee rushing toward me with her hands out yelling NO, NO. I fell back onto the conveyor but was able to prevent myself from literally falling onto the ground. I shudder to think what could have happened had I fallen onto my hip and no way can I get onto my feet due to my arthritic knees. I was put through a sweep around scanner and patted down for weapons and bombs. I was extremely upset and remained so for the rest of my flight.

On my return trip to Bellingham from Orange County airport, again I was again put through the scanner, after that I was pulled to the side and thoroughly patted down and tested for bombs. When I asked why I was causing so much alarm, I was told I had a wrinkle in my jeans. I said that surely a wrinkle can't be the reason for such an embarrassingly thorough search. The TSA agent glared at me and said, Are you threatening me?

4/24/2015 4:16:48 PM

This happens EVERY time I fly. I used to enjoying flying\traveling with my husband but your terrible behavior has insulted my 83 year old husband so much that he refuses to get on an airplane any more.

I do not know why I am subjected to such cruel, mean, rude behavior. I do not have an attitude , I strive to kind and nice to other people. I obey the law. I have never even had a traffic ticket. My husband is afraid for me to write this letter because he believes I will be put on a list and it will be much worse. However, I am getting ready to fly to Alaska next month with my daughter and I am already scared and having nightmares. This isn't right and TSA shouldn't be entitled to do this to me.

Sincerely,

(b)(6)

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

---

Remote Client IP (b)(6)
Date Time: 4/24/2015 4:18:07 PM

4/24/2015 6:10:25 PM

Name: (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska 2251 on 4-24-15 Portland
Comments:For years my elderly mother was hassled every time she went through security even being strip searched once. This was dealt with at the time. She recently passed away. I carried her ashes from Las Vegas where TSA employees were very respectful. In Portland, even though I showed the permit, they took my mother's ashes to do tests on the box. This was totally insensitive and disrespectful. Again, TSA employees in Portland need to understand what is not right with their actions. Even in death my mother was hassled again by them!
Calling in because she wants to know how to go about filing a complaint. The TSOs were trying to not allow her to bring her medically necessary liquids. She has several food allergies and had to take her own food. She called TSA Cares before her flight who told her that she would not need medical documentation. She sent her cooler through the Xray and they went through it and they told her she could not have the items inside. She spoke with their supervisor who told her the same thing then she spoke with that persons supervisor who also told her it was not allowed. At this point, she was upset. The supervisor told her to stop yelling. He threatened to call the Chicago police and to have her undergo a patdown. He asked for documentation stating that she needed the items, and luckily she had something. After about 15 minutes of arguing with them the supervisor told the TSOs the just let her go and get her out of here.

In the cooler she had a half bottle of water, maple syrup, and mustard.

4/25/2015 9:07:30 AM

She does have a disability recognized by the ADA. She is very upset that this happened to her. It happened between 6 and 6:30pm at MDW. She does not have any names.

Date Time - 04 24 around 6 and 6:30 pm
Gate Terminal - Does not know
Airport - MDW
Airline - Southwest
Flight Number - 2790
Email (b)(6)

TSA in Charlotte needs some MAJOR training

We were returning from a company earned trip to Cancun, Mexico with Team Beachbody. We stayed at the Moon Palace Resort; 5 star all inclusive resort and it was AMAZING.

We flew into Charlotte from Cancun and I will NEVER do that again. Customs was organized and efficient. Security was not.

The line for security was long and things were moving slow. Once in security, we pulled out all items we needed to for proper scanning. This is not our first time traveling for pleasure or business. After all our items were on the belt, one TSA agent {at the belt} directed my husband, myself and our daughter to move toward 1 scanner because we had a child.

Then 2 different TSA Agents had different instructions for us. ONE wanted us to STOP and a THIRD was waiving us through. Needless to say, it was VERY confusing on who we were to listen to and ALL demanded we listen to them....ummmm how is that possible?

So we stood still now knowing WHO was in charge. We all went through one scanner and then I was directed to a second scanner.

4/26/2015
9:16:06
AM

I was through 2 different scanners and nothing found. My bag was through the scanner and no alarm. TSA did not take my bag aside.

After security cleared my bag, contents, shoes, etc. One TSA agent directed another to stop the belt so we could gather our things bc too much was coming through. We could not repack fast enough. We repacked our belongings and walked away from the belt at security. There was no red flags and I was permitted to walk away by security. Only to be told after all that, my bag alarmed....so why was it never pulled aside and why was I permitted to be repack it and get dressed?

So why would security clear a bag, contents and the person and then pull them back in? The only thing they would say is bc i had a battery? UMMM, all laptops have a battery...and I could not have been the ONLY one in security with one. This particular laptop has gone on MANY business trips with me before and NEVER was an issue. Why now? Shady.

I have no idea what they did with my laptop, bag or contents because they took it out of my site. I was then instructed to take off my Old Navy flip flops, again and my light jacket, again to be scanned...again. I let the TSA agent know I just put that all back on...he said i had to do it again and give him by bag. This felt really wrong...but i a bilged bc we had already been 2 hours in lines since our flight landed, went through customs and now trying to get through security to make our flight and we were cutting it close. HE also instructed me to take everything out of my pockets...umm i didn't have any. So WHO really alarmed...the person behind me? I think this is all shady or these TSA agents need someone to train them properly.

As they took my belongings somewhere, out of my site, a female TSA agent informed me i needed to have a pat down...for what? I was wearing yoga pant capris a workout tank, underwear, bra and old navy flip flops. I was in form fitting yoga capri

TSA management,

I'm writing this e-mail in regard to a recent trip I had this last week. I don't except a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it take to purchase new technology or change a procedure when anything is government or state run, the changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

4/26/2015 1:08:24 PM

My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public new what outdated testing was being done and what a waste of time it was we would all be furious.

REASON for the call:
Caller would like to know how he can make a complaint on two TSOs at FLL. Caller has metal implants in both of his hips and his shoulder and he uses a cane. Caller was there at 7:15, and his flight was at 7:45. Caller got a patdown 8 times, and was asked what was in his pants. Caller informed the TSO just his underwear.. Caller had a medical belt on for his lower back, and the caller was required to take of his back brace for the patdown. Caller ended up missing his flight. He was given a card by the STSO, and her name was (b)(6) She had a shaved head. The TSO that screened the caller was named (b)(6) had no consideration for the caller s medical condition and treated the caller like he was a criminal.

Date Time: 04-26-15 at 7:15
Gate and Terminal: Terminal 4
Airport: FLL
4/26/2015 4:09:24 PM Airline: Spirit Airlines
Flight #: 138
RESOLUTION to the caller's issue:

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

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

Special Notes: (b)(6)

4/27/2015 8:17:07 AM Caller went through the screening checkpoint at BWI on April 9th around 5:00 am and was totally embarrassed. She was told to stand to the side and the officer just started patting her down and did not say she was conducting a patdown. The officer that conducted the patdown was a small female with a dark completion. Caller is upset that the officer got in her personal space without asking. Caller stated that it took her a couple days for her to get over this issue and is wanting to be compensated for what happened to her. She is wanting the CSM at BWI to contact her as soon as possible so she can let them know how much she wants compensated for.

I am just writing in an effort to make my travels through security more effortless. I am stopped every time I go through security for a pat down. When I asked if there was something I was wearing that was the problem I was told they were just responding to alarms but didn't offer any specifics. I have no metal in my body and don't even wear jewelry or metal buckles to avoid any potential problems. I would love to make things easier for everyone. It happens 100% of the time and despite trying to wear different clothing each time I've had no luck. They also always swab my hands and tell me to pull my pants higher but not sure how that is effecting the machine. Can you please offer any information as to what I could be doing that is causing this problem?

4/27/2015 8:38:00 AM

Sincerely,

(b)(6)

4/27/2015 9:57:08 AM

Caller flew yesterday out of ATL through the South Terminal @ 9:42 am and was denied his right to get a private screening and was kicked out of the TSA line for asking for a private screening. The Agent refused to give his badge number and name. He refused to allow his friend to take a picture at the screening checkpoint. The officer that refused the private screening was (b)(6) The caller usually goes through the Precheck line but was not selected on this flight. When he got to the checkpoint he realized that he did not get Precheck and ask to go through a patdown screening. The officer that was conducting the patdown was an angry man. The caller was in a good mood that day and was laughing and giggling during the patdown and told his friend to take a picture during the screening because he thought that it would be cute to put on facebook. The officer conducting the patdown refused to pat the caller down due to him laughing and giggling. The officer then called (b)(6) over to conduct the patdown and was told by this officer that if he did not cooperate he would have to leave the checkpoint. Another agent came over and ask if the caller would like a private screening and he said yes. At that point (b)(6) said okay that s it you are just playing games so you are out and he kicked him out of the screening area.

He then went to another screening checkpoint and went through the WTMD and spoke with supervisor (b)(6) badge # (b)(6) who was extremely nice and told the caller that he was permitted to take photos at the checkpoint and that the other agent was not allowed to escort him from the screening checkpoint a police officer should have been told to do this. The officer told him to go back to the first screening checkpoint and confront the officer and get his name and badge number. He told officer (b)(6) that he now knows that he did not have the right to escort him from the screening checkpoint and ask for officer (b)(6) badge number. The officer turned away and advised him that he did not have to give this information and said that he would have him arrested. He then ask to speak with a supervisor.

He is wanting the CSM at ATL to contact him back.

I recently enrolled in GOES and (thus)TSA Pre-check. As it happens I have previously been through the TSA Pre-check system a few times prior to my enrollment. I have noticed that each airport seems to handle us differently and would like some clarification.

4/27/2015 6:25:44 PM

At ORD in Chicago, everything went smoothly and as I had anticipated. At PHX in Phoenix, people were told to carry their boarding passes with them and then were passed through the system without taking off shoes, etc., again as expected. At DEN in Denver, however, it fell short of expectations. When I told the personnel there that I had an artificial hip and would automatically set off the metal detector, I was told that I had two choices: to go through the metal detector and then have a full pat down, or to carry my boarding pass and carry-ons along to one of the regular lines (directly). And so I did the latter. In spite of the Pre-check status and a lengthy and unsatisfying conversation with TSA staff, I was then required to go through the complete procedure of removing shoes, taking out laptop, etc.

Thus I have a couple of questions and a comment: Why the discrepancies in approach among the different airports? What can be done to make the DEN experience less difficult/less onerous? My comment is that this is all being done through a US-wide management system, and it seems that a directive from the national headquarters is needed to get this all to be a helpful and consistent process in all the US airports. It would certainly help the traveler know what to expect at various airports and would enhance the image of TSA.

I look forward to your reply.....

4/27/2015 10:03:19 PM

(b)(6)

Today I was at the Charlotte Douglas International Airport traveling from Charlotte, North Carolina to New York, New York. While waiting to go through the security checkpoint, I watched a woman wearing yoga pants and a tank top endure an invasive pat down from a female employee. I was uncomfortable seeing the employee press firmly, circling the passenger's breasts and repeatedly coming into contact with her groin as she felt up the woman's legs front, then back and again.

I felt sorry for her. I hated watching the TSA agent manhandle her. It seemed highly inappropriate.

I had no idea that I would be selected for the same intrusive treatment. I have been lightly pat down before. This was no "light" pat down.

Although I went through the body scanner, I was selected for this "enhanced" pat down. They asked me if I wanted to endure it in a private room. But I was traveling alone and had no one to come with me. As an abuse survivor I was afraid to be alone with people I do not know or trust.

So I had no choice but to submit to this fondling. The employee pressed hard, encircling the entire frame of my bra underwire. The only person who touches me like that is my doctor for a breast exam!

She touched my pubic bone four times as she felt up each leg from the front and again from the back. I was wearing skinny jeans and a thin, long-sleeve t-shirt—rather close fitting clothes. So it was even more humiliating to feel her so acutely on my body, since there were no thick layers or bulky clothes to blunt her touch. I squeezed my eyes shut to keep from crying. Although the TSA employee was female, I did not know her sexual orientation. I didn't know if her touch was standard protocol or if she was being inappropriate with female passengers.

Then I watched as a male employee sorted through my undergarments in my carry on bag. I don't know what felt more violating, having a woman feel me up like a man does, or having this male employee squeeze my bras.

When I asked why I was being singled out for this horrible treatment, they said I set off an alarm for explosives.

The only thing I can think of is that I pumped gas for the rental car to return it at the airport. But I've done that many times before while traveling and never was singled out for this horrible treatment at the TSA checkpoint.

Will joining TSA Pre-Check mean that I will never again have to submit to such intrusive treatment? Every sexual abuse survivor should be told of ways that they can opt out of being felt up.

Please advise.

Thank you,

(b)(6)

New York, NY 10021
(b)(6)

REASON for the call: He flew from Belize to Birmingham AL via ATL on Saturday. TSA inspected his bag at ATL. 2 bottles of hot sauce were broken inside of his bag and created a mess. The caps of his three bottles of medication were not on the bottle. The medication was mixed together and crushed. He will have to purchase the medication.

The caps should have to be replaced. He is at risk for a blood clot as he doesn t have his medication.

Last August at ATL, he opted out of AIT screening to receive a patdown as he read that such screening often caused cancer. The TSO took fifteen minutes to conduct the patdown and the caller felt that this was punishment for opting out of AIT. He indicated that the patdown should have taken 30 seconds.

4/28/2015 9:42:45 AM

He mentioned that he was seated in the same seat on his flight from Belize City and from ATL.

Date Time: 4\25
Gate Terminal:
Airport: ATL
Airline:
Flight #:
Bag tag # (10digit:
Bag Description:
NOI: NOI was present with nothing indicated.

Call Reason: -

Caller has called before and she has filed a claim. She traveled from Nashville to Raleigh Durham. She needs a letter from TSA for the jewelry missing for insurance purposes.

When she arrived to RDU from that flight, she discovered that her camera was gone, along with a gold ring, gold hoop earrings, and a gold bracelet. This was in her carry-on and they disappeared during her pat-down in the wheelchair at the checkpoint.

4/28/2015 10:31:22 AM

Date Time of Incident: 02 28 2015 02:12 pm
Gate Terminal: Not Provided
Airport:Nashville
Airline: Southwest
Flight #: 2819
Bag tag #:NA
Bag description: Black Backpack with make up and jewelry.
NOI: NA
Caller would like to make a complaint.
Her daughter, 14 has a diabetic pump. They had negative screening experiences at Salt Lake and San Diego airports.
She cannot go through the WTMD. They separated her from them for the patdown.
She had to wait 10 -15 minutes for the TSO. They were friendly but not helpful. When her bag of medical supplies needed to be xrayed. The TSO in charge of the Xray stated he was going to lunch. They had just take the Diabetic medication, supplies which could not be screened by Xray out of the bag. They had to wait for someone to come and supervise the Xray machine.

4/28/2015 4:17:23 PM

They traveled from San Diego on 4-11-15 Between 6-7PM.

At San Diego. They separated her daughter from her again. No one came to help after her for at least 15 minutes. When the TSO arrived for the pat down she stated, You took my off my lunch break for this?

These experiences scared her child. They look like police officers when they really are not. She is not trying to get anyone in trouble.
She would like more training or education provided about Diabetes to the TSOs. The screenings could have been much smoother.
She does not want follow up.

From (b)(6)
Sent: Tuesday, April 28, 2015 7:44 PM
To: TSA-ContactCenter
Subject: TSA Groping Issue

On 4/26/2015, I was scheduled to depart Bellingham International Airport (BLI) at 06:40 on Alaska Airlines Flight 544 with service to Seattle (SEA) and continuing on to Missoula (MSO).

At approximately 05:45 I entered the TSA screening checkpoint in the airport. There is only one such checkpoint. As is my policy, I "opted" out of the scanner and requested a private screening.

The private screening went according to SOP until the TSA officer did the glove test, which triggered an alert. This is the first such alarm activated in over 50 such situations.
According to the TSA personnel, the alarm requires a 2nd pat down. The 2nd pat down was similar to the first, and what I am used to, except that the officer ran the back of his hands directly over my crotch area, making direct contact with genitals through clothes.
Regardless of if the officer was working under a TSA policy or not, this is considered sexual assault (groping) in nearly every jurisdiction of the United States.
First and foremost, I would like to know if it is TSA policy, during 2nd pat down after explosives test, is to run the back of hands over crotch area of passenger. If so, we have a serious institutional problems that need to be changed, immediately and without delay. I will be the agent of that change.
Regardless of your policy, the TSA agent is guilty of sexual assault and I will be pressing formal charges. Please advise me, and connect me to if necessary, the relevant Federal Law Enforcement that would take such a complaint. If this is under the purview of my local jurisdiction, then please advise and I will file formal charge as soon as I am able to identify the officer. I want an in-person interview with someone in authority who has powers of arrest and/or prosecution, not just a phone conversation.

4/28/2015 8:05:13 PM

This is not a joke, or an exaggeration, or a time for you to roll your eyes and write this off. I will not allow my fellow American Citizens to be groped by those representing the federal government, and it ends with me.

To assist you in identifying the officer, please see attached letter that has been sent via first class mail to TSA Headquarters, regarding the incompetence of the officers at this particular airport. I am not looking for a response to my concerns in this email from whomever reads this, as that is a separate issue. The screening process was fumbled from beginning to end by your officers, ranging from gross incompetence to outright illegal activity.
Thanks you for your time and assistance in this matter, and please feel free to ask any questions which will help further your investigation and/or assist you in connecting me with appropriate law enforcement authority.
Thanks
(b)(6)

April 26, 2015
US Department of Homeland Security

From: (b)(6)
Sent: Tuesday, April 28, 2015 7:44 PM
To: TSA-ContactCenter
Subject: TSA Groping Issue

On 4/26/2015, I was scheduled to depart Bellingham International Airport (BLI) at 06:40 on Alaska Airlines Flight 544 with service to Seattle (SEA) and continuing on to Missoula (MSO).

At approximately 05:45 I entered the TSA screening checkpoint in the airport. There is only one such checkpoint. As is my policy, I "opted" out of the scanner and requested a private screening.

The private screening went according to SOP until the TSA officer did the glove test, which triggered an alert. This is the first such alarm activated in over 50 such situations.
According to the TSA personnel, the alarm requires a 2nd pat down. The 2nd pat down was similar to the first, and what I am used to, except that the officer ran the back of his hands directly over my crotch area, making direct contact with genitals through clothes.
Regardless of if the officer was working under a TSA policy or not, this is considered sexual assault (groping) in nearly every jurisdiction of the United States.

4/28/2015 8:05:13 PM

First and foremost, I would like to know if it is TSA policy, during 2nd pat down after explosives test, is to run the back of hands over crotch area of passenger. If so, we have a serious institutional problems that need to be changed, immediately and without delay. I will be the agent of that change.
Regardless of your policy, the TSA agent is guilty of sexual assault and I will be pressing formal charges. Please advise me, and connect me to if necessary, the relevant Federal Law Enforcement that would take such a complaint. If this is under the purview of my local jurisdiction, then please advise and I will file formal charge as soon as I am able to identify the officer. I want an in-person interview with someone in authority who has powers of arrest and/or prosecution, not just a phone conversation.

This is not a joke, or an exaggeration, or a time for you to roll your eyes and write this off. I will not allow my fellow American Citizens to be groped by those representing the federal government, and it ends with me.

To assist you in identifying the officer, please see attached letter that has been sent via first class mail to TSA Headquarters, regarding the incompetence of the officers at this particular airport. I am not looking for a response to my concerns in this email from whomever reads this, as that is a separate issue. The screening process was fumbled from beginning to end by your officers, ranging from gross incompetence to outright illegal activity.
Thanks you for your time and assistance in this matter, and please feel free to ask any questions which will help further your investigation and/or assist you in connecting me with appropriate law enforcement authority.
Thanks
(b)(6)

April 26, 2015
US Department of Homeland Security
REASON for the call: Caller said she is disabled and she said the airport does not supply wheelchairs. Caller said the TSO stuck her thumb up her butt during a patdown. Caller said a supervisor then yelled at her and told her to hush. Caller said the officer then told her to stop and be quiet. Caller said the supervisor was a small Asian man. Caller said the supervisor would not give him his name. Caller said the name of the TSO was (b)(6) Caller said the supervisor was acting like this was a police state and acting like he had a gun around his shoulders.

Date Time: 4 28 2015 at 4:20pm
Airport: Honolulu International Airport Inner island terminal
Airline: Island Air
Gate Terminal: Inner Island Terminal

4/28/2015 10:31:39 PM

Flight #: 454
Bag tag #: n a
Bag Description: n a
Missing Damaged item description: n a
NOI: n a
Emai (b)(6)

RESOLUTION to the caller's issue: TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints and regrets any unprofessional treatment you experienced. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

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

---

Remote Client IP: (b)(6)
Date Time: 4/29/2015 1:26:52 PM

4/29/2015 2:05:32 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jetblue 416 JFK-->SFO April 28, 2015 Screen location 9/10
Comments:I was traveling alone with my 5mo daughter and attempting to bring a 4oz bottle of breastmilk through the screener. I requested a hand check of my breastmilk as I did not want it to tip over and spill on the conveyer belt. The agent took my milk from me and took it away to screen it out of my view. She did not ask permission to open it, nor did she verify that she was using fresh gloves. When she returned it to me, she had spilled over half of the milk.

It is my understanding that agents are to ask the passenger to open the milk, at the very least ask permission. In her failure to follow protocol, she had wasted breastmilk that is very difficult for me to collect. I have notified the supervisor on duty.

4/29/2015 6:12:54 PM

To Whom It May Concern:

Yesterday, April 28th, 2015, I flew from Cancun, MX to Chicago Midway. At Chicago Midway, I was required to go through the screening process again after clearing customs, along with all others who were transferring to another flight. During the screening process, I asked to not go through the full body scanner as I'm pregnant and I am very careful to avoid any harmful substances that can be avoided. I was willing to go through the metal detector, but was told it was not an option although there were three women that were allowed to avoid the scanner right before me and go through the metal detector. So my choice was either the full body scanner or be patted down. The pat down was embarrassing and quite frankly unnecessary since I was willing to go through a metal detector. I was clearly pregnant as I'm 25 weeks. I understand the need for security, but where is the common sense? Since passengers are able to be randomly selected to go through a metal detector and that's acceptable, why wouldn't it be acceptable for a pregnant woman to walk through a metal detector? I flew two times when I was last pregnant in 2012, and I was checked with a hand scanner and not physically patted down.

I understand the need for security procedures, and maybe these procedures are more effective than I give them credit for. However, I flew on a plane into the U.S. with a screening process that was very easy for everybody and not intrusive at all, into a U.S. City to only be screened yet again but intrusively. It seems ridiculous to me and that there can be a better process put in place that is reasonable and effective.

Sincerely,
(b)(6)

4/29/2015 6:47:11 PM

Caller stated she had flown from Paris to Charlotte on Monday 4 27 2015. She then flew on a connector to Mobile, and her issue is she has lost her camera. She came through screening and they told her she had to have a pat down. She requested a private screening. It was there she said she last saw her camera. She also stated she has been in contact with Charlotte's lost and found department, and they told her they did not have her camera there. She said she had spoken with (b)(6) with TSA, who told her he had seen her camera there, and she feels that someone from TSA might still have her camera.

Airline: US Air
Airport: Charlotte
Date Time April 27, 2015 5:47pm
Terminal: Not provided
Flight # : 4986
Gate: E37
Email: (b)(6)
TSO Officer: (b)(6)
Description: Panasonic Lumix DMZS19 Digitial Camera in a black soft case.

Dear TSA:

This is just to let you know about two travel problems I had today, both apparently TSA-related.

I was just down in Louisiana on a contract job working as a trainer for the U.S. Army at Fort Polk. Coming home today after a three-week assignment, I checked in two bags for a Delta flight in Alexandria, Louisiana. Small planes, small town, military bases all around. I was early - 2 bags checked in shortly after 9:00 am for a 10:50 am departure, AEX thru Atlanta to Washington DCA. I am also registered with Global Entry/Pre-Check, but getting me thru security today was easy. The folks doing the physical checks were friendly - although I was the only person I saw to get selected for a pat down - it was my bags that had the problems.

1. One of my two bags (the one with most of my clothes) did not arrive at DCA. Delta advised that TSA had held up the bag and it had missed the flight - in fact, it was still at AEX when I made the report to Delta in DCA about 4:00 pm. There are not that many flights out of AEX per day, and although Delta found the bag I may not get it until tomorrow. TSA in that tiny airport had over 90 minutes to check my two bags - and there was nothing strange in that suitcase at all - just clothes and toiletries...an excess of zeal? If they were short-staffed down there this morning, wouldn't an X-Ray have been the prudent thing to do? My other bag, containing some medical equipment and a musical instrument, was also opened, but it made the flight. Was it necessary to physically open every bag - and then miss getting one (or was there more than one?) on the flight?

4/30/2015 8:48:12 AM

2. Then, when I got home with the other bag- I discovered that my TSA-approved padlock was missing. I bought TSA-approved pad locks especially so that I could lock my bags and still have them available for TSA inspections. I have used those locks for years. Did the TSA guys in AEX lose their master keys? or did they just lose my padlock?

I am not requesting any damages or compensation - I just want to let you know about this. I should get my other suitcase eventually, and I can buy more padlocks - but this was probably not really necessary either. This wasn't JFK on a Friday night - it was mid-day at a sleepy little airport with fewer than a dozen short-haul flights per day - and I got there early.

I am a retired federal employee with over 30 years service - and proud of it. Whatever happened at AEX this morning doesn't reflect well on all of us in the USG; and I just wanted to let you know so that you might do better next time. Thanks for hearing me out.

(b)(6)
Washington, DC

--

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 4/30/2015 1:03:00 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 04/29/2015 6:15 PM Airline & Flight Number :
Checkpoint/Area of Airport : Terminal A
TSA Employee: (If Known) : White Male, in his 50's or 60's Comment : I'm sure there are many reasons for why people would rather not go through the x-ray full-body scanner at the airport. For me, I'm 12 weeks pregnant with my second pregnancy. I was first pregnant last year but miscarried in my 11th week. So I am a bit concerned about the health of my future child. I told the TSA employee that I was pregnant and that I didn't want to go through the x-ray scanner and would rather have "the other screening option." He immediately said "Ma'am, the scanner is standard airport security procedure and everyone goes through it" He said "I can assure you that these are completely safe even for pregnant women." I said, still, I'd rather not go through it and take the other option. But he tried to change my mind. He said again raising his voice and annoyed that "the scanner is your best option, I'm telling you its safe for pregnant women." I told him I wasn't so sure and really would rather not go through it. He said well if that's the case "you'll have to sit down and wait here a long time and get a pat down" and that's why it was "better to go through the scanner and I can assure you it's fine for pregnant women". He was adamant and actually pointed me towards the scanner, to the point that I almost walked through it and then my husband reminded me that if I really didn't want to go through the x-ray scanner, then that really was my choice. At which time, the TSA guy seemed very annoyed and told me to "sit down".

4/30/2015 8:48:34 AM

Last year when I was first pregnant, I requested "an alternative to x-ray fullbody scanners" at two different airports. They didn't act annoyed, didn't make me feel guilty for not wanting to go through the scanner, didn't argue or try to persuade me to change my mind, just said "okay" and explained to me that a female TSA employee would be here to assist me shortly with a pat-down and then immediately requested a co-worker for assistance, who explained to me the procedure. Instead, this guy basically argued with me, made me feel guilty, kept pushing me to go through an x-ray scanner I didn't want to go through, and made me feel like I'd lose out if I didn't go through the body scanner. Now that I've read TSA's website which states that anyone can request an alternative to the x-ray full-body scanner, not just disabled or pregnant women, I feel even more annoyed and wished I could have gotten his name. If he's going to be like this to a pregnant person, then how much more pushy will he be to someone who's not pregnant at all. It seems to go against TSA policy. It was very unprofessional and a humiliating experience for me. If someone is willing to get a pat down, then they should be allowed to get it without questioning, harassment, or intimidation beforehand.
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

---

Remote Client IP: (b)(6)
Date Time: 4/30/2015 11:17:55 AM

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

4/30/2015 12:16:48 PM

Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK Airport
Comments:On April 5 we were returning from Ghana to Rochester via JFK. The security line in JFK was extremely long. The gentleman behind us in line asked several employees if he could move to the front of the line since his plane left in 20 minutes, and the security line was clearly much longer than that. None of them would let him do so even though he was very polite. He posed the same question to the man at the podium checking boarding passes when he finally got to that point. The man kept staring straight ahead and totally ignored him. I know he heard him because when the gentleman asked, "Does that mean no?" the employee answered his question without him having to repeat it. When I asked on his behalf why he couldn't go to the front, I was told, "Because then I'd have to let everybody go to the front." This is of course, completely ridiculous. Only those with imminent flights would need to be let to the front - this is common practice. Ignoring someone is totally unacceptable. I've traveled extensively throughout the world, and airport employees in other countries are almost always more pleasant and polite than the ones in the US. Upon returning to the US, one is commonly greeted with barked orders and surly attitudes. The man was finally let to the front of the line by another employee near the x-ray machine. Of course, at this point, it was far too late, and he ended up missing his flight. A little courteous service could have avoided inconvenience, frustration, and expense.

Also, the length of the security line would be more reasonable if international passengers did not have to go through security again upon arriving in the US. The security check in Ghana was more extensive - involving multiple x-rays, pat-downs, and physical bag searches - than the one in the US. The US should work with other countries to arrive at mutually acceptable security protocols.

4/30/2015 1:36:11 PM

The caller indicated that he called to file a complaint in regard to his son being touched inappropriately in the groin area during a patdown at LAX on 4 19. The caller stated that the TSO touched his son s private area repeatedly.

He was provided a contact number for the CSM at LAX twice but has not been able to reach the CSM. He indicated that there is not an option leave a message and encounters an automated system that routes him to the TCC.

He completed a form via Talk to TSA. early today. He would like to get in touch with supervisory management with TSA at LAX to address this.

Caller said she flew from New Orleans to Dallas on Southwest and she asked why did the agents have to feel her stomach and squeeze it and why did she have to have the patdown done. She asked why was a male agent laughing at her and that she felt humiliated. She said she was not told that she would get the paldown done. She said she does not know why she was picked and she does not have any of the Officer s names and she did not ask to speak to a Supervisor. She said she had a belt on and they told her it was okay and she said she would have taken it off if she knew it was going to make it alarm. She said they should tell her she is going to have a patdown and they should not laugh at people and it is humiliating to take off her shoes and belt. She said we should be more professional at the checkpoint.

Mishandling RFI

5/1/2015 5:31:34 PM

REASON for the call:Complaint
Date Time: 04-30-15 at 12 noon
Gate\Terminal:B 7
Airport:New Orleans
Airline:Southwest
Flight #:31
RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport

5/1/2015 8:19:08 PM

I was at the San Diego airport SWA checkin this afternoon. There is a body scanner on the Pre?? side but not the standard lane. I have a pacemaker. When I notified TSA officer, I got pulled for body pat down rather than be taken a few feet to body scan. I was told procedure didn't allow it. This seemed ridiculous given it would. Or have taken any more staff or time. I don't want body pat downs. The solution is simple. Pls change your procedure so that we folks with medical devices don't have to be subjected to a personally intrusive pat down.
I travel fairly often as I am an employee of the State of California. This is the first time I've encountered this hassle.
I look forward to your response.

(b)(6)

Today I had the displeasure of being selected for a random extended pat down. I was TSA Precheck and singled out for additional screening. I have never been so humiliated in my life. First they wanted to touch my breasts, buttocks and groin area in the middle of the airport, I refused and asked for privacy. Well, shame on me. This resulted in having a hand forcefully split my breasts followed by a full cupping of each breast and NOT with the back of the hands as I was told would happen. I was then asked to spread my legs at which point she slid her hands all the way up to my vagina applying unnecessary pressure and then tight pressure all the way down my legs.

5/3/2015 1:09:06 PM

This type of pat down conducted anywhere else would be unwanted sexual advancement. I am appalled and do not understand how this type of search is in the interest of public safety.

I flew out of terminal C and entered the pre-check lane at approximately 10:35 am today.

What are the actual expectations of an extended search? This is way over the line!

Sent from my iPhone

5/3/2015 7:29:14 PM

Caller stated that she feels as though she was discriminated against for Race at the Sacramento Airport today during screening. She was pulled aside and tested for ETD and tested positive so they tested the other woman who also tested positive. She stated that after that the went and adjusted the machine and came back and swabbed the other passengers hands again and she then tested negative but they did not retest her hands. She said she had to undergo a very invasive pat down in which they touched her genitals while the other passenger was given an additional test because it was obviously a false positive and when she asked about it they laughed about it and made a comment about her using lotion that set it off. She said that all of her things were removed for hand inspections. She stated that it was a very terrifying experience and that the officers have lost sensitivity and the only difference between her and the other passenger whom they tested again was her race. She said she was very upset and due to that she did not think to catch their names and only had a time and their descriptions. She said she went through screening at about 1:25PM today at Terminal B.

5/4/2015 8:32:12 AM

Good Evening,

I wanted to bring to your attention an issue I experienced this morning at the IAH Terminal E security checkpoint traveling as a pregnant passenger. I was a TSA pre-screen passenger transiting the checkpoint at approximately 0730 hours. When I walked through the metal detector I was randomly selected to receive additional screening through the backscatter machine, however, I am currently six months pregnant and my doctor advised me against walking through this machine. I informed the TSA representatives of this issue and requested a patdown in lieu of walking through the backscatter machine. I was informed that they needed to find an agent, but was instead left waiting indefinitely. After five minutes I requested an update on an agent and was pressured to walk through the machine. When I refused, I was again left waiting. I also asked that my belongings be removed from the conveyor belt so that they could not be accessed by other passengers, but was initially told to just stand and watch them from the other side of the security screening. After discussing my belongings again, they were moved to the side so that others could not access them. After having waited for almost 15 minutes and after having been pressured again to use the backscatter machine, I requested to speak with a supervisor. When he arrived, he resolved the issue, however, when I tried to discuss with him the treatment I had just received he did not verbally respond and instead ignored my feedback entirely and walked away.

I understand that the airport is busy and that the agents are dealing with many situations at once, however, this situation seemed borderline discriminatory and does not appear to be in line with TSA guidelines. I appreciate your looking into and resolving this matter so that future passengers do not encounter the same type of inappropriate behavior from your agents.

Regards,
(b)(6)

Sent from my iPhone

5/4/2015 8:32:42 AM

To whom it may concern:

My trusted traveler number is (b)(6)

I received precheck for my flight in Seattle today, May 3. I went through the tsa security at 5:30 PM and was informed that I was randomly selected for a pat down. (I cannot raise my arms above my head due to a severe illness). I cannot think that this is necessary.
I was very upset as I enrolled in the Trusted Traveler program to avoid drawing attention to my disability.

I am mot sure why anyone thinks that airports are safer when a 59-year old woman with a terminal illness who is in severe pain and who can show a trusted traveler card is subjected to this type of humiliation.

Sincerely,

(b)(6)

Here is a test to find whether your mission on Earth is finished: If you're alive, it isn't.
(b)(6)

TSA:

I am writing to inform you that upon passing through security screening at Jacksonville International Airport this afternoon (5/3/2015) between 1 and 2 PM, I was inappropriately subjected to a pat down of my natural hair. I requested the separate but not private pat down, and as a part of that screening, the TSA agent informed me that she would start with my hair, something to which I do not recall ever being subjected before (and I always request the public but separate screening). My travelling companion, who entered the gate area through the TSA Precheck, observed this screening and pat down of my natural hair. She was horrified, and informed me that TSA had recently agreed to cease this inappropriate and unfair search of the natural hair of women of African descent (I am of Asian and African heritage). I expect that your organization is committed to keeping its agreement to stop such searches, and will educate its Jacksonville International Airport agents to be in compliance with such decisions.

5/4/2015 8:32:53 AM

Thank you for your prompt attention to this matter.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/3/2015 7:12:59 PM Airport : SAN - San Diego International Date/Time of Travel : 05/03/2015 4:00 PM Airline & Flight Number : as233 Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) :
Comment : Very bad customer service - I have tsa precheck as does my wife but we were treated very poorly by the staff. I was told to leave my shoes on and laptop in my bag. My bag was flagged to check and then sat for several minutes while the tsa agents ignored it. When I finally asked about my bag an agent begrudgingly checked it and told me I should have removed my laptop.

5/4/2015 8:33:25 AM

My wife was subjected to a full pat down search as well as an overly thorough bag check despite having a known traveller number. They unwrapped a delicate piece of artwork that was in our carry on baggage But had no resources (tape bubble wrap) to rewrap it. We nearly missed our connecting flight.
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 PreCheck and her number is (b)(6) She took 2 flights and got PreCheck but for her flight tomorrow, she is not getting it. She called the Airline, Southwest, and verified all her information matches and she verified her information matches with TSA. There was an issue with her middle name not matching but that was corrected. The Airline updated her profile but she is still not getting PreCheck.
ADD: She asked what about this flight.
ADD: She asked would requesting a patdown keep you from getting PreCheck.

TSA Pre?™ Application Program
1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US CITIZEN
a. Eligibility for TSA Pre?™ through the TSA application program is currently only available to U.S. citizens, U.S. nationals and U.S. lawful permanent residents.

2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? PHL AND SOUTHWEST
a. TSA Pre?™ is currently at more than 100 airports.
b. The following airlines are participating:
Air Canada, Alaska Airlines, American Airlines, Delta Air Lines, Hawaiian Airlines, JetBlue Airways, Southwest Airlines, Sun Country, United Airlines, US Airways, and Virgin America.

5/4/2015 12:14:40 PM

3. Have you received TSA Pre?™ in the past? YES
a. If you have received TSA Pre?™ before, has anything changed?
For example: if you always receive it on your business trip, how are your personal flights booked?

4. Do know your Known Traveler Number (KTN)? (b)(6)
a. Your KTN is 9-digits and starts with TT followed by 7 characters.

5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? YES BUT FOR THIS FLIGHT
a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online TSA Pre?™ application program account.
b. If any of this information is not an exact match, you may be precluded from TSA Pre?™ consideration.

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? SOMETIMES
a. If your Name, Date of Birth (DOB), and gender is stored in one of these systems, it must be an exact match to the information submitted or on file with TSA.
b. You should contact whoever makes your reservations and ensure that your 9-digit KTN Name, DOB, etc. are correct and an exact match to your airline or travel agent profile.

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? SOMETIMES
a. If you use one of these sites, you should confirm that at the time of reservation you are entering your 9-digit PASS ID, Name, Date of Birth (DOB), gender exactly as it appears in your TSA profile.

5/4/2015 2:48:09 PM

The caller flew last Saturday from DFW to JFK. She found a NOI in her luggage around her nightgown. She received a patdown and was also upset with that, she didn t understand why she received it. She is in a wheelchair. She is a senior citizen and said the way she was treated was appalling. The patdown was at DFW, she said she was treated much nicer at JFK.

5/4/2015 5:10:16 PM

Caller has a concern that needs to addressed. She booked on Southwest airlines for a vacation package from Punta Cana, the Dominican Republic. She came home last night into the us to Chicago, Midway then Pittsburgh. She understood she can traveling internationally with liquids in a stebs bag. She had concerns for screening for the alcohols. She had SSSS on their boarding pass. In Midway they were given other boarding pass and she did not know why. Her husband has several disabilities as well as a pacemaker. They were taken in a private screening the agent gave them a patdown. Then the lady took out the steb bag out and found the seal was torn. They agent then started swabbing her camera and personal items for explosives. A TSA man told her she would have to check in the bag with the alcohol or throw it away. The agent told her she would need to go check in the bag and that her husband would have to stay there. She says her husband has short term memory loss and she stated her husband needed to come with her. She then spoke to a lady at Southwest told her she would have to check it in and she was told this on the plane. She and her husband had to be screened again and a second patdown. She is upset the agent that was doing the Swabbing test did not explain this to her but the second time the lady told her about it.

Why did they have to have a second patdown for their screening?
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/4/2015 6:02:01 PM

5/4/2015 8:06:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):1998/usair/Miami/ E4
Comments:The tsa agent said she had to pat down my breast. She put her hand between my breast then patted an outline underneath them. I explained that I am a breastfeeding Mom who had not pumped all day. Then she said she had to test my hands.I told her I was uncomfortable and she was pressing hard enough that it hurt. She told me to lean forward so it could go quicker.
On April 15th caller and her husband flew from Victoria Canada to SEA on the way to JFK and her husband was selected for additional screening and she stated that they checked everything he had from him to his bags. She said it was very thorough inspection and they spent a very long time checking every single thing even the gloves they were wearing during the inspection. She said she wasn t disputing the need for the inspection but while he was in the room he had to remove everything and due to all of the screening his wedding ring was left in the room. She said she located it and spoke to Alma in Lost and Found and she had it sent to them via Fed Ex. In order to have it sent she had to pay $30 and that is what she is disputing because it was not their fault that it was left behind. She described one of the employees as a tall African American male that was possibly about 6 foot 3 inches and bald and the other was Caucasian with Brown hair and average weight. She said his boarding pass did not contain SSSS on it and it has never happened on their multiple trips from Canada but he sometimes does have to have a Pat Down due to 2 hip replacements but never anything like this.

5/5/2015 11:11:55 AM

RFI-
Airport- SEA
Airline- Delta
Flight Numbers- DL1473
Date and Time- 04 15 2015 11:00AM
What Terminal or Gate (Carry On Only)- Gate S10
Contact Information- (b)(6)

5/5/2015 12:14:31 PM

Hi

I recently flew through Denver airport and I was pre-check and flying on United airlines out of terminal B on Thursday, April 30, 2015. However, the pre-check area for the United Terminal B does not have a "raise your hands" scanner, and I have a hip-replacement which usually is detected. As I typically do, I asked the agent to go through the "raise your hands" scanner, so that I would not have to go through a pat down. I was escorted by a TSA Agent and I also asked the person if I needed to remove my laptop and personal hygiene liquids. I was told no. However, I was approached by several agents and was reproached for not following rules, when indeed I have.

Please address the inconsistency at this airport. It is very frustrating to me and I almost missed my flight due to the number of questions.

(b)(6)
Chicago IL

Submitted on Tuesday, May 5, 2015 - 10:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Home Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Seattle
State: Washington
Zip Code (Post Code): 98121
Other: Please contact me in writing
Email: (b)(6)

5/5/2015
12:16:26
PM

==Incident Information==
When did this happen? 05\04\2015
Where did this happen? CALIFORNIA - LAX - Los Angeles International
What happened?
At approximately 9:40 am PDT on May 4, 2015, I entered the security checkpoint for Terminal 3 at Los Angeles International Airport (LAX), on the way to my flight, Virgin America 232 to Chicago. I was in the pre-check lane.

After having my boarding pass checked, while I was placing my

Dear Mr. Pistole:

I am an 88 year old WWII veteran who is partially deaf resulting from my military service and, my wife is 83 years old, who has an artificial knee, a plate in her skull and a stoma. We have each qualified for PRE as shown on our boarding passes.

We have recently traveled from Burlington, Vermont to San Diego and returned to Vermont.

At each security check my wife has been pulled from the inspection line and subject to the scanner, a body pat down search, and hand scan. This has now happened at each airport even though it has been brought to the attention of the inspectors of her medical conditions.

5/5/2015 4:21:14 PM

It is inconceivable that a person of her age with such disabilities to be a security risk. It has caused my wife anxiety and is demeaning to both her and me and requires us to be separately screened. Because of my impaired hearing my wife must relay to me whatever the inspectors ask of me. I cannot tell you how embarrassing this to us.

I am aware that it is the policy of the TSA to be respectful of those who are disabled and the should be treated with consideration. I do not think that has happened to us, and it should be corrected.

I would appreciate your response and advice as to how this can be avoided in the future.

Very truly yours,

5/5/2015 5:13:40 PM

Caller wants to know when congress threatened the government shutdown. She believes it was around the end of February. She says that since then she has been receiving additional screening at BWI only. She says that she believes the officers are doing this to passengers because they are upset with the government. She first told me that no alarms sound. Then she tells me that they do. She says that she will get PreCheck on her ticket, but the line is rarely open, so she has to go to through normal screening. She says that last Saturday there was an alarm with the WTMD and they tried to get her to go through AIT. She opted to receive the patdown instead of going through the AIT. Therefore, the equipment does alarm and she opts for the patdown. She says that the officer told her it was a random alarm. She believes the officers are manipulating the WTMD to alarm just like the officers done in DEN. She says that it is a waste of TSA s time to do additional screening on a Medicare aged woman. The caller is very insistent on a response. She says they are targeting her. She says that this past Saturday made the 7th time this has happened. The only time it didn t is because she let a man go in front of her and he got the alarm instead of her. That is how she knows they are targeting her because she was supposed to be the one to go through that particular machine at that particular time. The flight was Saturday, May 2, 2015 and she went through security around 3 p.m. She says she was flying United, so it was at the United terminal B. She says she has another flight from there this Saturday and wants to know what to do if it happens again. She will be at the 703 area code phone number on Friday and then on Saturday will be back at the 408 area code number. She does not have an email address.
Caller said he flew from W Palm Beach to Gulfport today and that he went through screening and he was asked to remove his computer from the carrying case. He said he has a pacemaker and he told the Officer that he needed to have a patdown and that the Officer told him not to touch the conveyor system and the Officer took the tray and covered up his computer with the second tray with the case and he said the computer is missing and that it is in the first tray. He said he did not know that the computer was not in the carrying case when he left the checkpoint. He requested that we email the claim form to him. He said he does not have the Officer s name at the checkpoint.

5/5/2015 6:03:30 PM

Mishandling RFI

REASON for the call:Missing Computer
Date Time:05-05-15 at 9:30 am
Gate\Terminal:unknown
Airport:W Palm Beach
Airline:Delta
Flight #:2271
Bag Description:black carrying case like a backpack with his name tag on it
Missing\Damaged item description:missing turquoise Microsoft Surface Pro 3 computer and he said he was at the checkpoint at 7:30 am
RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport and I requested that we email the claim form to him

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 5/6/2015 8:34:17 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/06/2015 7:30 AM Airline & Flight Number : aa 1207 Checkpoint/Area of Airport : terminal c TSA Employee: (If Known) :

5/6/2015 10:16:28 AM

Comment : Wife was told to go one direction at emtry to scsn then another agent reversed it and then since she had gone thru magnetic one the alarm went off due to knee replacement. Then had to reverse her direction the agents were not in sync on procedure and ended up with a pat down.
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 day,

I (b)(6) a traveling passager leaving through Las Vegas International airport today May 6th, will like to file a formal complaint against TSA agents and supervisor (b)(6)

I decided to opt-out the screening for process for a physical pat down. As my personal items and valuables went through the x-ray I was told to stand aside for a male assist.

Any other day this is a normal occurence but absurdly today I was separated from ALL my belongings for over 20minutes. Highly uncalled for and grossly out of protocol.

Please look into this matter for my items, id, money and valuables were at risk of being easily stolen.

After alerting the supervisor (b)(6) who was Very Rude, Nasty, Unremorseful, and very Sarcastic to this concern; regrettably I am writing this to notify her higher ups and TSA Corporate to look in to giving her and staff additional training and performance consequences.

5/6/2015 6:17:08 PM

Thank You

Please feel feel to contact me.

(b)(6)

T 4G LTE Device

Sent from my T-Mobile 4G LTE Device

This complaint is regarding my experience with an agent and supervisor at Washington Reagan airport on Wednesday May 6th at about 3:30 pm. I was flying Delta flight 1275 scheduled to depart at 4:55.

Nature of complaint: unnecessarily rough pat-down. I was treated roughly and unpleasantly by an agent to the point of loosing my balance while she conducted a full body pat down.

I asked the agent's name she told me it was (b)(6) I then asked to speak to the supervisor. The supervisor ignored me initially until I followed her to the office area where I asked for a complaint form. I do not recall the supervisor's name, but indicated to her there was no reason for the agent to be rough during a pat down.

Situation: I was coded for TSA precheck but accompanied my travel companion in the line for normal check. My shoes set off an alarm, so they pulled me out of line and told me I needed to have a full pat down. I requested to run my shoes through since I has already PreCheck and they told me I could not do so.

They also indicated that since my shoes alarmed that they needed to inspect all of my bags.

I have traveled alot and usually find the TSA agents to be professional--friendly, but serious about their job. I felt a sense of being violated by the way in which the agent treated me. There is no reason for a 57 year old woman, or any honest, tax paying US citizen to be treated the way I was.

5/6/2015 6:18:05 PM

Sent from my iPad

(b)(6)

La Crosse, WI 54602

(b)(6)

This email may contain confidential or proprietary information. If you believe you have received this message in error, please notify the sender by reply and delete the message. (b)(6) is an equal opportunity provider and

Hello,

Today my wife, who is pregnant, flew out of Milwaukee. Our doctor recommended that she request a pat-down instead of using the imaging machine. I understand that the TSA tells us that the imaging is safe for pregnant women, but we prefer to follow our doctor's recommendation. The agent who was assigned to check her was rude, condescending and made comments like, "You'll get a lot more radiation on the plane than through that machine" and "Your doctor doesn't know what he is talking about." If imaging is optional, why all the drama when a pat-down is requested?

5/6/2015 8:03:30 PM

With all the bad press that the TSA gets, I wanted to pass along that the agents in Milwaukee may need additional training on tact. My wife didn't get the agents name, nor did she want to call out someone in particular. Just hoping that someone with the power to correct these behaviors is informed.

Thank you for your time,

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 5/6/2015 8:14:50 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 # 841 on Southwest Airlines , gate A, leaving Charlotte Douglas International Airport on Sunday May 3, 2015

5/6/2015 9:03:34 PM

Comments:I have never in my life have been so violated by a person as I was when we went through security check point to catch our flight From Charlotte to Baltimore around 6:30 pm . I went through the the full body scan after I was asked to step out the female who was a young black security woman rudely told me to come over to the side . She asked me what I had in the pockets of my hoodie I had on. I pulled out my boarding pass and license and showed her then the black security gentleman turned to the female security woman and asked check her pockets I turned to him and showed him it was my license and boarding pass, the female security woman again rudely says I said come here . Next thing I know she squats down pats my pockets of my hoodie then goes further down and is tapping on my stomach asks me well what is this. I could not see because of my hoodie and asked the female security what was what , she then again pats my stomach area so I pull up my hoodie to look and I tell the female security that is my fat, she smirks at me grabs my hoodie and rudely says well dont show it. Now I must tell you I had gastric bypass surgery in May of 2010 . I was nearly 300 lbs. now I am @ 140 lbs and have a huge flap of belly skin that hangs down over my legs. So as if that was not bad enough the female security woman puts her hands together goes between my legs runs her hands up to my private area goes down a little ways then back up. Then runs her hands on the outside down my legs . Checks my hair touches up top near my breast area then tells me you can go. As I go to walk away I feel her grab the hood of my hoodie nearly chocking me and starts to check the hood and down the back of my hoodie. Now I have had neck surgery and have a metal plate in my neck. I have lots of problems with my neck and I told the female security this even before I went into the full body scanner. The black security officer never told me what she was going to do to me , was inappropriatly touching me with out my consent , then grabs my hoodie after she said I could go, causing my neck to hurt severley for days after wards . To me I feel that I was assaulted . Is this the new practice of security ?? At least on the return flight back back from Pittsburgh Airport to Baltimore when I went through security the female white security advised me she had to pat down me in my pocket area and asked if that was ok. She patted it down in the same area that the female security woman did when leaving out of Charlotte, N.C. Airport and said I was fine and could go. I understand that security has to be strict but there was no cause for what I was put through and humiliated , disrespected, chocked, and violated and assaulted me like I was . I do not feel I was treated fairly and am considering calling a lawyer there was no reason for how I was treated by the female black security checker. I hope she will be talked to and retaught how she needs to do her job the correct way. Thank your for you time .

NOTICE:

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

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

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

5/7/2015 8:21:26 AM

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

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

Which U.S. airport were you traveling through?
William P. Hobby Airport

The caller recently flew from Chicago Mid-Way, had 8 ounce sealed bottles of baby formula that the TSO made her throw away in the trash without an explanation. The caller knew that baby formula was allowed thru the checkpoint. She was very upset because her baby was without food on the flight.

5/7/2015 12:45:30 PM On the returning flight back to Mid-way the TSO at Tampa said that her diaper bag had tested positive for explosive residue. The TSO also stated that it could be equipment failure. The caller was confused to why they would tell someone it was equipment error then give a person a thorough pat down. They didn t offer a private screening, and this made her feel very embarrassed that she got screened in front of her children, and everyone else at the checkpoint. (b)(6) also stated that the TSO stated she was the only female officer there, and that if she didn t like that, that she didn t have to fly. The caller stated that she didn t want to cause a problem and she was embarrassed enough already, and that the only option she knew she had, was to call the TSA TCC.

5/8/2015 8:39:23 AM
Feedback Type : Complaint
Categories : Screening
Current Date\Time : 5\8\2015 6:23:40 AM
Airport : JFK - John F. Kennedy International Date\Time of Travel :
Airline Flight Number :
Checkpoint\Area of Airport :
TSA Employee: (If Known) :
Comment : The screening process takes longer than the normal lines. I was flagged for pat down even though I did not have anything in my pockets.
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

5/8/2015 2:09:56 PM
Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 5/8/2015 12:57:37 PM Airport : MKK - Molokai Date/Time of Travel : 05/07/2015 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Both on May 7 and 8 I was subjected to a random screen of my carry on bag and on May 7 2015 at 630am I was subjected to a pat down for no valid reason. I would like to talk with a supervisor about this, 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 m writing to complain about a male TSA screener at the JFK airport regarding a pat down of my husband. The screening occurred the afternoon of May 6, 2015 after we had already cleared Customs and were proceeding to a Delta Airlines flight connection to Denver. Our connecting airline ticket was marked TSA Prescreen however, because my husband has had a full knee replacement and a shoulder replacement the TSA Prescreen was in fact even more inconvenient and caused us further delay in getting to our connecting flight.

My husband was scanned by the rapid, rotating machine scan a total of THREE times because of internal metal replacement body parts, small change in his front pocket, and his hat. Please note that because I processed through the screening before my husband I was able to observe the body imaging monitor from the scanner. Predictably, the imaging was yellow at both the replaced knee and shoulder areas. Additionally, my husband was frisked multiple times by this TSA Officer, and in my opinion, much more than what was absolutely necessary. His arms and legs were patted down, he was patted down with both his arms extended to the side, and more specifically his replaced knee area and shoulder were patted down. THEN THIS TSA OFFICER PATTED DOWN MY HUSBAND S GROIN\CROTCH AREA** AND WAS TOLD IT WAS BECAUSE HIS ...PANTS WERE HANGING DOWN TO LOW.

**The pat down of my husband s groin area offended him and he stated to the TSA Officer during this pat down I know I have no metal there.

5/8/2015 4:09:10 PM

My husband and I are frequent enough flyers and have been processed through enough previous TSA screenings to complain that the groin pat down was inappropriate and offensive! Particularly in this circumstance where my husband had already been through the rotating scanner THREE times and there was no yellow imaging from the scanner s monitor in his groin area.

It would be our opinion that TSA screening procedures should be modified and improved for such factors as body replacement parts that is sufficient for public safety and still maintains the body integrity of the passenger. Please contact us if you require further information.

(b)(6)

(b)(6)

(b)(6)

To whom it may concern,

The article in the news that appeared on April 14th regarding TSA employees groping male passengers at Denver International airport happened to me on April 1st at the West Palm Beach airport at ~3:30pm going through security prior to boarding SouthWest flight 4814 for Baltimore.

5/8/2015 6:16:18 PM

I filed a complaint through your web site approximately a week after the article appeared in the news and asked to have someone contact me. This offense is obviously not isolated to the November 2014 time frame in Denver to which the article refers. To date, no one from TSA has contacted me regarding my inquiry. Please contact me as soon as possible to discuss this matter.

(b)(6)

New London, Twp
PA 19352
(b)(6)

5/8/2015 7:36:00 PM

Caller has PreCheck and she has a knee replacement that causes an alarm. She gets a patdown and wants to know if there is anything she can do to bypass this. She also has a pacemaker and wanted to know if she would have to have a patdown because he doctor suggests that she doesn t go through the WTMD.

She said she would like to make a complaint regarding the screeners at LAX. She said they were extremely rude when giving directions, often barking orders at the passengers.

To whom it may concern,

I have to report an extremely disturbing incident that just occurred at Ronald Reagan National Airport in Washington, D.C. I would first like to note that I'm a frequent traveler and respect the jobs and duties of TSA agents. However, what occurred today was unacceptable and should not be permitted to continue.

I walked through the machine and I needed a pat down afterwards, which happens to me almost every time I fly. I don't mind the pat down and I'm not sensitive about being touched but today was different and it went too far. The agent, Agent (b)(6) told me she had to touch my hip area then as she did that she told me to spread my legs and she rubbed my vagina twice for each leg. I said "whoa that was inappropriate" and she snapped back that she told me beforehand that I had a problem with my groin area - which I never heard. Even if she did say this, after I expressed my discomfort she then made fun of me with travelers behind me in line. The next woman in line needed her arm patted down and she said in a sarcastic tone "ma'am IS THIS OK?"

I asked to speak to a supervisor and Office (b)(6) yelled across the security area "Sorry for doing my job."

5/9/2015 3:08:45 PM

The principal issue with this interaction was that she groped my vagina with no warning. If in fact she was not making fun of me with the next traveler (which she was) she gave more respect to that following traveler's arm than my private groin area. The second issue is mocking travelers who express concerns over their privacy and making light of a serious situation.

TSA has a hard job and I appreciate everything they do to keep our nation secure but the behavior I experienced today was appalling and is not the proper way to treat travelers or to keep our community safe.

Your attention to this matter is very much appreciated.

Sincerely,

(b)(6)

To whom it may concern,

I have to report an extremely disturbing incident that just occurred at Ronald Reagan National Airport in Washington, D.C. I would first like to note that I'm a frequent traveler and respect the jobs and duties of TSA agents. However, what occurred today was unacceptable and should not be permitted to continue.

I walked through the machine and I needed a pat down afterwards, which happens to me almost every time I fly. I don't mind the pat down and I'm not sensitive about being touched but today was different and it went too far. The agent, Agent (b)(6) told me she had to touch my hip area then as she did that she told me to spread my legs and she rubbed my vagina twice for each leg. I said "whoa that was inappropriate" and she snapped back that she told me beforehand that I had a problem with my groin area - which I never heard. Even if she did say this, after I expressed my discomfort she then made fun of me with travelers behind me in line. The next woman in line needed her arm patted down and she said in a sarcastic tone "ma'am IS THIS OK?"

I asked to speak to a supervisor and Officer (b)(6) yelled across the security area "Sorry for doing my job."

5/9/2015 3:08:45 PM

The principal issue with this interaction was that she groped my vagina with no warning. If in fact she was not making fun of me with the next traveler (which she was) she gave more respect to that following traveler's arm than my private groin area. The second issue is mocking travelers who express concerns over their privacy and making light of a serious situation.

TSA has a hard job and I appreciate everything they do to keep our nation secure but the behavior I experienced today was appalling and is not the proper way to treat travelers or to keep our community safe.

Your attention to this matter is very much appreciated.

Sincerely,

(b)(6)

To whom it may concern,

I have to report an extremely disturbing incident that just occurred at Ronald Reagan National Airport in Washington, D.C. I would first like to note that I'm a frequent traveler and respect the jobs and duties of TSA agents. However, what occurred today was unacceptable and should not be permitted to continue.

I walked through the machine and I needed a pat down afterwards, which happens to me almost every time I fly. I don't mind the pat down and I'm not sensitive about being touched but today was different and it went too far. The agent, Agent (b)(6) told me she had to touch my hip area then as she did that she told me to spread my legs and she rubbed my vagina twice for each leg. I said "whoa that was inappropriate" and she snapped back that she told me beforehand that I had a problem with my groin area - which I never heard. Even if she did say this, after I expressed my discomfort she then made fun of me with travelers behind me in line. The next woman in line needed her arm patted down and she said in a sarcastic tone "ma'am IS THIS OK?"

I asked to speak to a supervisor and Officer (b)(6) yelled across the security area "Sorry for doing my job."

5/9/2015 3:08:45 PM

The principal issue with this interaction was that she groped my vagina with no warning. If in fact she was not making fun of me with the next traveler (which she was) she gave more respect to that following traveler's arm than my private groin area. The second issue is mocking travelers who express concerns over their privacy and making light of a serious situation.

TSA has a hard job and I appreciate everything they do to keep our nation secure but the behavior I experienced today was appalling and is not the proper way to treat travelers or to keep our community safe.

Your attention to this matter is very much appreciated.

Sincerely,

(b)(6)

Caller has been receiving PreCheck for the last 2 years and did not receive it for her current flight. Caller said she had never had a patdown but received one on her last flight from RNO. She was incensed because the TSO touched the inside of her thighs.

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

2. Are you traveling on the airline that invited you? Yes, Southwest

5/9/2015 4:13:40 PM

3. Are you traveling from an airport participating in TSA Pre?™? Yes

4. Have you correctly opted-in? Yes

5. When making a reservation, have you confirmed that your personal information is correct and up to date? No

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Southwest Web site

8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

Caller just enrolled in PreCheck through the DOD. Their DoD ID was placed on their reservation but they did not get PreCheck on this flight. They want to know what they need to do to ensure they get PreCheck next time.

1. Are you a DoD active duty service member or direct hire full-time DOD civilian employee?
DoD Civilian
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline?
Yes
3. Do you know your Known Traveler Number?
5/10/2015 (b)(6)
2:51:52 4. Have you opted in to TSA Preü™?
PM Yes
5. Is your Known Traveler Number part of all travel profiles?
Yes
6. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft?
No

Caller also wanted to know what she could do about wait times for a female assistant when she voluntarily opts out for a patdown. Caller is about to get on her plane and wanted a contact number for someone at baltimore
5/10/2015 Caller said he traveled today 05 10 15 at 11:00 am with Alaska Air he went through the only check point at the airport at Anchorage he was subjected to secondary screening before the pat down he asked for witness to be present. The TSO called a
3:13:27 supervisor named (b)(6) caller said the supervisor was not paying attention to the screening so he asked him to watch the screening since he was the witness and he treated him rudely.
PM He then asked for a comment card and was told to call TSA. Do they have complaint cards at the check points?
I flew today from DEN to CLT, then on to ILM. I am a TSA Precheck person. I did this b/c I have an implanted defibrillator and am weary of pat-downs, etc.

I don't know why so often you have the old fashioned metal detectors as the only choice in the precheck line – we can't go through those – we need to go through the new ones

In most airports, the TSA precheck person checks me through then calls over another TSA agent who shepherds me to the new scanner and it's fine.

BUT in DEN, noooo. The precheck person checked me in and just waved me over to the other lines (the only detector for precheck was the old type).

I got there and was told that precheck or not – I had to pull out my laptop, put it it in a separate bin, etc. etc.

And when I tried to explain I was already checked through and tried to show the boarding pass – I was snapped at. AS IF I DID SOMETHING WRONG.
5/10/2015
5:20:02
PM

Please get the new scanners available for precheck people – or at minimum, have your staff at least be polite.

(b)(6)

Wilmington, NC 28405

(b)(6)

5/11/2015 8:47:27 AM

Dear TSA representative,

I accidentally left a bottle of water in my bag during X-ray. I was taken aside, with the bag, and subjected to a pat-down.

This is an abuse of TSA authority.

Why wasn't the bottle removed and the bag re-x-rayed? There were very few people at the terminal, and only one person behind me in line, so it would have been very easy to simply scan the bag again.

I believe your agent gave me a pat down to punish me when I stated that taking me aside, rather than re-scanning the bag was a waste of time. I complied with the agent, but I am not required to be happy about needless procedures, and I am not required to be silent about my displeasure. Requiring a full body pat-down, with minimal investigation of the bag, was very clearly an act of retribution and abuse of power, rather than a necessary safety check.

Please explain why having a bottle of water in my bag requires a pat-down.

Please send me a written apology, as well as details specifying how you plan to train your San Diego agents so that this does not happen again.

Sincerely,

(b)(6)

Sent from my iPhone

5/11/2015 9:38:50 AM

Caller enrolled in October 2014 for Precheck. He has only got Precheck once or twice and flies about twice a week. He has his KTN: (b)(6) His wife also has precheck. Her name is (b)(6)
They fly on Southwest. He is trying to find out what is wrong.

He filed a police report at Boston. He had just had surgery and had liquid protein in his bag because this is all he could eat. He had some issues with the AIT because he had trouble raising his arms. They found his protein drink and wanted to open it and he told them no. He was told he had to be searched. He was taken back in the back and thoroughly searched and was hit in his crotch. They could not tell him why this was being done. The police were called and when the TSO explained that they only go to the point of resistance in the private areas of the body and described what we do to the police they told the TSO this is not how patdowns are conducted. He was very upset by this incident and does not want this to happen again.
The flight was April 12th at about 6 pm on Southwest
He was wearing a blue or gray suit and tie. He had on a black coat and black cap. He does not have a name and description of the TSO but he was training someone new.

5/11/2015 12:31:14 PM

Caller wants to complain about his experience at LAX at 1800 hrs. on Friday. He is very upset and wants to make certain that his issue will be addressed before he provides any contact information.

Caller travels quite often. He went through security like everyone else. He got the pat down because he opted out. The guy did the pat-down. He was then told that a sensor went off, and he was advised that it was picking up a substance. He searched the callers bag and then screened him again. He was asked to follow the screener to a small room. Caller disagreed. The screener told him that this is where it had to occur. Caller objected. Caller wanted the screener to contact his supervisor, and they came to the screening location. He advised that he wanted to have the screening done in public. He told them that he wanted to leave. The agents told him that he couldn t leave...he was refused. Caller said that, if this is a detainment, he wanted his rights read to him and he demanded his attorney. He was refused. He advised that he wanted a video camera turned on because he refused his rights and attorney. He was refused that. What were his options? Another TSA rep came down. Caller advised that this was the last flight that day and didn t want to miss it. He was already searched twice and did not consent to a search in a closed room. He reiterated the above information. The screeners left again and consulted with one another. He was advised that he was allowed to bring a witness. He got a stranger from the checkpoint. The stranger came in with him. The TSA agent, (b)(6) told him as he was searching that he would use the front of his hand on his groin. When the agent touched his penis, caller disputed the issue because there is a difference between the penis and groin. Caller screamed that they touched his penis. LAX PD was called. They refused to do the search for the screeners. The police asked if TSA was done. How many more times must they touch his penis? They searched the bottom of his shoes. The police told him to go on to his flight.

Caller wants to know why we would ask for his name, phone number, and e-mail address. What will we do with it?

Caller will provide an assumed name until he is assured that he will not suffer repercussions for calling in and complaining.

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

---

Remote Client IP: (b)(6)
Date Time: 5/11/2015 3:01:03 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):IAD
Flight UA1090 12:31
30-APR-2015

5/11/2015 4:17:40 PM

Comments:I opted for a patdown at the Dulles International Airport. Several things went wrong including:

* the officer didn't put on new gloves, he already had his gloves when he came to the gate to get me and used those gloves for the patdown
* my belongings were removed from the X-ray conveyer belt without me being present, which caused my laptop to go missing
* I wasn't provided the verbiage about the patdown, including the verbiage about "sensitive areas or medical devices"

When I questioned the officer about not using new gloves, he yelled at me. Literally yelled at me.

Not putting on new gloves caused me to fail the patdown so I had to have additional screening. Everyone else throughout this process was very nice, my complaint is about the original officer – not following protocol, yelling, incompetent, very rude, his attitude made it worse than it had to be.

Because my belongings were moved from the conveyor belt without me knowing or being present, my laptop went missing. I didn't notice right away, it was only during the additional screening that I noticed. They had to review security footage to see what happened to it. Apparently someone else in line stuck another tray on top of it and it got put back into the mix with the other trays. Luckily once this was discovered I got my laptop back.

I passed the additional screening. But none of this would have happened if the original officer followed procedure.

5/11/2015 5:47:43 PM

Caller flew this morning through the St. Louise airport. She is a frequent flyer and is very familiar with the TSA security process. She stated while she was in the AIT the machine the machine never scanned her. Then the TSO said she was clear and they never did a pat down. She stated she had items in her pocket and still had her shoes on. She also stated she has a metal knee and always gets a pat down, but did not this time. She stated that she tried to tell the TSO that they missed her but they acted like they didn t care. She said they acted distracted.

5-11-15 8:45am
American Airline flight#4377
Gate and Terminal: C10
The caller would like to talk to a supervisor about a complaint.

(b)(6) took the call.

She flew from PHL to SEA yesterday at 6 p.m.

She stated she was randomly selected to go through the AIT and she did not want to do this, so she got a patdown. She was in a wheelchair and could not stand very well. She stated that the TSO did not treat her well and was rough with the patdown. She stated she was very rude. The caller could not raise her arms up due to pain and the TSO pushed her to the side. She has a lot of pain when she is touched and the TSO was very rough with her, even though she requested her not to.

5/12/2015 3:45:21 PM

***When I asked her if she thought the incident was disability-related or poor customer service, she said she just thinks the officer is rude.

Airport: PHL
Date and time: 5-11 around 4:30 p.m.
Airline: Alaska
Flight number: 31D
Gate and terminal: Gate D6

Description of officer: Very large woman but she does not remember other details.

I flew from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

5/12/2015 4:13:13 PM

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more that happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

5/12/2015 4:14:06 PM

On May 3, 2015, at 23:15 at SLC airport I was going through the screening process as I have done MANY times before. I have both hip and knee replacements and so I always let them know I will set off the alarm and then submit to a pat down. On this night, I was waiting to enter the x-Ray booth, and a TSA worker named (b)(6) at checkpoint 1 waved me over to her to go through a "swinging door" type thing and I started to tell (b)(6) that I knew I would be setting off the alarm as I walked through, but before the words came out the alarm went off, and (b)(6) began scolding me in front of everybody that I was supposed to tell her BEFORE entering that I would set off the alarm and would therefore be subjected to a patdown. She continued to scold me for at least 3 minutes, holding up the line behind me to my embarrassment. I told her I was trying to tell her that I knew I would be setting off the alarm but that she didn't give me a chance. She was so rude it was like she was on some kind of power trip and the lady behind me was embarrassed for me. Her face was red! Another TSA worker tried to have me go through the x-Ray machine and (b)(6) told me "no, you're going to have to wait now" which caused a further backup behind me. As she continued to scold me, I told her I am 63 years old, have flown for many years, have gone through checkpoints many times and have NEVER encountered anyone that treated me the way she was treating me. I told her I thought she was power hungry. After 4-5 minutes another TSA worker took me aside to pat me down and she apologized to me for the way (b)(6) treated me and she told me there have been others who have had problems with her and I was asked if I wanted to speak to a supervisor, to which I said yes. After explaining to the supervisor what had happened, he asked if I wanted to file a formal complaint and , I said yes so I started to fill out the TSA Customer Comment card right there, but due to time restraints I told him I'd finish it later and send it in. I got the impression he was begging me to get it in because he told me that they've had problems with that particular worker in the past, and he said it's one thing for him to complain, and quite another when a passenger makes the complaint. I assured him I would send it in, so this is my formal complaint. That night I was flying on US Airways, flight #448. I would really appreciate a response to my complaint. My name is (b)(6) (b)(6) Address: (b)(6) Layton, Utah 84084. Cell (b)(6) Email address: (b)(6) Thank you.

5/12/2015 4:14:17 PM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 5/12/2015 2:01:11 PM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 05/11/2015 3:30 PM Airline & Flight Number : Frontier 1401 Checkpoint/Area of Airport United Airlines Security checkpoint TSA Employee: (If Known) : Female--unsure name Comment : I always opt out of the scanner in favor of a pat-down. Before the pat-down I was given the standard spiel: using the back of my hands, asking about sore/sensitive areas, internal devices. While she was patting my torso, she exclaimed, "Oh! Are you pregnant?" I am not. Nor am I obese. I am medically considered "marginally overweight." 10 lbs overweight. Not nearly overweight enough to merit a pregnancy inquiry, but just overweight enough to hurt my feelings. Badly. I have suffered eating disorders in the past and came close to dying; my weight is a very sensitive topic for me, as it is with many women. If it is necessary to know why I am opting out (is this information I am required to share? I would think the pat down shouldn't be so aggressive as to be dangerous to pregnant women...), the pregnancy question should be included when asking about sensitivity or implants, not while touching my torso. Outrageous. Is sensitivity training not provided for people who are touching others?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

Submitted on Tuesday, May 12, 2015 - 20:47 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: cruel and unusual punishment Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address: (b)(6)
City: Tucson
State: Arizona
Zip Code (Post Code): 85718
Other: United States
Email (b)(6)

5/12/2015
9:01:12
PM

==Incident Information==
When did this happen? 05\09\2015
Where did this happen? CALIFORNIA - SBA - Santa Barbara Municipal
What happened? 4:30 PM at security in airport after attending a conference at the university. After asking for a pat-down as an opt-out and waiting an extended time (and having the attendant demand as to why the women behind me wanted an opt out), a young,thin, dark haired women was assigned to pat me down. When I asked about my stuff and indicated my computer she dropped it on the counter. She was rude and aggressive from the beginning of the questioning. I was wearing skin-tight spandex style skinny

Submitted on Tuesday, May 12, 2015 - 20:03 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Race \ Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name (b)(6)
Last Name (b)(6)
Primary Phone: Cell Phone
Phone Number (b)(6)
PO Box or Street Address (b)(6)
City: St. Louis
State: Missouri
Zip Code (Post Code): 63110
Other:
Email (b)(6)

5/12/2015 9:01:15 PM

==Incident Information==
When did this happen? 05\10\2015
Where did this happen? MISSOURI - STL - Lambert St. Louis
International
What happened?
I am an African-American corporate attorney and I travel
frequently. I wear my hair in locks that fall to my shoulder
blades. Often my hair is tied together by a rubber band at the
back of my head. Every time I travel I am subjected to
unnecessary, unreasonable, and discriminatory putdowns of my hair
by TSA employees after passing through the full body scanner
screening. This has happened to me several times most recently I
traveled to and from Saint Louis and Philly and on each trip the
following occured:

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 5/13/2015 8:51:16 AM

5/13/2015 10:02:16 AM

Name (b)(6)
Email (b)(6)
Complaints:Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):United Airlines - Newark Airport - Terminal C - checkpoint gates 70-88 @8:10am EST
My flight UA 1272 from Newark to West Palm Beach departing at 9:15am - seat 2A
Precheck
Comments:I spent close to 20 minutes in the pre check line waiting for a pat down while my open hand bag was left unattended on the belt all this time. The wait had nothing to do with a crowded line, but instead a complete lack of organization of the TSA checkpoint. I was "randomly selected" to go through the larger screening machine which I refused because I am pregnant. A female assist was not able to show up to pat me down - guess it was too early at 8:15am in the morning. The supervisor of the checkpoint clearly has no clue about managing people not to mention that he was not particularly helpful at allowing me to file this complaint.

To Whom it May Concern:

I'd like to report an incident yesterday at Denver International Airport. I was going through pre-check, pulled aside for random pat-down, and was touched in a way I feel was very inappropriate. I would like this to be investigated.

I went through the security sensor, and nothing beeped. The woman at post asked me to go through again, advising that she was distracted. This time it beeped and I was told I was randomly selected for a pat-down. A male officer on post, said "I will pat you down from hip to thigh, your groin and the back of your legs." And before I could object, his hands were already on me.

He ran both hands top to bottom with knuckles on my groin and fingers on my private area, and then the inside of my legs, with his fingers again touching my private area and moving down. These are the only two areas that he patted me down.

5/13/2015 12:19:43 PM

I travel frequently, and have never had this happen before. Pat-downs are usually arms, and lower leg. Maybe back or chest. Should a TSA agent have to pat-down an area closer to a potential sensitive area, I would not expect the agent s hands to actually touch private areas, and I would assume that the agent would give the traveler time to object the pat-down.

I typically do not file complaints, but feel this is completely unacceptable, and would like this incident to be investigated.

I was flying out on United 1483. I would have passed through the pre-check security area betwen 4:00 and 4:30PM MST. The man was african american and the woman attending was caucasian. Perhaps cameras would have caught this?

Please respond to confirm you have received this email and are investigating. You may also reach me at HYPERLINK tel:(b)(6) to discuss further.

Caller traveled on May 2nd and after she went through the WTMD, she thinks she heard an alarm go off but she is not sure. A female TSO, pulled her aside and did the patdown, she thinks in a private room but it may have been in the open. She felt very insulted by the way she was treated as she stated she is older and has Parkinson s disease. The TSO did not explain what was happening, why she needed the patdown and did not explain the patdown while she was doing it. Caller stated that she was standing there and got her breast checked with men standing all around. This has happened before at other Airports. She went to the TSA office once in DCA and they only wanted to write down her name which she did not give them. She conveyed to them her concerns and just left the TSA office. This is her first call to TSA to report this, but it has happened 3 different times in the past 2 years. The treatment she received was not professional. She asked if her name can be taken off the list so she would not get a patdown again. Caller said they should put the patdown information on a board so it will be clear to all the passengers about that procedure.

5/13/2015 1:31:36 PM

Date Time of Incident: 05.02.15 At security after 12:00 p.m. Flight Time: Around 2:00 p.m.
Gate Terminal: B 14
Airport: ORD
Airline: United
Flight #: Not Available

Good afternoon

I'm writing to inquire about screening procedures.

I have a Known-Traveler-Number and always receive the TSA pre-check with whichever airline I fly with.

I also have a prosthetic left leg from my military service.

Having served 22 years in the US Army and now serving with the Dept of Justice, I am a big advocate for security. I never give the TSA screeners any issues when travelling and appreciate their job and mission.

5/13/2015 6:31:12 PM

My question is regarding the inconsistency I experience every time I fly. Sometimes I'm scanned in the device where I stand with my hands up and the device circles me, and sometimes I'm scanned by walking thru the metal detector. But every time I also receive a thorough pat down.

Your web-site says "Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown."

Why do I always receive a thorough pat down even though I show that I have a prostheses and I go through the imaging technology or metal detector? Usually, even though I'm TSA Pre-checked, I have to remove my belt too.

Just curious.

Thank you

(b)(6)

Caller complained that the last agent he spoke with just a few minutes ago and someone promised to call him back but has not.

Caller said every time he flys from JAX he has issues at that airport.
Last time he flew from JAX to ATL to New Orleans he had a Patdown once again.
Also when they got to their destination the bike box was held together with TSA tape.
He kept saying the bike box was destroyed and the only thing holding it together was TSA Tape. He confirmed nothing was damaged but his Son would have a fit if his bike were to get damaged.
Caller said he taped the box well because he knew TSA might need to open it but he was first of all not satisfied with the way it was taped because it looked like someone just took a roll of tape and started rolling it around the box.

They flew from JAX that day 4-17-15 and was at the checkpoint around 1 PM for a 2: PM Flight.
Nothing alarmed but he was taken aside for a Patdown. by a TSO he described as a skinny young black male about 5 10 inches with facial hair.

The prior month (March) the same thing happened at JAX but he has flown from Daytona and other locations without issues.

Every time he goes out of JAX he is patted down every time although no alarms of the equipment.
5/14/2015 10:59:12 AM He said he is a Retired Police Officer from Charleston and he asked the TSO why he was getting the patdown, the TSO just said you are getting a patdown.
He said it is not like he told them he is retired Police.

He wanted to talk to someone but Delta and TSA were very busy when they got to New Orleans.
He filed a complaint online OMB # (b)(6) that night but nobody called him about the issue.

Caller said he has many friends who work for TSA and he is not just trying to get someone in trouble.

****

CSM RFI----Mishandling RFI

REASON for the call:
Their checked bike box was held together with TSA tape when it arrived in New Orleans.
He kept saying the bike box was destroyed and the only thing holding it together was TSA Tape. He confirmed nothing was damaged but his Son would have a fit if his bike were to get damaged.
Caller said he taped the box well because he knew TSA might need to open it but he was first of all not satisfied with the way it was taped because it looked like someone just took a roll of tape and started rolling it around the box. He also complained that he put a role of his tape inside the box but TSA did not use it.

5/14/2015 11:44:12 AM Caller flew to DEN on May 3rd and she has scoliosis and is needing to know if she will be able to get a waiver to avoid going through a patdown screening.

REASON for the call: There were no available bins at the checkpoint and they were not being replaced. TSOs were ignoring the request for bins and advising px to keep the lines moving. Px were placing items in their carry on.

A female TSO advised that he remove his vest. The caller stated that he would not do so as there was not a bin to place it in. He then stated that he was opting and was thus directed to a patdown screening.
stood with his back to the TSO (male, African American, heavy set, overweight, black curly hair, 5 9). It was very loud at the checkpoint and he thought that the TSO said to turn around. He did so, and the TSO shoved him in the shoulder. He attempted to turn around to say that he couldn t hear him and the TSO continued to hold him down with the with his shoulder shoved backward so that he couldn t move. The TSO stated that he had told him to put his hands down.

The caller stated that the TSO mumbled, his English was broken, and he could barely hear due to the noise level.

He requested a supervisor. The supervisor asked if he wanted to fly. She indicated that they would follow up and walked away. She did not take his information. She was middle aged with short frosted hair and glasses.

5/14/2015 12:25:59 PM He asked if he should make a case with Law enforcement or how to file a complaint with TSA to have this investigated. He asked if he would receive a follow up phone call in regard to this to know what has been done to address this.

Date Time: 5 14 15 7:30am and 8am
Gate Terminal: A Gate 35
Airport: EWR to DFL
Airline: American
Flight #: 971
Bag tag # (10digit: NA
Bag Description: NA
NOI: NA

5/14/2015 3:44:16 PM

Caller flew from PHL to BNA and didn t get PreCheck. He says that his company booked the flight. Instead of getting PreCheck he was pulled to the side and got a patdown. His bags received additional screening as well. He was unable to check in for that flight at home and his boarding pass that he got at the airport had SSSS on it. The officers at the airport told him something bad must be wrong to call and find out what caused the SSSS notation. Southwest provided his KTN to him as (b)(6) He has it saved in his phone as (b)(6)

Name on TPAP and airline reservation (b)(6)
Caller has been trying to get ahold of the CSM at LaGuardia but can not get an answer. She advised she has not left a message because she is afraid of retaliation. She advised that she has submitted a email complaint and she really wants to talk to someone about what happened to her today at the checkpoint. She advised she was wearing a fit bit and was waved to the side for a pat down, She advised that she gave the TSO the Fit bit and the TSO continued to pat down her bra continually asking what it was, When she advised it was her bra the TSO became very angry. She advised that the TSO asked her to pull down her shirt in front of everyone so she could see her bra with out offering a private screening. She advised that the agent was very unprofessional, She asked the agent going through her bag and other 2 agents what the agents name was and they advised they didn t know, So she requested a supervisor. She Advised that no one every got her a supervisor and when she went to the desk and advised she wanted to file a complaint, They advised that they needed her information first, But she did not provided again because she feared retaliation when going back through LaGuardia. She advised that this is unacceptable and wants someone to contact her back by phone an let her know what the recourse for this is. Caller kept asking if sending the complaint to the CSM was all I could do.

5/14/2015 4:08:28 PM

Date Time: 05-14 12:10pm
Gate Terminal: United Terminal C Gates
Airport: Laguardia
Airline: United
Flight: 1218

Caller traveled from FLL to the Bahamas. Caller is a disabled person. She had to get a patdown and felt that the TSO did it in a way that was lesbian like . Caller felt that the patdown was too invasive. Caller says that she has had patdowns before and travels extensively, but this patdown was too much. Caller was very very angry about it because she felt like she was being defiled in public.

5/14/2015 4:23:53 PM

Date Time: 04 14 2015 or 04 13 2015 1230PM
Airport: FLL to Freeport, Bahamas
Airline: Bahamasair
TSO (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP (b)(6)
Date Time: 5/15/2015 1:23:12 PM

5/15/2015 2:24:46 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American Airlines Flight #1716, arriving in Charlotte, SC at 16:24 on 5/14/15 from Dominican Republic. Gate D1. Connection to Orlando US Airways #1733
Comments:My elderly parents returned from a family reunion at the DR on flights/date above. While at DR, my mother who is 75 suffered an accident dislocating her shoulder. She was seen in the ER in DR and given a shoulder immobilizer to wear. Upon arriving at Charlotte, she was screened since she could not go through the x-ray machine (unable to lift her right arm). After the initial screening, pat down by two rude female agents, she was taken to a room. The agent proceeded to remove her immobilizer, this was very painful for my mother. Not only that, they opened up all her luggage, took everything out. My dad who is 78 was frantic worrying about missing the connecting flight. He asked the agents if they could please notify the airline about their delay. This request was ignored. My mother with only the use of one arm, with the help of my father had to repack their bags. They both rushed through the airport for quite a long distance only to arrive at their gate and miss the flight! They had to wait until 9pm for their next flight that was delayed. We completely understand the need for security especially during these scary times. However, my elderly parents did not have to be submitted to this ordeal once the initial screening showed no reason for further examination and delay by your two very rude and uncaring agents. I expect that my parents receive a letter of apology for what your TSA agents put them through. I am a nurse and I can't begin to express how angry I am with the horrible treatment my parents received in Charlotte by your unprofessional TSA agents.

I am a 66 year old Disabled American Veteran. I also suffered the loss of mobility for almost 8 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of last year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my employer (the U.S. Government) issued joint replacement identification care was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

5/15/2015 2:25:33 PM

Believe me when I say I understand security, but I also understand abuse of power and whoever was in charge of the Newark Airport screening process when I departed for Ireland had no idea what their job was.

Beyond the Trusted Traveler list, is there any way to expedite passage through security?

Sincerely,

(b)(6)

Woodbridge, VA 22193

5/15/2015 6:04:38 PM

As I went through the TSA checkpoint today at about noon at LAX, I was a victim of a pat-down scam similar to those reported in the media as occurring in Denver. The first two African American female TSA employees that I encountered checked my boarding pass and after I proceeded to the line for screening, I turned to find one of the two TSA agents blowing air kisses in my direction. Given what I was subjected to afterwards, it is clear this was a signal to her fellow TSA agents. After I proceeded through the body scanner without incident, I was told that my laptop failed the test and I would need to be patted down. This is the same laptop that went through the same screening in JFK without any issues. Also if the laptop has an issue and I already passed through the body scanner without issue, why would I need to be pat down again. The only reason was clear when a short Hispanic male who appeared to be gay showed up as the person to pat me down. Then they run my laptop again and say its fine. This whole incident can be viewed by reviewing video of the security line leading to Jetblue gate 33B around noon on 5/15/15. I can be reached at (b)(6) This kind of harassment needs to stop and if it has already been reported at Denver, then the TSA should be on the lookout for this. I will be sending a letter to the head of the TSA to follow up and will file the claim forms online as needed. However in the essence of time, I wanted to point this out right away.

(b)(6)

Note: This compliant relates to Contact-(b)(6)

Greetings:

On May 15th traveling from St. Louis Lambert Airport to Chicago on United Flight 3412 at approximately 4:15am. I was again subjected to a unnecessary, unreasonable, and discriminatory pat down search. I was traveling alone, wearing a brown long sleeve t-shirt, gray pants, and boots. My hair - which is shoulder length - was down. After I passed through the body scanner I was told by a female TSA agent that she needed to pat down by right leg. After she patted down my leg she asked me to turn around and said she needed to pat down behind my hair. She then grabbed a handful of my loose hanging hair and moved it to the side to reveal the back of my neck and t-shirt. She then padded down my neck and upper back.

5/15/2015 6:04:47 PM This is 5 out of the 5 times that I have traveled within the past few months where I have been subjected to these discriminatory searches. I am going to continue to document every incidence of these searches until this issue is resolved.

Thank you,

(b)(6)

From: CRL@tsa.dhs.gov
To (b)(6)
Subject: RE: (Complaint) Civil Rights and\or Civil Liberties Complaint Form
Date: Wed, 13 May 2015 14:56:08 +0000

Dear (b)(6)

Call Reason: Caller states that she flew from BOS and got a patdown from three different TSO at 3 different stations and had items in baggies that she was bringing that were cleared but they never got handed back to her. She says that one baggie had contact lens solution and eye medication and the other had feminine hygiene products and expensive make up.

5/15/2015 7:40:47 PM
Date Time: 5 15 2:40 pm (delayed)
Gate Terminal: A4(?)
Airport: BOS to MCO
Airline: Delta
Flight #: 2611
Missing Damaged item description: see above.

Caller s old suitcase has a NOI in it with his locked taped to it. He wants to know why TSA cuts locked. he flew from BNA. The TSS that screening him was a jerk. He accidentally left a napkin in his back pocket. The AIT picked it up. He was asked what was in his pocket. The TSS then informed him that since he alarmed that he would have to conduct a patdown. He refused a patdown from a male, and demanded a female TSO pat him down. He was denied entry. He hung around at the airport, until the TSO s switched shifts. He has already filed a complaint and hasn t heard anything back from the complaint. Caller would like to follow up on the incident, and find out what was done about the rude TSS.

5/15/2015 10:18:29 PM
Airline: Delta
Airport: BNA
Flight Number: DL9263-047632
Date and Time: Feb 4 or 5 of 2014, he doesn t recall the time, guessing it was around 3PM
Baggage Tag Number: he no longer has it
Description of Luggage: white, larger sized, mid-50 s, was the Supervisor over the Delta Terminal
NOI: In his checked bags, yes.
Anything on NOI: NOI Stamped 2-5-2014 up top by the taped lock, also stamped 2-4-14 at the bottom
Location: Delta terminal
Email: he doesn t use email

Caller is requesting feedback from the BNA CSM in regard to the incident, via telephone.

Submitted on Saturday, May 16, 2015 - 09:15 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: East Lansing
State: Michigan
Zip Code (Post Code): 48823
Other: United States
Email: (b)(6)

5/16/2015 11:18:05 AM

==Incident Information==
When did this happen? 05\16\2015
Where did this happen? MICHIGAN - DTW - Detroit Metropolitan Wayne County
What happened? Today at approximately 8:30 am at the DTW Delta Airways A terminal security gate, I was traveling alone, wearing a red cardigan, white shirt, black leggings, and leopard print flat shoes. I went through the body scan. There were two attendants: a white woman and a white male. As I was going through the body scan, I asked the white woman attendant if I should remove my scarf, she stated no. I walked through the scanning process and was told by the white male attendant that my

The caller flew from MSP to MSY on April 15, 2015, and she was in a wheelchair. The TSO allowed her to remain in the wheelchair during the initial screening; however, after being screened a male passenger ran past her. Immediately, the TSO informed her that her luggage alarmed the system. Therefore, they asked for her purse and carry-on bag and opened both. They did not return her eye drops, and did not repackage her paperwork properly. She was then taken into another room, and subjected to a patdown. She wanted to file a complaint, as she felt that the TSOs are not even screening all of the passengers. She flies from MSP often, and has never received such treatment.

Date and Time of Flight: April 15, 2015; 11:15 PM
Gate and Terminal: Terminal 2
Departure Airport: MSP
Airline: Southwest Airlines
Flight Number: 2237
Description of Luggage: A medium black purse.
Description of Missing Item: A small bottle of eye drops and five prescription pills (high blood pressure, cholesterol, and depression) were missing.
Time of Incident: Around 10:00 AM
Description of TSO: Two TSOs (one male- African American, one female- Caucasian).

5/16/2015 1:45:12 PM

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

---

Remote Client IP (b)(6)
Date Time: 5/17/2015 5:37:52 AM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Emirates Airlines flying out of IAD (DC)
Flight number 232 at 10:55 from DC to Dubai.
6 May 2015
Comments:When I went trhought the screening machine I had all my pockets emplied as per instructions.

5/17/2015 9:14:41 AM

The screener mentioned the computer showed that i had something along my back waist area and asked to pat me down... I agreed. And nothing was found.

He Then asked if he could swab my hands...I agreed.
He however did not change
his gloves and i've watched him pat down numberous other people prior to swabing my hands.
I asked him about this and he didn't answer my question.

For some reason my hands sent a signal to your machine. The Screener refused to test me again with new golves or test me again for old gloves or tell me what the problem was.

I asked for a manager and (b)(6) also refused my questions.

I had to wait 15 minutes to be privately screened by two individuals whom also found nothing and then they screened me with again FRESH gloves.... they found nothing.

Please find out why the manager and screener refused to put on fresh gloves when i asked.

What is your proceedure for this?

-----Original Message-----
From: (b)(6)
Sent: Sunday, May 17, 2015 7:02 AM
To: tsa-contactcenter@dhs.gov
Subject: Buffalo NY

I am contacting you regarding my pat down at the Buffalo airport this morning. I want it on record that the supervisor after the pat down took my ID and boarding passing and photocopied it. To what end was this done? And when I asked for her name and badge number she refused to provide that information as directed on card attached here. I also asked the police officers to request that information and she refused to provide that to the officers as well. I was polite and courtesy and did not object to the Pat Down and I have done numerous times while flying.

Please provide me with what my ID and information are now going to be used for. I now fear every time I travel through the Buffalo airport I will be subjected to harassment.

5/17/2015 9:16:04 AM

My contact information is herein below.

ATTACHMENTS

PHOTO OF A COMPLAINT CARD

MESSAGE

I am unable to provide you any further information as your supervisor refused to provide it to myself or the officers on duty.

I was traveling to Las Vegas on Southwest flight 361 departing at 7:25am

Thank you for your consideration.

(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : Religion; Disability
Current Date/Time : 5/17/2015 11:09:36 AM Airport : SDF - Louisville International Date/Time of Travel : 05/16/2015 5:30 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main TSA checkpoint departing passengers TSA Employee: (If Known) :
Comment : Generally I have only accolades to give to the TSA agents at SDF airport. Yesterday I observed two incidents of civil rights/liberties mistreatment.

My son and I were passengers. I prefer to fly with him because he has a Traumatic Brain Injury. While placing his wallet, shoes, and phone on the belt he was abruptly told by the TSA agent "Stop holding up the line!" There were a few passengers standing behind my son waiting patiently.

Instead of offering to assist passengers with common words of instruction, the agent chose raise his voice speaking directly to my son. I was still placing my items on the belt near the scanner when I observed him go to my son. I explained to the TSA agent that my son has a traumatic brain injury and needs extra time.

The agent came back to me a few minutes later. He showed some visual signs of remorse and asked if he could get the electric cart to assist us. He did not apologize for his inappropriate behavior.

5/17/2015 1:10:38 PM

A second incident occurred with another TSA agent while I was getting my son to a safe place to put his shoes back on.

I saw a woman carrying a US passport with a head covering in a wheel chair. She was crying loudly with tears streaming down her face. She was afraid because she had to go through a pat down screening. The TSA agent was not able to console her. I stepped over to the passenger and greeted in her Muslim greeting, "Sahal-a-malee-kum". She looked at me in desperation and responded. I was able to calm her some by letting her know in English it would be ok. She responded back in English and the TSA agent was then able to begin the pat down.

The female TSA agent asked if I was a relative. I told her I was not but understood the culture of this woman. The passenger gave me her first name and told me where she was from. I continued my conversation with her in English to help her remain calm.

I quietly asked the agent if there was a screening area for such pat-downs because this woman was embarrassed by this type of "pat down" touching in public. The TSA agent affirmed that there was a screening area. She told me that she would have to get another female agent to assist as she continued her pat-down.

She continued to place (b)(6) the woman in the poses required to complete the screening. (b)(6) cried again and I stood by to assure her this was ok and that she was not in trouble. The Airport wheel chair assistant was with the passenger's personal effects.

In my opinion there were two distinct violations from TSA agents. It is our right as citizens with disabilities and cultural religious preferences to have privacy respected appropriately during TSA screenings.

5/17/2015 3:04:52 PM

On May 12, 2015 at 12 : 45 PM I was going through check point on a walker and as I ve always done told the TSA agent that I can t go through the x Ray machine because I can t be without my walker or a wheelchair. So I always ask for a pat down . This time I was treated very roughly by the agents. I have cerebral palsy, epilepsy, weakness all over my body severe middle to upper neck pain that could paralyze if not very careful. I also have a balance and can t stand in one place at all with out falling down. I also have a medical device implant and chronic pain from head to toe! I take over 25 medications pain killers, muscle relaxers, hypertension, anxiety, bipolar, depression, and ptsd, and epilepsy meds. Like I said the pat down was very after explaining my problems and disabilities he continued to take his hands place such hard pressure that it felt like he squeezing my legs and arms and the rest of my body he was so rough that he didn t realize he groped me not once but twice! I fly to and from Dallas Love Field on a two week or monthly trips for treatment for pain, cerebral palsy,spasticity, and seizures. On all my trips go by myself with no family because I don t have any that can help or escorts that can go with me. Since the trip I have very traumatized and violated personally and I have to go again this Friday for another appointment same time. I ve always had problems in Dallas love field! I have from Midland International airport to Dallas Love Field.
Thank You,

(b)(6)

On May 12, 2015 at 12 : 45 PM I was going through check point on a walker and as I ve always done told the TSA agent that I can t go through the x Ray machine because I can t be without my walker or a wheelchair. So I always ask for a pat down . This time I was treated very roughly by the agents. I have cerebral palsy, epilepsy, weakness all over my body severe middle to upper neck pain that could paralyze if not very careful. I also have a balance and can t stand in one place at all with out falling down. I also have a medical device implant and chronic pain from head to toe! I take over 25 medications pain killers, muscle relaxers, hypertension, anxiety, bipolar, depression, and ptsd, and epilepsy meds. Like I said the pat down was very after explaining my problems and disabilities he continued to take his hands place such hard pressure that it felt like he squeezing my legs and arms and the rest of my body he was so rough that he didn t realize he groped me not once but twice! I fly to and from Dallas Love Field on a two week or monthly trips for treatment for pain, cerebral palsy,spasticity, and seizures. On all my trips go by myself with no family because I don t have any that can help or escorts that can go with me. Since the trip I have very traumatized and violated personally and I have to go again this Friday for another appointment same time. I ve always had problems in Dallas love field! I have from Midland International airport to Dallas Love Field.
Thank You,

(b)(6)

5/17/2015 3:04:52 PM

On May 12, 2015 at 12 : 45 PM I was going through check point on a walker and as I ve always done told the TSA agent that I can t go through the x Ray machine because I can t be without my walker or a wheelchair. So I always ask for a pat down . This time I was treated very roughly by the agents. I have cerebral palsy, epilepsy, weakness all over my body severe middle to upper neck pain that could paralyze if not very careful. I also have a balance and can t stand in one place at all with out falling down. I also have a medical device implant and chronic pain from head to toe! I take over 25 medications pain killers, muscle relaxers, hypertension, anxiety, bipolar, depression, and ptsd, and epilepsy meds. Like I said the pat down was very after explaining my problems and disabilities he continued to take his hands place such hard pressure that it felt like he squeezing my legs and arms and the rest of my body he was so rough that he didn t realize he groped me not once but twice! I fly to and from Dallas Love Field on a two week or monthly trips for treatment for pain, cerebral palsy,spasticity, and seizures. On all my trips go by myself with no family because I don t have any that can help or escorts that can go with me. Since the trip I have very traumatized and violated personally and I have to go again this Friday for another appointment same time. I ve always had problems in Dallas love field! I have from Midland International airport to Dallas Love Field.
Thank You,

(b)(6)

5/17/2015 6:59:44 PM

Good morning,,

I have the highest respect for TSA as the agents have a horrific job dealing with the unpredictable public. The TSA team at LAX (international) and Buffalo, NY are my favorites by far. Regularly I receive your emails noting rule changes and alerts which I enjoy reading.

A few days ago we had a short business trip to Atlanta and upon our return I was surprised by one of your agents in the Pre-TSA line. I had a "clean scanner walk through" as all pockets were empty. The agent guiding me through the scanner told me; "Sir You Have Been Randomly Selected for a Pat-Down". I had the pat-down and was free to go. First of all I do not believe the Randomly Selected comment. I was angry as I am 74 years old, bald, clean cut and without any suspicious clothing or bags. This was a first.....

I was the only individual in a large group to get this pat-down. I will admit the TSA agents (Atlanta) do not seem to enjoy their job compared to the agents at LAX and Buffalo.

I have never located any document stating this procedure was standard or allowed.

Thank you,

(b)(6)

5/18/2015 8:44:54 AM

Yesterday we flew from San Jose, Costa Rica to Los Angeles, with a change of planes in San Salvador. After we had cleared security in San Jose we bought a small bottle of salsa that we had really liked while there. The bottle was only 8 to 10 ounces so it wasn't a large investment, but when we got to San Salvador we found we were screened again, including having everything taken out of our hand baggage and a physical pat down. And, of course, we lost our salsa. As I read the regulations I think we should have been entitled to keep it, but there was no arguing with them about it. Since there was no opportunity for contact with anyone between the time we got on the plane in SJ and got in line for the plane in San Salvador, there seemed to us to be no reason for an additional screening. If, somehow, it is necessary, then the duty free shops in San Jose should make customers aware that connecting flights will no accept anything over 3.4 ounces. I would appreciate your comments.

Thank you (b)(6)
Visalia, CA

Hi, I have a huge complaint & would like to get an explanation for the policy concerning having to get a pat down just because a traveler carries homeopathic medicines. I recently acquired my tsa pre-check approval & it seems it's been a waste of my time & money, which makes me furious about this policy. Having pre-check saves me nothing, only because I'm careful about my health...I'm still treated with the maximum screening possible? People who use homeopathics are super conscientious about health & it feels like tsa is subjecting those to unreasonable policy for no legitimate reason as there is no potential for danger once the medicines themselves have been hand-checked.

I am a frequent traveler for work & have had physical issues for almost 20 years. I see a nutritionist & alternative medicine physician for most of my health care. I've opted out of the scanner for this reason & have had to endure the pat down hence my reason for finally investing in going through the pre-check process to speed up the security check. I've been caught in situations with clients where I needed to change flights/terminals quickly with the amazing amount of cancellations & changes happening with travel.

5/18/2015 12:17:17 PM

The policy of a pat down/bag check after going through screening just because of a traveler carrying homeopathics has no logic & makes no sense. If a person was trying to get something by security, they certainly wouldn't bring attention to themselves by asking for their medicine to be hand-checked. Can someone please explain to me the reason behind this policy? Why would someone have an illegal substance their trying to pass through security because they carry homeopathics? I believe someone who doesn't understand homeopathy created this policy. I was using homeopathics before the regulations changed after 9/11 & realized immediately that tsa doesn't understand it. Was a homeopathic doctor consulted in the making of the policy? If one was, tsa would understand the potency & strength of the medicines is greatly decreased each pass by X-ray/radiation. The methods of hand-checking homeopathics should be sufficient to not have to subject a traveler to a pat down/bag check after it's already been screened & most importantly, after one has been cleared with a background check for pre-check status. To my knowledge, not one terrorist or person meaning harm has ever been discovered because they use homeopathic medicine.

I would like a response with a legitimate explanation for this policy that has logic please. I would like to see this policy changed as there is no further potential of danger after homeopathics have been hand-checked themselves, everything has gone through screening & I've been cleared & approved for tsa pre-check. I am happy to help in the process. Thank you.

Sincerely,

(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Monday, May 18, 2015 1:36 PM
To: (b)(6) TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: Bandy, Kimberly J; Singh, Harleen; legal
Subject: Civil Rights Complaint at Newark Liberty o\b\o Sikh Traveler (b)(6)

Dear Colleagues,
Please find attached a civil rights complaint, which we are filing on behalf of (b)(6) a member of the TSA Pre?™ program, in connection with a screening incident at Newark Liberty International Airport on Tuesday, May 12, 2015. Please let me know if you require additional information.

Sincerely,

5/18/2015 2:29:15 PM

Rajdeep Singh
Director of Law and Policy
The Sikh Coalition
Phone: (202) 747-4944
Email: HYPERLINK (b)(6)
Website: HYPERLINK (b)(6)

Dear Colleagues:
By way of this letter, the Sikh Coalition is filing a formal civil rights complaint on behalf of (b)(6) a U.S. citizen whose civil rights were violated by the Transportation Security Administration (?TSA?) on Tuesday May 12, 2015 at Newark Liberty International Airport in New Jersey. (b)(6) is enrolled in the TSA Precheck program, as well as the CBP Global Entry program, and is a frequent business class traveler. In addition, he is visibly identifiable as a Sikh by his articles of faith, including his turban and unshorn beard.
Incident Description
On May 12, 2015 (b)(6) —a resident of Alexandria, Virginia—returned to the United States from a business trip in India. He traveled from New Delhi to Newark on United Airlines Flight 82 and arrived around 4:50 a.m. After clearing customs, (b)(6) rechecked his baggage for a flight to Reagan National Airport on United Airlines Flight 5833, which departed from Gate A26.

5/18/2015 2:50:23 PM

Caller went through the screening checkpoint yesterday at 2:00 pm at El Paso and is wanting to file a complaint since he was touched repeatedly during the patdown screening. His hands were swabbed and they tested positive for explosives so he had to go through a patdown screening. The officer proceeded to patdown his back and buttocks and then was told to go to a private screening room where the officer proceeded to patdown his back and buttocks again and then patted down his chest and toughed his penis. He has already spoken with the CSM at El Paso (b)(6) and was told to contact the TSA Contact Center to file a complaint. He also filed a report with the El Paso police department. The officer that conducted the patdown was a black gentleman with a visible tattoo. The officer left the area immediately after he completed the patdown. Supervisor (b)(6) was called over to take the complaint and said that officer that conducted the screening (b)(6)

5/18/2015 4:24:54 PM

Disability Description: Caller had a knee replacement. She gets a patdown every time she flies. She finds that insulting and unfair. She has a card from the surgeon. She thinks that there should be another method of screening for a person like her with a metal implant and a card from the surgeon. She said that they could be pre screened or have some kind of paperwork that would allow them to bypass the patdown. She stated that the patdown is not really necessary in terms of safety. She is being singled out because she is a person with a disability. TSA is wasting time with unnecessary patdowns. It is unjustified and she feels that she is being punished for having a metal implant. She asked if Trusted Traveler would help her avoid getting a patdown.

Information Request: Caller was not seeking any information in order to prepare for the screening. She did not want any information emailed to her.

5/18/2015 5:17:35 PM

The caller wants the CSM number for Colorado Springs. She was just there and went through the security checkpoint. The caller had on a beaded shirt and it showed anomalies on the AIT. She was very displeased with the way the woman was touching her during the pat down. She looked on the monitor herself and seen where the anomalies on her shirt were. She said the screener was in her pants, in between her legs, and close to her genitals. She did not provide a terminal, description of the screener, flight or airline. She just wanted the CSM contact information. She did not provide any information other than the way she felt about the patdown.

5/19/2015 12:13:40 PM

To whom it may concern:

For your review and action as deemed appropriate. (b)(6) applied to the Redress program on 05/11/2015. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Disability Description: Caller states his wife had metal implants in her shoulder.

Incident Details: Caller states his wife traveled this morning and they have a KTN. Caller states she has had shoulder replacement and no one offered to let her go through the AIT and forced her to raise her arm and asking why would she be subjected to a patdown. Caller asked how can he file a complaint. Caller states this occurred at Denver International airport. Caller states she informed them that she can not raise her arms and they forced her to raise them anyway. Caller states that there is no reason for a 70 year old woman to be subjected to this kind of treatment.

Caller states he feels TSA failed to accommodate her due to a medical condition.

5/19/2015 2:15:06 PM
Airport: Denver International
Airline: United
Flight #: NA
Date Time: 05-19-2015 8:45 am
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Anything on NOI: NA
Gate Terminal: Gate B 15
Email Address and phone: (b)(6)

5/19/2015 2:52:14 PM
Callers wife and he are registered with TSA PreCheck. He said his wife has a knee replacement and he said the last time they went through screening that she had to have a patdown and it took almost 15 minutes due to the fact that they had to wait on a female TSO to become available. He wanted to know if there was a way to speed up the screening process since they were PreCheck members. He wanted to know if we no longer had the Notification Cards. He said every time he clicked on the Notification link that it gave him an error.

5/19/2015 4:16:16 PM
This email is to suggest you teach a little sensitivity training to your screeners. I was flying out of Charlotte Douglas airport in Charlotte which has the big round x-Ray machines that you stand in. When I came out I was told I needed a pat down and the screener began to pat my breasts. I was completely and totally humiliated. I have never been touched there for a pat down and was shocked and not expecting this. I was diagnosed with breast, have had a double mastectomy and have expanders with metal in them which is what showed up. It's bad enough I've had to go through that but to be groped is unacceptable. As soon as I told the screener I had implants and had a card she let go. However this whole thing could have been avoided had I known what was coming. I did not ask for any of this and what happened to me today just prolongs those feelings of feeling like a piece of meat instead of a human being.
(b)(6)

Sent from my iPad

This email is to suggest you teach a little sensitivity training to your screeners. I was flying out of Charlotte Douglas airport in Charlotte which has the big round x-Ray machines that you stand in. When I came out I was told I needed a pat down and the screener began to pat my breasts. I was completely and totally humiliated. I have never been touched there for a pat down and was shocked and not expecting this. I was diagnosed with breast, have had a double mastectomy and have expanders with metal in them which is what showed up. It's bad enough I've had to go through that but to be groped is unacceptable. As soon as I told the screener I had implants and had a card she let go. However this whole thing could have been avoided had I known what was coming. I did not ask for any of this and what happened to me today just prolongs those feelings of feeling like a piece of meat instead of a human being.

5/19/2015 4:16:16 PM
(b)(6)

Sent from my iPad

This email is to suggest you teach a little sensitivity training to your screeners. I was flying out of Charlotte Douglas airport in Charlotte which has the big round x-Ray machines that you stand in. When I came out I was told I needed a pat down and the screener began to pat my breasts. I was completely and totally humiliated. I have never been touched there for a pat down and was shocked and not expecting this. I was diagnosed with breast, have had a double mastectomy and have expanders with metal in them which is what showed up. It's bad enough I've had to go through that but to be groped is unacceptable. As soon as I told the screener I had implants and had a card she let go. However this whole thing could have been avoided had I known what was coming. I did not ask for any of this and what happened to me today just prolongs those feelings of feeling like a piece of meat instead of a human being.

5/19/2015 4:16:16 PM
(b)(6)

Sent from my iPad

To the policy makers within the TSA.

I question the necessity of pat-down searches and hair searches of the elderly who have had joint replacement surgery. Recently my wife (70 years old) who carries a Known Traveler (Pre-Check) identification had a Reverse Shoulder Replacement. On her first trip since the surgery (5/19/2015) felt she was abused and embarrassed by the search she was subjected to.

While pat down searches in some cases may be necessary, I feel there should be a way that elderly Americans who have gone thru the Pre-Check process could be treated with respect and dignity

5/19/2015 4:16:49 PM My generation didn't go thru 70 years of building this country to be treated so poorly.

I hope you will take this letter to heart and review you policy's for Americans who by necessity have had joint replacement surgery.

Sincerely,

(b)(6)

To whomever concerned(at a level above supervisor pls).

Date : 19 may 2015

Time : 9:00 to 9:25 am

Flight : AA 2379

Terminal : A ,

Airport: SJC

5/19/2015 4:17:11 PM Today i thought its going to be a another smooth check in at sjc as it has been for the last 15 months of my weekly business trip . Yesterday when i checked in using american airlines mobile app , it was asking me to print the boarding pass at the airport instead of mobile boarding pass..i was thinking its a tech glitch.i printed the boarding pass at the airport.. i arrived at the check in counter where i showed my boarding pass and id. This tsa officer was not in uniform instead in white shirt. The moment i showed my boarding pass he called someone over wireless..i was made to wait for 2 to 3 mins with no information on whats happening..i asked the officer , is there a prob with my boarding pass.. he said nothing..its internal..then came the supervisor who rushed me in to the line jumping ahead of people who checked in earlier..so far no one informed me on whats happening..i am bewildered and clueless on whats happening..i placed my items on the belt and was waiting for the screening...i realised that the supervisor was passing some information about my screening to happen in the millimeter wave detection, to the officer in that area..that officer was asking who is this person, they were pointing towards me..still no one told me whats happening..MWD scan was done..i was waitin near the other side of the belt to collect my items..when i was abt to take my bag from the belt..the other officer who was screening the items in front of the monitor is yelling at me not to touch.. with the loud voice"HEY HEY DONT TOUCH anything". I thought this country treats people like humans and not like treating an animal..with disrespect and humiliation..i am not a criminal or an undertrial for that matter...now the supervisor takes all my items from the belt..n he was frisking
me towards the place where normally complete pat down happens..still no one has informed on what they are doing..i realised that this is getting over the board ..i stopped and asked the supervisor whats happening here..he said i was selected for special screening..i asked him why i wasnt informed about this..i showed my displeasure and asked him dont i hav the right to be informed on whats happening..the supervisor was very arrogant in sayin that he forgot to inform me ..he apologised but not really apologestic and not even courteous to a wee bit.his treatment was like , how an officer would warn criminal.i asked again why i was not informed...he now says that i am repeating the complaint and i CANT do that..really ?? what the heck is this ?? ..again he warns me for raising my concern and he keeps count of it saying that i am repeating my complaint the third time and fourth time..ill repeat this any number of times cos i am the one who suffered...humiliated in front of other passengers..not him..finally he says the more i talk the more its gonna get delayed..ok i said and do whatever you hav to do..cos i had only 5 mins for my boarding to start...

They did complete pat down..checkin each and every item in my bag..thats fine...it was taking about 8 - 10 mins....i could see that the supervisor training the lady supervisor on how to do special checks..to login or not login in to the laptop ..when they were doing the checks ..i realised how much of humiliation and disrespect i have been put through in the last 15 minutes from the time i showed my boarding pass..two things came to my mind. Supervisors arrogant n unreceptive behaviour and the gentleman chking the monitor who yelled at me ..finally the supervisor comes back to me and says sorry for not informin and again it was like a warning to me..i said this experience is completely ridiculous..i want the feedback to be given..he gave me the feedback card..and then i asked for the gentlemans name at the monitor ..supervisor refuse to divulge the name..instead he gave his name and he says he is the supervisor ..its only 45 mins since this happened and the time i hav taken to compose this mail so far.. m not able to recollect the supervisors name..he said kevin or edwin.i m not sure about it..pls cross chk.
This is the reason i would request this to be taken at a higher level than a supervisor.

The caller was leaving Spokane airport this morning in Washington. They did a hand test on her, she had a patdown in another room. Her bag was opened by an officer at the checkpoint and he broke her zipper. She can t get into her bag. The zipper and the bag is separated, the zipper is partially torn off. She didn't give any information about the screener who tore her bag.

5/19/2015 5:43:27 PM

Date Time: 05 19 15 6:55 AM
Gate Terminal: Terminal 1
Airport: Spokane
Airline: Southwest
Flight #: 2852
Bag Description: Grey and black bag. Brand: Ricardo Beverly Hills
Missing Damaged item description: The zipper on the bag is torn and broken on both ends.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/19/2015 5:20:54 PM

5/19/2015 6:10:58 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):CAK airport on 5/19/2015 at approximately 4:45pm
Comments:The TSA screening process at CAK is like watching the Three Stooges. There were two lines open but one was exclusively Precheck. There were over forty people at one point slowly being screened and I don't recall seeing any person successfully pass through the body scanner without needing some sort of pat down. I've flown through CAK twice now and both times the screeners appear to have nothing better to do than pat down every single senior citizen that is going on an airplane.

I am very disappointed that whom ever was the acting supervisor didn't take appropriate action to investigate and correct what was going on. I counted six (6) TSA employees standing around the Precheck lane doing nothing while the non Precheck lane continued to muddle along.

I'm disappointed with the incompetence and ineptitude I've experienced with the TSA at the CAK airport.

5/19/2015 8:29:09 PM

Mishandling RFI
REASON for the call: The caller stated that when her husband received his bag it contained a NOI and he was also missing one shoe out of the bag.
Date Time: 4.18.15 1:43pm
Gate Terminal: Terminal 2
Airport: TVC
Airline:Delta
Flight #: 4765
Bag tag # (10digit (b)(6)
Bag Description: Blue roller duffle bag
Missing Damaged item description: One shoe from the bag was missing
NOI: Yes but nothing was wrote on it.
Special Notes: The caller stated that she was mad because her child was patdown and she had her hands full with a screaming baby

Caller flew from Orlando to Pittsburgh and back and she had issues at both airports. Caller said that she has a pacemaker and requested to have a patdown because she knows she is not able to go through any of the machines. Caller said that the male agent at MCO was being persistent for her to go through the machines and finally gave up and requested a patdown for her. However the TSA agent at PIT was rude and demanding for her to go through the machines and she was screaming at her telling her that she was able to go through the machines. Caller said that she was the worse agent and needs to be trained on how to handle someone that is requesting to have a patdown.

5/20/2015 8:43:35 AM

Date and Time of Flight: 05 15 15 @ 8:55 AM
Departure Airport: MCO
Airline: Southwest
Flight #: N A
Terminal or Gate:
TSA Black Male Agent

5/20/2015 10:36:19 AM

Date and Time of Flight: 05 18 15 @ 5:05 PM
Departure Airport: PIT
Airline: Southwest
Flight #: N A
Gate Terminal: N A
TSA Agent: Lady with Black Hair tall and thin
Caller stated that on May 6, 2015 at approximately 4:45PM, he had reported that he was clearly groped by a TSA screener in lane number 8 at LAS. He went on to state that (b)(6) was the supervisor and he was called in and alerted of the alleged situation. He said (b)(6) handled himself and the entire situation in a professional manner. (b)(6) went on to state that he had arrived approximately 2 1 2 hours prior to his flight time. During the TSA screening process he was asked to step aside for a pat down. He then went on to state that the pat down was in one place and one place only: the groin area. He said he went to the police about the matter at first and they indicated that he should go to the TSA Headquarters Office there at LAS. (b)(6) then went on to say that this process (going to the TSA HQ office at LAS) took a lot of time and there was a young supervisor there who treated him like a cow because he had a temporary license. He was also upset because he felt that the supervisor defended the guy who patted him down. He said they took pictures. He also says that at approximately 5:20PM he witnessed at least another patdown of a female that was also done in the groin area. Caller states that after her screening, he spoke to the other passenger who received a groin patdown and she told him that she was indeed groped as well. He went on to state that our TSA officer on scene lifted the lady s dress. He stated that (b)(6) told him they would check the surveillance video and get back in contact with him after having taken his cell number. He says he still has not heard from anyone on this.He thinks its a case of discrimination. Caller then stated he is transgender. He said he was wearing platform flip flops in bright pink. He is 62 and he thinks he is fairly attractive. He again says he thinks he was discriminated against. He stated the video of both incidents should be seen by TSA Superiors. He went on to state he did not want to get an attorney involved in this. He went on to state he wants to be proactive and he had expected to be contacted by now.

5/20/2015 10:36:19 AM

Caller stated that on May 6, 2015 at approximately 4:45PM, he had reported that he was clearly groped by a TSA screener in lane number 8 at LAS. He went on to state that (b)(6) was the supervisor and he was called in and alerted of the alleged situation. He said (b)(6) handled himself and the entire situation in a professional manner. (b)(6) went on to state that he had arrived approximately 2 1 2 hours prior to his flight time. During the TSA screening process he was asked to step aside for a pat down. He then went on to state that the pat down was in one place and one place only: the groin area. He said he went to the police about the matter at first and they indicated that he should go to the TSA Headquarters Office there at LAS. (b)(6) then went on to say that this process (going to the TSA HQ office at LAS) took a lot of time and there was a young supervisor there who treated him like a cow because he had a temporary license. He was also upset because he felt that the supervisor defended the guy who patted him down. He said they took pictures. He also says that at approximately 5:20PM he witnessed at least another patdown of a female that was also done in the groin area. Caller states that after her screening, he spoke to the other passenger who received a groin patdown and she told him that she was indeed groped as well. He went on to state that our TSA officer on scene lifted the lady s dress. He stated that (b)(6) told him they would check the surveillance video and get back in contact with him after having taken his cell number. He says he still has not heard from anyone on this.He thinks its a case of discrimination. Caller then stated he is transgender. He said he was wearing platform flip flops in bright pink. He is 62 and he thinks he is fairly attractive. He again says he thinks he was discriminated against. He stated the video of both incidents should be seen by TSA Superiors. He went on to state he did not want to get an attorney involved in this. He went on to state he wants to be proactive and he had expected to be contacted by now.

5/20/2015 10:36:19 AM

Caller stated that on May 6, 2015 at approximately 4:45PM, he had reported that he was clearly groped by a TSA screener in lane number 8 at LAS. He went on to state that (b)(6) was the supervisor and he was called in and alerted of the alleged situation. He said (b)(6) handled himself and the entire situation in a professional manner. (b)(6) went on to state that he had arrived approximately 2 1 2 hours prior to his flight time. During the TSA screening process he was asked to step aside for a pat down. He then went on to state that the pat down was in one place and one place only: the groin area. He said he went to the police about the matter at first and they indicated that he should go to the TSA Headquarters Office there at LAS. (b)(6) then went on to say that this process (going to the TSA HQ office at LAS) took a lot of time and there was a young supervisor there who treated him like a cow because he had a temporary license. He was also upset because he felt that the supervisor defended the guy who patted him down. He said they took pictures. He also says that at approximately 5:20PM he witnessed at least another patdown of a female that was also done in the groin area. Caller states that after her screening, he spoke to the other passenger who received a groin patdown and she told him that she was indeed groped as well. He went on to state that our TSA officer on scene lifted the lady s dress. He stated that (b)(6) told him they would check the surveillance video and get back in contact with him after having taken his cell number. He says he still has not heard from anyone on this.He thinks its a case of discrimination. Caller then stated he is transgender. He said he was wearing platform flip flops in bright pink. He is 62 and he thinks he is fairly attractive. He again says he thinks he was discriminated against. He stated the video of both incidents should be seen by TSA Superiors. He went on to state he did not want to get an attorney involved in this. He went on to state he wants to be proactive and he had expected to be contacted by now.

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

---

Remote Client IP: (b)(6)
Date Time: 5/20/2015 10:51:10 AM

5/20/2015 12:24:10 PM

Name (b)(6)
Email (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc (b)(6)
Comments:This employee of yours after gropping me says he's not like that and to catch the bus if I don't like it. Then tells other passengers he doesn't want to deal with people like me. Stop hiring these thugs. I've done enough for this country to not have people like that tell other AAmericans. Things like that about me. If he's that interested in my penus he should have put me in a private screening room to take a look. This is why people don't like TSA. The employees are extremely unprofessional.
REASON for the call:
Caller says she just went through the checkpoint in St Thomas.
She felt like a criminal in front of her 5 year old daughter. She had her bag checked because the laptop was still in her bag.
She says she forgot to take it out. They told her they had to do a hand check. When he checked the laptop with explosive trace detection.
Then he checked inside and he said there was an alarm.
They told her to go through a patdown. She says she doesn t want any one to have to go through a patdown in front of her child.
She was given a paper form to complain and she turned it in to.

5/20/2015 3:47:22 PM

Date Time: May 20 at 4:05PM
Gate Terminal: They only have one central checkpoint.
Airport: STT
Airline: American Airlines
Flight #: 2421
Bag tag # (10digit: NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

Feedback Type : Compliment
Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 5/20/2015 3:23:27 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 05/20/2015 Airline & Flight Number : AirCanada 7933 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : The Pat down was done well, and I appreciate that we (passengers)still have this option. However, I would like to see signs with directions on how to request it, and rather or not the passenger should wait until someone comes before send personal items through the scanner. As it is right now, there is a lot of confusion about it and some TSA employees standing in security are not very friendly or kind when a passenger expresses concern about personal items being on the other side of security without supervision.

5/20/2015 4:21:47 PM

I would like to talk to someone from TSA about this matter and find a solution to this problem.

Thank you for your attention!
Best,
(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

Submitted on Wednesday, May 20, 2015 - 20:11 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Tulsa
State: Oklahoma
Zip Code (Post Code): 74133
Other:
Email: (b)(6)

5/20/2015
9:04:07
PM

==Incident Information==
When did this happen? 05\16\2015
Where did this happen? TEXAS - DFW - Dallas\Fort Worth International
What happened?
My connection was missed due to AA mechanical problem. AA gave me a meal voucher, and a pass to go back through security to purchase food for my husband and I. Only I was given a pass, not my husband, so I went through security alone. I believe this was some time around 10:00 pm but I am not sure. This was in concourse D at the security checkpoint near American Airlines. I had arrived from flight AA1032. The airport was nearly empty.

Good morning.

The email is being forwarded to TCC-referrals for appropriate action. (b)(6) who is a Delta flight attendant, requests a letter from TSA explaining why during the required pat down she was also given a vaginal search which she believes was inappropriate.

Evelyn Webb

Program Assistant

5/21/2015 12:25:21 PM

Civil Rights, Diversity & Inclusion Division, TSA-6

From (b)(6)
Sent: Thursday, May 21, 2015 4:28 AM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm
---
Remote Client IP: (b)(6)
Date Time: 5/21/2015 4:28:21 AM

REASON for the call: He traveled this morning from XNA to Chicago to Washington DC. He received a patdown screening because of an alarm on the front of his body, The TSO sent him back through the WTMD a second time where there was an alarm on the back of his body. He received two patdown screenings in which he was touched in the groin. The TSO used his fingers to conduct a patdown of his groin area He was screened with ETD of himself and his belongings. He indicated that the alarms were associated to his tie and groin but ETD was not conducted in the area. He believes that the alarm was a false positive and that screening was extreme. He believes that the ETD sampling should not have been conducted if he received a patdown screening.

He believes that he would have received a private screening if he was not African American.

He spoke with a supervisor (b)(6 who referred him to the CSM at XNA who advised that he should have been taken to a private patdown and referred him to the TCC and that TSOs should use the back of their hand when conducting a patdown.

5/21/2015 3:54:13 PM

Date Time: 5 21 He was at the checkpoint between 7:15am and 7:30am. his flight was scheduled to depart at 8:20am.
Gate Terminal: A4
Airport: XNA
Airline:American
Flight #: 3612
Bag tag # (10digit: Na
Bag Description: NA
NOI: NA

Caller has a family member who traveled today from Atlantic City to FLL. She was extensively searched in a room by herself. She said that the patdown was a horrible experience. She does not speak English so she wants to know why she was selected for a patdown and asked if it can be random.

5/21/2015 8:34:43 PM

She was traveling with Spirit Air flight 259 through gate 8.
Her name is (b)(6)
She is very short less than 5 feet. She has hip dysplasia and rocks from side to side when she walks and is Hispanic with curly hair with jeans and dark gray jacket.

To whom this may concern,

On Thursday May 22, I went to the Ft. Lauderdale International Airport to drop my mother and six year old daughter off for a flight to New York. My mother is disabled so I got a pass to make sure she and my daughter arrive safely to the gate. I was at check point F, terminal 3, lane 3 for passing. I forgot I had a bottle water (which was unopened) in my purse so I was pulled to the side. This is where things went horribly wrong.

The person who came to inspect my bag (her name tag said (b)(6) did more than check my bag. She said she had to do a pat down so I said okay. She began to pat me down and I felt it was more than a pat down. my feeling were confirmed when she touch my vagina. I was wearing workout attire (tight fitting), so it was very obvious that I had nothing between my thighs.

I have travelled the world and I have never had someone feel my breast and touch my vagina not once but she touched my vagina twice. I am very upset and felt violated. The thought of someone freely 'feeling' my body up for whatever reasons is disturbing and very upsetting to me.

Once I dropped my mother and daughter off, I asked to speak with a supervisor and spoke with (b)(6) He was apologetic and gave me a card and told me to write or call to file a formal complaint. That is what I would like to do. I have a feeling this is not the first time this person has done something like this. No one in a position like that should use their position to act inappropriately with passengers or guests.

5/22/2015 10:10:06 AM

Fortunately, I live in Florida so I was able to take the time to make a complaint. I'm sure there are a lot of other people who haven't been so lucky.

I am asking for video to be reviewed and an investigation performed.

Please contact me with any questions.

Thank you,

(b)(6)

Boynton Beach, Fl 33474
(b)(6)

Hello,
I have a rather large varicose vein in my left thigh. Every time I go through a TSA checkpoint I'm asked if I have something in my pocket. I explain its a vein, and the officer usually asks if he/she can do a pat down. I have no problem with a pay down. However, yesterday, while traveling from Fresno, CA to Portland, OR, the officer, who had already done a pat down, said she needed to have visual confirmation and would be willing to show it. I said I'd have to pull down my pants. She then said she would take me to a private screening room. So, we waited for another female officer and went to the screening room where I pulled my pants down and she was able to visually confirm a large vein sticking out. Now, I understand the need for safety, but seriously. Am I going to have to do this every time I fly now? Please tell me what you suggest....

5/22/2015 12:20:39 PM

Thank you, (b)(6)

Sent from my iPad

5/22/2015 1:24:08 PM

Caller wanted to file a major complaint against (b)(6) who works at OKC. She has flown every week for almost five years. She works for a company that makes the software for the TSA scanners. She is a cancer patient. She always opts out of the AIT. She was flying standby today at 12:06 pm on American Airlines. She went through the checkpoint at approximately 11 am. She opted out of the AIT. The guy standing next to the scanner asked her to stand next to the scanner. She refused to stand next to the scanner. He made a smart comment to her. He told her that if she has been there for five weeks she should know to stand over there. He told her that if she works around the equipment he does not understand why she did not want to stand next to the scanner. The TSO came to do her patdown. She patted down her private area twice and then she called another agent to give her another patdown. She was taken into a room for a private screening. She had to pull her sanitary napkin out in front of them. It was thrown in the garbage. She stated that both TSO s rammed their hands up her crotch. They told her that she still did not pass and there was still something there. A supervisor was called. The supervisor was very nice. The supervisor did a patdown and told the TSO that she did not feel anything (b)(6) told the supervisor that there was something there. The supervisor rammed her hands into her crotch and told them that there was nothing there. She said that they were so mean and rude to her. (b)(6) asked her if she does not want her things. She told her no. She said that she walked over and got her items. The TSO then swabbed her hands. They were clear. (b)(6) saw her looking at her name tag. She put her name tag in the callers face and told her that her name was (b)(6) if she wants to file a complaint. She said that the rammed their hands into her crotch a total of 8 times. Caller was very upset.

CSM RFI——Mishandling RFI

5/23/2015 9:49:24 AM

REASON for the call: The caller always opts out of the AIT screening, but has two negative experiences recently with the TSOs. She feels that the TSOs punish her when she opts out by making her wait a long time for a patdown. Additionally, her items have already went through the screening, and were on the other side of the screening area. She indicated that no one was watching these items, and anyone could have taken them. After waiting for a long time at OAK, she started to ask a male TSO if he could make sure her personal property was safe. He cut her off before she could finish the question, and told her that this was her fault for opting out. He then started asking her why she opted out, as it does not use x-ray technology. She did not want to argue with him, so she just said that it was her decision. She was told again that the lengthy wait time was her fault for opting out, and she feels that the TSOs at these two airports punish someone who opts out. She also believes that there should be a better system for watching a passengers personal property.

Date Time: May 23, 2015; 7:30 AM
Gate Terminal: Terminal 2
Airport: OAK
Airline: Southwest Airlines
Flight #: Not Provided.
Time of Incident: Around 7:00 AM

5/23/2015 3:06:02 PM

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 5/23/2015 1:26:17 PM Airport : JAC - Jackson Hole Date/Time of Travel : 05/23/2015 1:15 PM Airline & Flight Number : DL 4546 Checkpoint/Area of Airport : Security Screening to get to gate TSA Employee: (If Known) :
Comment : I just had surgery to place a pacemaker and was told not to go through airport security for six weeks after getting the pacemaker. I have had the pacemaker for one week and was selected for TSA precheck. The TSA agent at precheck sent me over to the regular line for a patdown but when I showed the people at the scanner my medical card they sent me through the full body scanner anyways and did not offer a patdown.
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

5/23/2015 5:28:16 PM

Caller stated he had a less than pleasant experience, getting a full work over screening yesterday. He stated that he did not appreciate his crotch getting touched and his butt getting touched. He does not know why he was chosen for a patdown. He said it was in front of everyone and he was not offered a private screening. He said that as soon as he presented his ID, the female TSA Officer who was checking him looked at his ID and boarding pass and told him to wait one moment but she was going to have to have her manager come over and they chose him for extra screening. He said something on his boarding pass may have triggered this. He went on to state he was at the Bozeman Montana Airport. He said the TSA agents weren t necessarily rude, however he is an Optometrist, and he feels he is a public figure and he cannot understand why he was subjected to this in public. He says if they had to do this extra screening on him, they should have taken him to a back room. He went on to state that his twin brother came through about an hour later and had the same thing happen to him, except for the patdown. He says he flew on Alaska and his brother flew on United. He said his brother told him that the female agent said to him, when he came through, didn t you just come through here? Then she told him they were going to have to give him extra screening too.

Complaint about Delta Security in Paris on flight DL0083 on 23 May
@08:30.

I was randomly selected for a search as I was boarding the flight from Paris to Atlanta.
I noticed as we were lined up like cattle to go through the shoot at the boarding line, that the security team was selecting only Americans whom were white. They only selected Americans whom did not look foreign.

The Security team was very anti-American with their verbal commands and actions.
I asked why I was selected and they told me it was random. I mentioned that the 8-10 other people that was being screened were random as well and they said yes.
I mentioned that their random search only selected white Americans. I complained that I did not want to be patted down by security and if they could use a wand. They told me I could not board the plane
without the pat down and that this procedure was required by My American Government and they were only following directions from the TSA in America.
I of course had to submit to the pat down to leave.
5/24/2015 9:16:46 AM The security manager said he knew that threatening me with not being able to board
would resolve my complaint.

I told him they should select not only typical American looking folks but Arabs, Muslims etc. like the ones whom attacked America on September 11. He said those people had American passports as if it was Americas fault the hijackers got into our
Country. They said they did not want to offend them? Yet they revel in offending American
Citizens?
I do not care about politically correct or offending anyone in the Security Team in Paris, as they have no problem offending me and going overboard with their prejudice to offend me.
A typical white American.

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

Thank you,

Good Evening,

I am writing to file a complaint against VMD-MT Security and the two agents who improperly and unprofessionally handled me on Friday, May 15, 2015 .

After passing through the scanner the airport in Rochester, NY TSO (b)(6) , asked to pat down my head. I asked, I thought TSA Agents were no longer allowed to pat African American womens head? She rudely and abruptly said, We re not TSA. If you don t want to cooperate, I will have to take you to another area and pat you down.

Because I was traveling with colleagues - white, male colleagues - and didn t want to cause a scene. I conceded and allowed her to pat my head.

Immediately after, I noticed the concern\shock on their faces. I felt violated and portrayed as a criminal. I stopped and asked to speak with a supervisor.

A gentleman approached (STSO (b)(6) and offered to assist. I gave the same explanation, he replied, well, anybody can read anything on the internet. Again, more rude, abrupt, insulting behavior. He continued assert his knowledge by mentioning that he is a supervisor and trainer and knows all of the laws and regulations.

5/24/2015 9:16:49 AM

When I referenced a lawsuit from the ACLU (b)(6) told him that I was in town visiting my employer s corporate office (also one of the largest employers in the city); and, cited my education and background - he then began to soften his tone and promise to do research on the matter.

I asked for a comment form, which he provided and included his name and the name of the female agent who patted my head.

Policies and procedures should be consistent across all agencies responsible for airport security. Every passenger should be treated with the utmost dignity and respect. And, agents who fail to do so should be reprimanded and removed from their posts immediately.

This is a very serious and sensitive matter at should be handled with urgency. I will forward this to the ACLU and to the attorney (b)(6) who brought forth this complaint. If you would like to discuss further, I can be reached at: (b)(6) (b)(6)

--

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

HYPERLINK (b)(6)
Caller stated that he is traveling now and there has been inconsistencies between airports that he would like to report. He stated that he flew from CLT on Friday and he had a workout bag with red bull drinks and lotions inside. He stated that he received a patdown and an explosives agent did testing on the items also. He stated that then the agent gave them back to him and told him that they are fine. He stated that this process made him miss his original flight. He stated that today he is flying from SWF and all the items were taken for being over the limit for the 3-1-1 rule.

5/24/2015 12:00:13 PM

Airport: CLT
Airline: US Air
Flight Number: 559
Date Time: 5 22 15 departed 4:00PM - original flight
Terminal Gate: Caller does not know, but he thinks Delta terminal
Email Address: (b)(6)

Airport: SWF
Airline: US Air
Flight Number: 4799
Date Time: 5 24 15 departing 12:58PM
Terminal Gate: 8
Email Address: (b)(6)

5/24/2015 3:27:07 PM

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 5/24/2015 1:07:28 PM Airport : DEN - Denver International Date/Time of Travel : 05/24/2015 12:00 AM Airline & Flight Number : UA6475 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :
Comment : I used full body scan. On exiting the scanner, agent said he needed to pat down my abdomen. Why would he need to do that - i just got scanned. Then sell the machines if they work that poorly 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

Sir/Ma'am,

I write to alert you of a frustrating situation today at Logan Airport at 0530. While undergoing standard security precautions, my wife requested to opt-out of the millimeter scanner. She is pregnant with our first child, and we prefer to avoid the scanner.

We are both physicians, and are familiar with the ACR concerns with the technology. More saliently, my wife is an Obstetrician, and a literal expert in prenatal care and precautions. Finally, even if all of the above were not true, she chose to exercise her choice to avoid the millimeter scanner.

It was a decision she was forced to regret. She was immediately mocked and derided by the TSO on duty, Officer (b)(6) TSO (b)(began to childishly mimick my wife in a high pitched tone "ohhh, I'm a doctor, I know better." She tried repeatedly to force my wife through the millimeter scanner, stating "you're wasting our time," and sneering at my wife's polite insistence on the alternate pat-down procedure.

5/25/2015 9:42:34 AM

We alerted the STSO on duty, Officer (b)(6), who at first indicated that "there was nothing [he could] do." I asked for identifying information of the TSO in question, and was originally refused. When I asked to speak with the TSM on duty, STSO (b)(6 told me "there isn't one, I'm in charge here," and told me I could wait (until after my flight departed) to speak with the TSM. After a few minutes of persistence, I was able to obtain TSO (b)(6) name from the STSO.

I am extremely disappointed with my wife's treatment by the TSA this morning at Logan Airport. As a veteran naval officer, a medical director and advisor for many local and regional law enforcement agencies, and an active local politician, I have always supported and defended the TSA and its mission. It is inexcusable that my wife--a celebrated obstetric physician in her own right--was belittled and embarrassed for exercising her rights and expertise in defense of our unborn child.

I eagerly await a response and plan of action for Officer (b)(6) remediation.

S/
(b)(6)

I flew back from SanFrancisco to St Louis on the 2:35 flight through United on 6/23/2015. My experience with anything but pleasant. The first agent that I encountered and everyone there after, that was a agent, I informed them that I had a knee replacement. If at all possible I would like to go through the walk-through that will show that I've had a knee replacement and avoid the pat down. All agents were very busy socializing with each other and pretty much told me to tell the agent at the screening. In total I ask four agents to be able to walk through the
AircraftEmbraer 175 (twin-jet) (b)(6)
screening device that would avoid the pat down. When I approached the walk-through, I informed the agent I did have a knee replacement. she said just come on through and stand over there. For the next 10 minutes she would intermittently

5/25/2015 3:04:35 PM

announce "female assist". It appeared that there were three of the x-ray machines there but they were not open so because of that I got to be patted down by a very unpleasant woman.
I told her didn't he'll I should be treated as a criminal because I had my knee replaced. she then said,in a very condescending tone if you didn't want to be patted down, you should've told somebody before you got up here. I told her that I had told several of the agents before I got to that point and nothing was done. I did talk a little sternly because I was upset. These agents a were very unprofessional and rude. Is there anything in the future I should try to avoid the pat down. I did everything I could think of and it did nothing to help.please look into this and respond to this email I would like to know if this is protocol for the agents to be more interested in conversing with each other, than dealing with the passengers and if the female women that pat you down are allowed to treat you like you have no rights. Why did this happen why was I not able to go through the other device?

Sent from my iPad

Dear TSA,

I am requesting an immediate explanation of why my 16 year old daughter was detained and forced to undergo a very disturbing "pat down" and deep challenge while going through security at MidWay airport in Chicago today. My daughter (b)(6) (b)(6) was flying from Chicago to Boston alone on:

Mon May 25
3794

Depart Chicago (Midway) (MDW) on Southwest Airlines at 07:20 AM
Arrive in Boston Logan (BOS) at 10:30 AM

5/26/2015 8:42:37 AM

We had checked with the airline and they had confirmed due to her age (16) she would only need her birth certificate and a picture I.D. to pass through security. However, when she arrived there your agent pulled her aside and brought her to bowels of the airport for questioning and physical pat down. Only after one of your agents realized her age did they stop and let her go. In fact, my daughter commented that your agent stated that "we are not even allowed to do this to a 16" year old. They didn't even have the courtesy to direct her back to the gate!

I would like to know why she was put through this ordeal, what action will be taken on the agent and the manager on duty. I am very concerned that none of your agents checked the age on her birth certificate and don't even seem to know the rules and law. I question what other mistakes are they making?

I request a clear response and written apology to this inquiry by the end of this week. I will follow up with a phone call if I do not hear back as requested and take whatever action I am allowed within the law.

The actions of the agents on duty were inappropriate and very concerning.

Regards, (b)(6

5/26/2015 8:42:54 AM

To whom it may concern I am offices illy filing a complaint against the TSA agents and supervisors that handled my case at approximately 4:00pm in the terminal wing that goes to Southwest Airlines gates 1-40. I have documented the supervisors name that let all this harassment and lack of common sense transpire during a medical condition of a patient being transported from the mayo clinc to San Antonio texas for surgery. I am the individual who was harassed and fondled by at new TSA agent in training. I am going to make this brief because I am still in the hospital; it was so upsetting it took my blood pressure to 215\111; the Phoenix airport ems was begging the TSA agents to let me go because I was a stroke risk. Here are the facts:

1. I was in a wheel chair just been released for medical transport to San Antonio 2. Informed greeting officer of medical condition provided all medical documentation 3. Had notified Phoenix airport ems of my stroke like conditions and they had already set up triage area at edge of TSA to screen me 4. Was called over to get pat down from screener in training that was practicing on me and taking directions from supervisor 5. Trainee proceeded to stick her hands down my pants telling me my pants were too tight. I had a bowel blockage and she attempted to punch my stomach and lift up my clothes. She tried to get her hands under my bra and when she did it incorrectly her supervisor would say let s do it again!

6. I began to cry, shake and turn red. The ems told the TSA agents she is going down and the proceeded to fondle my body over and over because the trainee could not get it right.

7. I was having to sit back down to weakness and being threatened by the supervisor if I did not stand and cooperate I would be detained.

8. After a chemical check and letting this trainee stick her hands all over my body inappropriately I was released into ems triage area that showed I had an irregular heart beat by an EKG and 215\111 blood pressure. The Phoenix ems was very upset with the lack of common sense and putting someone s health at such risk with all the signs of danger; medical transport paperwork etc..

I have heard of cases like this but never dreamed that a ignorant trainee, trainee supervisor and the head of the TSA area would jeopardize someone s health. I would kindly request a confirmation of my complaint and I do have the name the supervisor. I am repulsed on how I was treated and want to make sure this never happens again.

Sincerely,

(b)(6)

Sent from my iPhone

5/26/2015 9:58:52 AM

Caller flew from Tunica MS yesterday and she had a pacemaker and could not go through the WTMD. She said that she was taken to the side and received a patdown. She said that she was told to wait that they needed to check her hands. She said that she waited for some time and then a TSO yelled at her get over there . She said that she told her you don t have to talk to me in that manor and said that the TSO then yelled I said get over there two more times. She said that the officer was one of the most rudest individuals she has every encountered in all of her years of flying. She said that they also took picture of her ID and board pass and she wants to know why. She is also requesting a call from the CSM letting her know what steps are taken to reprimand the TSO. She said that the TSO wrote her name down but it is hard to read she thinks it says (b)(6)

Departing: 11:00 am
Airline: It was a charter flight with the Seasons
Flight #: NA
Time and Date:05\25\2015 She thinks it was10:00 am or a little after when this occurred.

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

---

Remote Client IP (b)(6)
Date Time: 5/26/2015 7:50:35 AM

5/26/2015 10:33:21 AM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):J6 677, JFK Terminal 5, screening line 5, saturday 23 may 2015 around 7am.
Comments:I opted out of imaging screening and the employee (a short african-american man) directing people though the machine, didn't call for anybody to do pat-down for a long time. He was rude, mocking and at times threatening.

Later asking the (supposed) supervisor (b)(6) for a feedback/complaints form, she refused to hand one out without seeing IDs and boarding passes. She was also incredible rude.

You claim that opting out is our valid choice, so please stop this underhanded punishment of people who makes that choice, it's very dishonest.

Caller was at Phoenix airport at Southwest terminal 4 gate d security. Her son walks with four arms crutches and has leg braces as well and has to have a patdown. A TSA agent took his tray of belongings with her son that was 2 lanes over to have a patdown. He had all of his stuff in the tray and she told him to gather his stuff up after the screening was completed.. Caller said her son was picking up her stuff and was meeting her and found at their flight was late. Caller said that they were eating at a restaurant in the airport when her son realized he did not have his watch. Caller said that she went back to the screening lane he was in and ask for some help find his watch. Caller said that one of the TSA agent was not helpful at all and the other male TSA agent searched for the watch. Caller said that the watch was not found and she finds it hard to believe that someone did not see this watch in the bin. Caller said that it is an expensive watch and she was told that there are cameras that can tell her what happened.

5/26/2015 12:18:28 PM

Date and Time of Flight: 05 25 15 @ 7:10 pm
Departure Airport: PHX
Airline: Southwest
Gate: D
Terminal: 4
Flight #: 4460

Item: Inzicta with a black band and the face was chrome and it was a men s watch that is very heavy.

Reason for the call - She wanted to make a complaint about her patdown experience.

5/26/2015 3:32:30 PM

Airport - AEX
Airline - Delta
Flight Numbers - Does not know
Departure Times - 5:45 am
Arrival Times - She went through the checkpoint at approximately 5:20 am.
Date And Time of Incident - 5 24 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - She thinks she went through gate 2.
Terminal - Does not know
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - Caller flew from AEX to ATL. She lives in Springfield, VA. She is 83 years old. The checkpoint was moving very slowly. She had to take her shoes off at the checkpoint. She did not have to take her 3-1-1 bag out of the carry-on. She has an artificial knee and a plate and screws in her ankle. She set of an alarm and had to have a patdown. She set off an alarm in DCA on her previous flight. She said that they just used a wand on her knee. The TSO told her that she did not like doing the patdown any more than she liked getting the patdown and that she would prefer to patdown a good looking man. The TSO asked if she wanted to get a private patdown. The caller told her that she would prefer to do that. The TSO told her that she would have to get another female to assist her. The TSO told her that she may get a patdown and she may not. She was told that if she can not find anyone to assist she may miss her plane. The TSO told her that she did not arrive early enough. She said that she did arrive early enough. She agreed to allow the TSO to do the patdown in the public area. She wanted to make a complaint because she got a patdown in public view because they did not have anyone to assist the TSO. She stated that the TSO asked two men to leave and there was no one else at the gate. She was very upset. She did not get the name of the TSO. She said that she did not see a name tag on any of the agents.

Disability Description: Callers father,(b)(6), 92 is legally blind and was in a wheelchair.

Caller felt her father was treated very poorly by the TSO at the checkpoint.

A TSA male agent who was average build with white-grayish hair conducted the screening and was rude.
He used a firm or rude tone with her elderly father.

5/26/2015 4:32:27 PM

He is 92 and legally blind. She had requested wheelchair assistance.
She went through security fine with the gate pass.
He was provided a wheelchair. Her dad was made to get out of the wheelchair. He was asked to get up and go through the AIT. The alarm was triggered by the contents in his pocket.
He was not told to empty his pockets. He was fussed at by the TSO for not emptying his pockets.
He then had a pat down. He was then fussed at again by the TSO for putting his money back into the pocket. He was permitted to into the secured area after the pat down and after his hands were checked for gun powder residue.

IF he is over the age of 75, will she need to notify anyone?

Caller is a flight attendant for American airlines. She was going through DFW today and when she went through the screening process her hands tested positive for ETD. She was pulled aside for additional screening by a black male TSA agent. She told the TSO that she did not want to go through the AIT machine and opted for a pat down. The TSO pulled her aside and told her to wait for a female agent. She had to wait a very long time for the female agent to give her a pat down. She said that both female agents were very pleasant and respectful. While getting the pat down she said that the black male TSO yelled at her that you get a hundred thousand more radiation from flying on the plane then by going through the AIT machine . After her pat down she asked for the name of the black male TSO and found out that he was a supervisor and she believes his name is(b)(6). The supervisor over heard her asking for his name and became very aggressive towards her. He yelled as she was walking away asking for her name. He also made threats that he was going to file a report against her since she was going to file a complaint against him. She felt harassed and threatened by this TSA supervisor. She would like some assurance that the TSA supervisor will not be able to put her name on a list to where she would be pulled aside for additional screening every time she flies.

5/26/2015 4:35:06 PM

Date Time: 05 26 2015 2:30 pm
Gate Terminal: D22 Gate
Airport: DFW
Airline: American Airlines

Caller is wanting to file a complaint on a TSA employee, she wears a hearing aid and life alert and she was trying to explain to the TSA agent that she would not be able to go through the screening with her hearing aid in and she would need to place them in the bowl. Caller said the TSA agent starting yelling at her in front of every one and told her that she was able to keep them in for the screening. Caller said that once she went through the metal detector she ended up having to have a patdown and she was touching her in places that was uncomfortable for her and she was rude while doing that as well. Caller said that once she was screening and she place her hearing aids back in the TSA agent told her to never take them out again for the screening.

5/27/2015 9:02:23 AM

TSA Female Agent:(b)(6)
Date and Time of Flight: 05 13 15 @ 6:05 PM
Departure Airport: TPA
Airline: Southwest
Flight #: 506
Gate Terminal: 31

REASON for the call: She flew from LAX and missed her flight because of additional screening that she received at the TSA checkpoint. Her baggage was physically inspected and she received a patdown. screening. She feels that TSOs were not mindful of the time frame and took longer than necessary to complete the additional screening. She arrived to the airport two hours prior to travel.

The female TSO (5 2, shorter hair, Caucasian) that conducted the patdown was very rude to her. She snapped at her to not touch her belongings on the conveyor belt.

She felt that she was put at risk as other px saw the electronics and other items that she was traveling with. She missed three days of work in regard to the incident (two days of travel and one day of recovery once she arrived to her destination). She indicated that she had to spend 14 hours at the airport and had to spend money to feed herself.

5/27/2015 12:04:18 PM She indicated that she will call back with additional itinerary information.

Date Time: 5 6 15 She doesn t recall the time that she was at the checkpoint. Her flight was scheduled to depart at approximately 1pm. She doesn t have the exact time.
Gate Terminal: Gate B43
Airport: LAX
Airline: American
Flight #: NA
Bag tag # (10digit: NA
Bag Description: NA
NOI: NA

Caller is at an airport and she feels she was mistreated by an agent during screening. She is traveling with an infant and had her infant in a sling. She wanted to wear the sling with the infant in it for screening. She knew she would have a patdown due to the infant sling. Her complaint is on Supervisor (b)(6) He told her she would get a patdown and would have to remove the child from the sling. She was made to take the child out of the sling and he was rude and loud about it. She ask why she had to remove the child from the sling and he was very loud as he told her this was the policy. She ask why because she was allowed to leave the infant in the sling for her departing flight. She then started asking another agent about who to report the supervisor too. The supervisor told her she did not need to speak to anyone else. Once screening was done he followed her and kept answering for anyone else she spoke too. She says she felt he was harassing her. He was a larger man.

I ask her if she wanted me to provide her general information for screening of a baby sling? Yes

CSM RFI-----Mishandling RFI
REASON for the call: Screener rudeness
5/27/2015 3:35:29 PM Date Time: 05-27-15 at 3:41 pm
Gate Terminal: C
Airport: BWI
Airline: Spirit
Flight #: 113

Special Notes:

Reason for the call: Caller was in LGA on Monday. He has a medical condition where he cant be exposed to radiation. He told someone that he preferred a patdown. It was not busy. He was told he needed to wait. He waited 35 minutes. He was told it would take another hour at that point. A pregnant woman also did not want to go through the AIT. She was also told she would have to wait an hour. In order to not miss their flight, they went through the AIT after all.
Date and Time (departure time and arrival time): 5-25-15 @ 2:29 p.m.
Gate Terminal: Terminal C
Airport: LGA
Airline: Delta
5/28/2015 3:16:29 PM Flight Number: DL3659
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: TSO conducting the screening was about 25, possibly Puerto Rican, 5 8 and he had a thin beard at the jaw. The supervisor was a short woman and she had just returned from vacation and that was the reason she could not provide her name. The team leader was black. He covered his badge and was covering for the TSO. He said he had just came in. He was about 60. He took pictures and will email those to us.

5/28/2015 8:06:45 PM

Reason for the call: Caller wanted to make a complaint on a TSO in DAL. She states the TSO was atrocious. She travels every week and has never gone through anything like that. She asked the TSO if she could step in to the AIT. The TSO called an STSO and asked her if she could give her a patdown. She explained to the STSO that she has blisters. The STSO to her to call in the complaint. The TSO said that she needed to wait since it the AIT was stinky and needed to be cleaned.
Date and Time (departure time and arrival time): The original departure time was 7:35 p.m. but it was delayed to 8:25 pm. She went through security at 6:05 p.m.
Gate Terminal: Terminal only one, Gate 19
Airport: DAL
Airline: SW
Flight Number: 3834
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: TSOs description: Female, about 5 1, had her hair pulled up in a pony tail with a clip, Hispanic and in her late 40s. She could barely speak English but she understood. supervisor knew and asked her to follow her.

5/30/2015 9:22:35 AM

To Whom It May Concern:

On Monday, May 25, 2015 at approximately 5:00 a.m. EDT at the Richmond International Airport, I experienced an uncomfortable and inappropriate pat-down. After going through the metal detector, there was an alarm on private areas of my body. I had on a loose fitting dress. The female attendant told me to lift my arm and spread my legs in front of about 10 men. She proceeded to pat my leg up to my groin area, then she cuffed my private body part there in front of the group of male employees. I was so startled that I slightly jumped. She then went up the back of my leg and cuffed the backside of my behind. This process was truly uncalled for because the metal detector only showed an alarm on my front side.

The female attendee never informed me of my right to go to a private area for the pat-down. It was truly a humiliating experience, and I would like TSA to rectify this problem.

Please feel free to contact me at (b)(6) or return my email message.

Thank you,

(b)(6)

5/30/2015 5:08:00 PM

My family and I were flying out of SMF on May 30th 2015 and we went through a few hours early just to avoid issues. We were all listed as TSA Pre except my daughter. So we went through TSA Pre my daughter, who is a minor age 15, was told she could not go through with the rest of the family because she was not a minor, over the age of 14. Is this procedure true? When does TSA get to flex the age and divide the child from their parent. Thankfully my wife went with her but then my wife was pulled aside and had a pat down inspection because she helped educate our daughter on what was going to happen. It wasn't a horrible experience but it was my daughters second time flying and a bad on for her. We spent the night before educating our children on how TSA works so they would understand and this happened. My only question is if the law says 18 and younger is a minor, and that's on the TSA website where I got this email. Why was it changed? Why separate a minor from their parents? It just did not seem professional in any manner. Any ways thanks for reading this. Hopefully either and employee will get trained better or the public will get information about TSAs own age laws.

5/31/2015 9:12:02 AM

I was leaving Waco this afternoon 5/30 and had a very negative experience and also witnessed a poor 80+ woman left standing waiting for a pat down simply because she has artificial hips. She stood over 5 minutes just waiting. My personal experience was due to something reportedly showing up on my hands, quite ridiculous in itself. All my baggage checked and I was subjected to a very rude and invasive pat down. None of this is helping airline security.

(b)(6)

Submitted on Sunday, May 31, 2015 - 00:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- Association
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==
First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Fort Worth
State: Texas
Zip Code (Post Code): 76155
Other:
Email: (b)(6)

==Incident Information==
When did this happen? 05\30\2015
Where did this happen? TEXAS - DFW - Dallas\Fort Worth International
What happened? Touching Flights Attendants in places they shouldn t. I came through the Known Crew member today at D22 and the tsa female agent swiped my hands and on the machine came up Explosive Residue detected so I went through the full body scan machine and my bags went through the ex-ray machine, then the same lady at the known crew member desk came over to me while a male tsa agent searched my bags. While this lady was asking me to

5/31/2015 9:13:37 AM

5/31/2015 11:05:37 AM Caller said the last 2 times she has flown she has been patted down and has had her hands checked for explosives and her luggage was inspected on her last flight. Caller wanted to know if it was normal for a person to be patted down twice in a row. She wanted to know if the baggage inspection was related to the patdown.

NOTICE:

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

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

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

5/31/2015 5:11:07 PM

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

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

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

What was the date and approximate time of the incident?
Caller and his wife through security at Atlantic City Jersey NJ and she was taken into the back room and was groped. Caller said that they made every one wait in lines and pulled her aside with 2 females in a private screening. Caller is wanting to know why they did not follow the procedures and made every one wait, caller said that they would not let any one go through the metal detector and made everyone go through the xray machine. Caller said that his wife feels like she was raped and she is very upset by the screening. and he is going to contact his congressman and she feels like she was raped. They did not let them go through the metal detector and made them go through the AIT, once she went through the AIT they pulled her aside and did additional screening and it was in a private screening and then groped her. Caller said that he is going to contact his congressman and the President, he is wanting to make sure this is resolved and he is not letting this go until someone is fired. Caller said that his wife will not even speak and is very upset by the groping.

6/1/2015 11:05:17 AM

Date and Time: 06\01\15 @ 11:00 AM
Airport: Atlantic City NJ
Airline: Spirit
Flight #: N\A
Terminal Gate: 5

TSA Agent: Female Black Supervisor
TSA Agent: Did not get name (Female)

Caller and his wife through security at Atlantic City Jersey NJ and she was taken into the back room and was groped. Caller said that they made every one wait in lines and pulled her aside with 2 females in a private screening. Caller is wanting to know why they did not follow the procedures and made every one wait, caller said that they would not let any one go through the metal detector and made everyone go through the xray machine. Caller said that his wife feels like she was raped and she is very upset by the screening. and he is going to contact his congressman and she feels like she was raped. They did not let them go through the metal detector and made them go through the AIT, once she went through the AIT they pulled her aside and did additional screening and it was in a private screening and then groped her. Caller said that he is going to contact his congressman and the President, he is wanting to make sure this is resolved and he is not letting this go until someone is fired. Caller said that his wife will not even speak and is very upset by the groping.

6/1/2015 11:05:17 AM

Date and Time: 06\01\15 @ 11:00 AM
Airport: Atlantic City NJ
Airline: Spirit
Flight #: N\A
Terminal Gate: 5

TSA Agent: Female Black Supervisor
TSA Agent: Did not get name (Female)

6/1/2015 12:14:42 PM

Hello -

I've just passed through the TSA Pre-check and SFO Terminal 3 at approximately 7:20 AM PDT. For some reason, I set off an alarm, and my hands tested positive for explosives on the hand swipe. I had gone about my daily routine this morning, and had not knowingly been in contact with anything explosive. After a thorough check of my hand carry articles and a private full body pat down, I was deemed cleared to fly. I'm writing because the female agent doing the pat down was simply cold, offering no apology for my inconvenience, and I think that should be part of the "all clear" procedure.

Sincerely,

(b)(6)
(b)(6)
Kailua-Kona, HI 96740

6/1/2015 12:15:15 PM

I was being pat down at rdu today by a tsa officer. His last name starts with an f ~ (b)(6) or something like that. He had square frame black glasses.

During his screen of my front belt loop, he reached his hand down my pants much further than was appropriate, and much further than in any of the dozens of other tsa screens. His hand was against my public hair and very near to my penis. I felt extremely violated, and that this incident was borderline sexual assault.

I raised the issue with his supervisor and manager. They said that they would watch him but said there was nothing else they could do. The manager also admitted that the office in question was new. Why the was he not being supervised during his searches? The supervisor was on the other side of security out of sight and I had Togo look for her.

I find it frightening that if a tsa officer goes beyond there limits and gropes someone, that there is nothing a supervisor can do about it. They didn t every record my complaint beyond a verbal acknowledgement.

There should be someone overseeing all pay downs so this doesn t continue. There should be proper training so this doesn t happen at all. My complaint should have been taken more seriously and recorded in writing by the tsa officer in charge.

(b)(6

I was being pat down at rdu today by a tsa officer. His last name starts with an f - (b)(6) or something like that. He had square frame black glasses.

During his screen of my front belt loop, he reached his hand down my pants much further than was appropriate, and much further than in any of the dozens of other tsa screens. His hand was against my public hair and very near to my penis. I felt extremely violated, and that this incident was borderline sexual assault.

I raised the issue with his supervisor and manager. They said that they would watch him but said there was nothing else they could do. The manager also admitted that the office in question was new. Why the was he not being supervised during his searches? The supervisor was on the other side of security out of sight and I had Togo look for her.

I find it frightening that if a tsa officer goes beyond there limits and gropes someone, that there is nothing a supervisor can do about it. They didn t every record my complaint beyond a verbal acknowledgement.

There should be someone overseeing all pay downs so this doesn t continue. There should be proper training so this doesn t happen at all. My complaint should have been taken more seriously and recorded in writing by the tsa officer in charge.

(b)(6)

6/1/2015 12:16:45 PM

Caller said on 05 20 15 she had an issue at the St Thomas airport she received a patdown and her bag was searched .She felt like a criminal in front of her 5 year old daughter. She had her bag checked because the laptop was still in her bag. She says she forgot to take it out. They told her they had to do a hand check. When he checked the laptop with explosive trace detection. Then he checked inside and he said there was an alarm. They told her to go through a patdown. She don't think all the search was needed.
She was told that she received the secondary screening because she left her laptop inside the bag and needs to know why she received a secondary screening.

Disability Description: Caller wants to file a complaint regarding his CPAP.

Incident Details: The caller traveled last Friday from Phoenix to Dallas. His CPAP machine was confiscated at the PHX airport. They told him there is a dark area that could not be resolved on the x ray. They were going to permit him to check the CPAP but he did not have time to go back and do this. Caller felt that this was a failure to accommodate his disability because he needed the CPAP in carry on. He did not have time to check it. Caller feels the TSO who did the pat down did not follow proper procedure because he didn t change his gloves after the first pat down. He told him when he done the patdown that he had to bring someone else to inspect the machine. Caller wants to retrieve his CPAP and file a complaint.

6/1/2015 2:16:14 PM

Date Time: 05 29 15
Gate Terminal: Terminal 4, Gate C4
Airport: PHX
Airline: Southwest
Flight #: 949

To Whom It May Concern:

I frequently fly from LAX to SFO and back. I usually get "pre" at LAX but often don't when flying out of SFO. I always opt for the pat down rather than go through the machine. However, at the Southwest Terminal at SFO the wait is almost always at least 20 minutes or so for a female assist. I don't care if it's a male assist but they say that is not allowed.

I believe they should have more females available for the pat downs since the males never seem to have trouble getting through. (By the way, the times I've opted for a pat down at LAX the wait time was not excessive -- just at SFO.)

6/1/2015 4:24:02 PM

I welcome your response.

Thank you for your assistance.

Sincerely,

(b)(6)

6/1/2015 4:24:14 PM

Feedback Type : Security Issue
Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/1/2015 3:07:55 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 05/31/2015 10:30 AM Airline & Flight Number : Delta to Atlanta Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :
Comment : You should know that both my husband and I were randomly selected for the imaging machine (preTSA check) and for both of us false readings were registered. Seems to us that your machines may require adjustment since post pat downs nothing was found. Seems like a waste of your valuable resources to be patting down a retired federal law enforcement agent and his spouse. We appreciate all that you do and providing feedback to assist in your continuous improvement program.
Would you like a response? : True
Passenger's Name (b)(6) and (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

I have flown twice with my one-year-old daughter since her operation to implant her with a pacemaker. Each time, my daughter passes through without incident and "I" (her mother) am subjected to an intense pat-down while both my children watch and while all of our earthly belongings sit unattended at the end of a conveyor belt.

After being humiliated the first time in the Las Vegas airport and being late for our flight while waiting for a female officer and a conference between several officers that didn't seem to know how to handle our situation, I took my mother along for the second flight. We requested that my mother be screened, and then take possession of the infant so that I could go through the scanner. This request was denied without further explanation. I find the whole process of being personally screened in this manner degrading, humiliating, upsetting and just down-right discriminatory. My daughter has a medical device. We have a card proving it. Why should other members of her family be subject to this extra screening? There has to be a better way to handle this and I hope that you can help me to determine what that is before our next flight.

6/1/2015 6:46:31 PM

Thank you,
(b)(6)

Folks,
My god daughter (b)(6) had two bottles of Victoria Secret perfume confiscated in her checked bags by an agent Wood at the Orlando airport tonight Sothwest Flight 1800. Agent (b)(6) brought (b)(6) bag past security, treated her in an unprofessional manner, even physically patting her down physically after she had already cleared security. (b)(6) then took the bottles worth $50 USD with her.

OK I am a frequent flyer and I have never heard of such a thing. I just went to Jamaica last week with a bottle of cologne in my checked bag and no one on either side questioned or confiscated my goods. The additional pat down and the confiscation of woman's perfume by a female agent seems highly inappropriate, and I would like evidence of the perfume's destruction if it is deemed to pose a security risk.

My family has served law enforcement in the Philadelphia Police, the FBI and the IRS and I have never heard of such a thing. All of my uncle's have served in the military, my father in special forces. I have a call into my cousin who still serves this country to find out if checked on perfume has been added on to our country's list of banned goods. Walk in my shoes and tell me if this seems right to you. I honor what you do, I depend on you for my security. . But this incident crossed the line. If Agent (b)(6) is sporting Victoria Secret perfume, I will be very upset. It is definitely news worthy since (b)(6) is a disabled Latina. Please respond as soon as you are able.

Respectfully,
(b)(6)

6/1/2015 9:09:21 PM

(b)(6)

(b)(6)

DISCLAIMER:
This message is intended only for the use of the individual or entity to which it is directed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply e-mail and delete the message and any attachment.
Disability Description: Caller said she wanted to report an incident.

Incident Details: Caller flew from Richmond, VA on 5-27-15 and was at the checkpoint about 5:30 -5:45 PM. She works for US Air American and comes through all the time and she has an ostomy.

She said about 6 years ago she gave the assistant manager to (b)(6) a slip from her doctor about it.

When she came through on 5-27-15 the first TSO, a female (name unknown but she is about 5 ft 6 inches Caucasian) asked if she had something on her body. Caller told the TSO she did and the TSO asked that she remove it. When she refused to remove it the TSO said she was not comfortable to let her through and she called a male supervisor over and then he called a Male Manager over. One was about 5 ft. 4 inches older man with salt and pepper hair about 60 and one the second male was about 5ft 5 and wearing a suit with closely shaven hair -mid 50 s

6/2/2015 8:03:51 AM

Next a female Supervisor was called over (did not know name but she was a light skinned black female) and that TSO took her to a private area and she had her to conduct a self pat down of the area and she swabbed her hands.

About a year ago she spoke with Manager (b)(6) about a similar situation and the caller feels since then they singled her out this time because of that previous incident.

She said she knows all about CR-49 and she is prepared to file a written complaint about disability discrimination and she will call Richmond Channel 12 so TSA will be in the news if she does not get satisfaction.

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

---

Remote Client IP: (b)(6)
Date Time: 6/2/2015 11:03:39 AM

6/2/2015 12:45:30 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 United airlines 117 to Hong Kong terminal C gate 102 Newark liberty.
Comments:I was subjected to a hair pat down that was u comfortable and felt very much like a violation of my person. My hair is not a storage compartment. The TSA guard was touching and patting my hair and I felt very embarrassed and uncomfortable. This occurred at Newark liberty international. This is very rude. My hair is not a hazard nor disruptive. I'm fairly certain this is an illegal action.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

---

Remote Client IP: (b)(6)
Date Time: 6/2/2015 12:14:05 PM

6/2/2015 2:19:37 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):UAL #1644(10:28am departure) United Hartford/Bradley (BDL) May 20, 2015.
Comments:I have 2 new artificial hips plus an unstable SI joint. The screener that did the pat down had a RAMBO attitude. He is the first TSA agent that forced me to remove the fabric belt that stabilizes my SI-joint and helps keep my back from going out. I have had a lot of pat downs, but this agent is the first agent that squeezed my skin so hard that it hurt. When I asked that he take it easy, he just said "this is my job". If it is the this person's job to remove my bones through my skin then the TSA needs to find him a different job. I did not get a name but he was 35-40 with a completely shaven head, and a RAMBO attitude. The screening occurred at 8:00AM May 20, 2015.

6/2/2015 2:20:28 PM

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 6/2/2015 12:38:50 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/02/2015 Airline & Flight Number : Philadelphia Checkpoint/Area of Airport : US Air TSA Employee: (If Known) : (b)(6) Comment : Are you people mentally retarded. i went through the paperwork for pre screen. I took 3 birth certificates, 2 expired passports my driver's license and my concealed carry permit as well as a half dozen credit cards. Drove all the way to Fort Washington and you turds have a problem that my birth certificate has a middle initial and all of my other information does not have the middle initial. Now you understand why we have no trust in our government. Now you know why we call you Too Stupid for America. I always arrive early so your pat downs don't bother me. Every time they touch my leg I start moaning. I can't wait for the next time I go through and some retard pulls me aside. I have plenty of time. I'm going to pretend I only speak spanish and pretend I'm illegal. I will probably get better 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

6/2/2015 6:27:58 PM

This is the 2nd time filing this complaint. I have yet to receive a response from the first complaint.

Flying back from Las Vegas on April 28, 2015 I asked to have a pat down instead of going through the body scanner. I have a long history of cancer in my family and I am not going to take any chances with it. A blonde woman in her 50's in TSA uniform got visibly upset when I asked for a pat down instead and moved me to the side out of line. She told me "this might take a while" with a really nasty tone in her voice. She then proceeded to yell at other travelers going through the line. After about 20 minutes of waiting she turned around to another TSA agent who had been sitting there the whole time and said "body check". He then came over and we did the body check and I proceeded to my flight.

The fact that she kept me waiting intentionally for 20 minutes in retribution over me slightly inconveniencing her routine is unacceptable. The TSA agent who was doing the pat downs was sitting there the whole time. It was obvious that she has a problem with people with disabilities. I am a veteran, and I didn't serve my country to have someone disrespect me for asking a simple and legal request.

I expect a response this time to this complaint.

Sincerely,

(b)(6)

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

---

Remote Client IP: (b)(6)
Date Time: 6/2/2015 7:35:17 PM

6/2/2015 8:04:25 PM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Alaska Flight 2251k, Sunday May 31, 2015
Comments:On Sunday we checked in, received our boarding passes, and went through security as instructed for our Alaska Airlines flight from Portland, Oregon to Reno, Nevada. Following that, we ate lunch in the airport, and then began to board our flight. It was at this point that (b)(6) was pulled out of line and told that the TSA had made a mistake, and that he required additional screening. Eventually (b)(6) was also forced to get off of the plane to facilitate this. The lengthy, secondary screening process caused us to miss our flight, which was the only direct flight of the day. We arrived to the airport with plenty of time for this screening, had TSA not made an error. Due to this error, we had to connect through another city, making out hour and fifteen minute flight into a 9 hour ordeal. The TSA had no reason to search us, and if additional screening was necessary, it was the responsibility of your agents to do so prior to allowing us to pass through security. We were incredibly inconvenienced by having to miss our flight, humiliated by the way we were treated, and suffered a significant cost as a result of this. Furthermore, the TSA officers we dealt with were rude, refused to offer us any explanations, and made threatening comments when we asked for an explanation as to why we were being forced to miss our flight. We were threatened with arrest for asking for an explanation. This entire situation is unacceptable, and we would like to be contacted by TSA regarding this practice.
THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtm

---

Remote Client IP: (b)(6)
Date Time: 6/3/2015 6:20:07 AM

6/3/2015 8:37:30 AM

Name:bs
Email: (b)(6)
Complaints:My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):tsa - worthless - why isnt that a category??

i was on 0988 united from iad(wash dc) to led(seattle) tuesday 02 june 15 in iad(wash dc) before boarding flight.
Comments:just absolutely worthless and nothing but harassment, we migrate through this disgusting long line, only to get to the 'breakdown' point and find that they change the ropes so that people that never had to do 'migrate' for 20 minutes are put ahead of people that did. we 'tray up' taking off belts/shoes, but tsa that is supposed to be there monitoring line, is over having 'rap' session with another, so nobody pushes their trays through, there are at least ten trays there stopped, this black tsa women comes over and shouts you have to push tray through, but of course where had she been and where was help, so go thru the pat down check point, they harass and then we wait another 18 minutes for junk to come through trays in another worthless line. who wasnt working the black person came over and didnt push anything, the black person sitting at the tray machine, the idiot that went off for rap session with another non-working idiot?? 4 people there doing nothing and it takes over 30 minutes just to get through this garbage??!! fire everyone, start over and hire people that speak english and made it thru highschool, maybe!!!! i believe we should cooperate with law enforcement for safety and crime prevention but this is pure disfunctional harassment!!!!

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

---

Remote Client IP: (b)(6)
Date Time: 6/3/2015 2:21:30 AM

Name: (b)(6)
Email: (b)(6)
Complaints:Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):flight UA525/united/ San Francisco/ Gate 65/

6/3/2015 8:37:50 AM

Comments:I am very disappointed and troubled by the treatment I received from two TSA agents from my flight back from San Francisco to Los Angeles on May 25th around 5:15pm. My crutches were placed through the metal detector so I opted to go through the pat down again as to avoid further injury to my ankle. The female agent that did my pat down at the San Francisco airport was rude and unprofessional. First she rushed my friend and the staff member assisting me with the wheelchair I requested, because she said she could not start the pat down without my things being brought over. I told the TSA agent that it was ok with me if she started but she complained that people tend to be too worried about their things, which I found the revelation and her demeanor uncalled for. Also this was a protocol inconsistency in comparison with my experience at LAX airport a few days prior, where the agent did the pat down/screening first and allowed my friend time to gather our things. After my things were brought over, the TSA agent went ahead and explained the pat down procedure, I also informed her about my injured ankle before she started. The female agent proceeded to swiftly graze her fingers over my head and squeeze my hair bun, which took me off guard because she did not tell me she was going to do that so I was not expecting it. I simply asked her about it, but the TSA agent became agitated and responded with "Yes we do this, do you want to speak to a supervisor." I told her there was no need that is was ok for her to continue with the screening. The professional thing for the agent to have done was to keep her composure and provide me with some clarity but instead she very rudely said to me "well for my safety I need to call a supervisor over." I started to feel uncomfortable with the situation. Then right behind me the agent flagged a supervisor (b)(6) down and told her "they are asking questions about procedures and I do not feel comfortable any more can you observe the screening." I felt confused as to how a simple question was escalating to such a degree. Supervisor (b)(6) came over and did not introduce herself, I just went ahead and explained my questioned to which she responded in a condescending tone "Well in San Francisco we do check everyone's hair." I just shared that I noticed a difference in protocols between the two airports and ask for the pat down/screening to proceed. I was really uncomfortable having another TSA agent just standing right next to me watching. The first female agent continued with the pat down screening, but did so roughly between my breasts and up my thighs twice. She used the palm of her hand when she said she would use the back of her hand up my legs and thighs, her hands were mere inches away from my crotch area too. She put a lot of pressure on my legs as she inspected them. The female agent also grabbed the ankle I had told her was injured and she caused me to wince in pain. She did not apologize, she simply got up and brought over what looked like paper squares to test my shoes (another protocol inconsistency: at LAX the agent explained everything professionally and in detail, which made me feel safe and comfortable. The agent at LAX did not touch my injured ankle, simply used those paper squares and she did not go as high up my thigh or put so much pressure on my body) While the San Francisco TSA agent went to check the results from my shoe test, I asked my friend who was traveling with me to please grab my sun glasses for me so that I would not forget them. Supervisor (b)(6) then yelled at my friend "she is not cleared she can't touch them." At no point was it explained to me that I could not grab my sunglasses, the agent at the start simply said she was putting them on the side for me. I did not ask for my glasses to be given to me, but simply kept for me. After I reiterated this to Supervisor (b)(6) she allowed my friend to grab my sunglasses. The female agent then came back and asked me to lift up my shirt high so that she can check my waistband, another thing she did not tell me before hand. I said no because I felt uncomfortable exposing my stomach in a public place, to which the female agent condecendaly replied with "That's why I asked you if you wanted a private room" then supervisor (b)(6) told me I could just left up my shirt a bit, to which I did. The female agent seemed bothered as she tugged roughly around my waistband, The agent then asked me to move around in the wheel chair left, right, forward and back because she needed to inspect the wheel chair. This was another protocol inconsistency because she did not initially inform me that she was going to check the wheel chair. I honestly do not understand why she would need to if the wheelchair belonged to the airport and an airport staff member was assisting me. If TSA agents distrust airport staff, then there's a whole other security issue that needs to be dealt with internally. I did not experience a wheelchair check at LAX either besides the moving from left to right in the chair. I decided to then just stand without my crutches, tolerating pain and further injury so that the

6/3/2015 10:23:54 AM

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/3/2015 8:35:11 AM Airport : SLC - Salt Lake City International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Please don't say 'you're good' after a pat down or other scan. It's like you are passing judgement. Like we are guilty till you've proven us innocent. Please just say thank you. This guy just kept saying you're good to everyone like they had passed his test. Very annoying.
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

6/3/2015 11:05:26 AM

Caller is very upset about the screening at the Columbus airport this morning.

He would like to speak with manager. He has 4 S s on the boarding pass.
He was pulled out of line after he had gone through the AIT and had a patdown. The TSO stated he was randomly selected.

His genitals were rubbed.
Why is the policy a procedure? Does he have the option to opt out of it if he did not want to be subjected to it?

He has flown 100 times in the past 3 years and this has never occurred before.
The physical patdown and rubdown was very unwanted and he was very unhappy with the experience.

The hand was rubbed down his leg and on the genitals and it was very uncomfortable.

Submitted on Wednesday, June 3, 2015 - 11:45 Submitted by anonymous user:(b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?
- National Origin
- Race \ Ethnicity
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:
Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==
First Name:(b)(6)
Last Name:(b)(
Primary Phone: Cell Phone
Phone Number:(b)(6)
PO Box or Street Address:(b)(6)
City: Dallas
State: Texas
Zip Code (Post Code): 75206
Other:
Email:
Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complaintant Information==
Relationship with Complaintant: Daughter
Full Name of Complaintant:(b)(6)
PO Box or Street Address of Complaintant:(b)(6)
City: Dallas
State: Texas
Zip Code (Post Code): 75206
Other:

6/3/2015 12:18:41 PM

6/3/2015 4:46:41 PM

Caller states that she just LAS and when she arrived to the TSA checkpoint her purse was dumped out and so too was her make up bag. Caller states that the officer, a short, black woman that wore glasses with the disposition of a venomous snake was extremely rude to her and the caller feels that she was treated very poorly. Caller, after having explained to her, understand that her LGA s needed to be in a quart sized bag. Caller states that she left Hobby she had the exact same belongings packed the exact same way and there was no issues when she left Hobby. Caller is completely appalled at the way she was treated in LAS. Caller states that contained in her makeup bag was MAC makeup including powders and brushes. Caller states that she had to undergo a pat down which she feels was not needed.

From: (b)(6)
Sent: Wednesday, June 03, 2015 8:55 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Contact Us: Complaints

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

---

Remote Client IP: (b)(6)
Date Time: 6/3/2015 8:54:39 PM

6/3/2015 9:00:10 PM

Name:
(b)(6)
Email:
HYPERLINK (b)(6)
Complaints:
Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Gulfport Airport on June 2 at 10am. Flying to Clearwater Fl.
Comments:
Lines were long and only one agent checking passenger I'd. A lady about 90 (at least) in a wheel chair was in front of me. She had a prescreened card in her hand. Rather than wand her down they made her get out of her chair and walk through the scanner this woman was very unsteady on her feet yet they still asked her to put her arms up over her head! (She still had her prescreened card in her hand!) they took forever to get her wheel chair to her on the other side. Because she was taking so long and the lines were backing up they started letting the younger more physically fit passengers behind me just walk through the metal detector! These agents are in real need of some serious training! I felt they jeopardized this woman's health and were lax in screening those behind me! Even the younger woman with a dog just lifted the ropes and moved over and walked through the metal detector and no one questioned her or seem to notice! I have flown often and I will say this is probably the first time I have felt uncomfortable about safety issues.

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

---

Remote Client IP: (b)(6)
Date Time: 6/4/2015 12:52:21 PM

6/4/2015 3:21:01 PM

Name (b)(6)
Email (b)(6)
Complaints:Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American flight 340 6/4/15
Security check point near gate C20r
Comments:I do not use the scanner, always request a pat down. Always had highly professional TSA agents. Until today. I had the displeasure of being received by (b)(6) He began by saying that it was time for my free massage. Then yelled at me when I walked too far ahead of him. Asked me to get my stuff, then told me to put it down because he hadn't given me permission to touch it. I asked for his supervisor. He said he WAS the supervisor. I asked for his superior, he said that he "was in charge of this." He had a different agent do the actual pat down. When that was over I asked for his name. THEN he said that he could call a manager. I waited 5 minutes. No action on his part. I asked someone else. The manager's name is (b)(6) Never showed up. (b)(6) returned and said he was "just having fun" and that he didn't call (b)(6) because I didn't specifically ask for a "manager." I expressed dissatisfaction and the agent who was with him asked if he wanted DPS to be called. When TSA has egg on its face in the national media, this is the time for seriousness and courtesy at security check points, not humor and rudeness.

Hello, I recently received my TSA Pre number (b)(6) which would be great IF body scanners were placed in areas where TSA Pre entered security. I travel frequently between Denver and Kansas City and neither airport has a body scanner in the TSA pre line. This is very frustrating and also time consuming. Paying the money to become TSA pre should come with some benefits; however, I have a replaced knee and do not want to go through the pat down process (I am sure you can understand why). However, even though I have TSA pre, I end up having to go through the regular and often long line in order to go through a body scanner.

Given that more and more people are going through the TSA pre process, I am hopeful you will start putting body scanners in TSA pre lines.

6/4/2015 6:15:39 PM

Thank you,

_____

(b)(6)

6/4/2015 8:05:37 PM

I am sitting at gate E5 waiting for a flight to MSP at 7pm. I just went through your check point to get to this point. I opted out of the scan machine. I dont like the options of a pat down and understand the existing procedures dictate a pat down. I accepted this unpleasant experience. I waited for a male assist. A tsa man greeted me and asked me to follow him. I got a feeling in my stomach that the man who was the chosen one to do the pat down was a homosexual man. I am aware of my surroundings. I listened to his voice and herd the hints of what I became very uncomfortable about and decided then and there if I felt the man was a homosexual I didn't want him touching me so I asked for another tsa agent to do the pat down. The man I didn't feel comfortable with did his job at that moment perfect and gave me an option I did feel more comfortable with. I waited for instruction to proceed to where ever I needed to go to complete the pat down and herd the same tsa man I didn't want patting me down say something to the effect of "sir I would have enjoyed it as much as you". That statement at that moment was so unprofessional words don't do justice to the levels of upset I am as I sit here writing this complaint. I asked to speak with a supervisor and one appeared within a minute. The tsa agent (b)(6) at Echo check point handled the situation after I requested it. He was professional and dealt with my complaint with dignity. I am a heterosexual male who is not here to make a big deal about a man being gay or not. I could care less what someone does in the privacy of their own home. I do care about someone who I feel may be a homosexual touching me in ways I feel would NEVER allow in ANY other situation. Iwas violated by opting out of the procedure in place. I am anxious enough about having to allow a male touch me in areas any other place on the planet besides a Dr office would be a sexual assault. I feel very violated and concerned that the dog and pony show the tsa became a complete waste of tax payers money on the facade of 19 men from the middle east hijacked 4 airplanes and took down 3 buildings. 2 out of the 4 planes hitting only 2 buildings,,what hit building 7? The tsa is a joke. The state department already admitted that the underwear bomber was placed on the plane by another agency...(cia) and the experience I just had is a prime example of the complete invasion of privacy your organization is completely OK with all while not understanding your oath to protect and serve the constitution of the united states from all enemies foreign and domestic. Ill spell it out for anyone who reads this. You are all oath breakers by asking anyone to be subject to the appalling procedure you call enhanced security screening. The leader who run this country are sold out and wipe their ass with the United States Constitution on a daily occurrence and you take your orders from them...so choose to keep the paycheck coming in and violate the next chump who speaks up against the dog and pony show we have the very unpleasant requirement to go through to travel. If I were in ANY of your shoes I would have long ago been fired because as soon as my supervisor came into the meeting and said I would have to place my hands on other mens private parts to see if they are a terrorist is a outside of my willingness to make a paycheck or decent retirement. I would refuse until i was fired and then i would sue for changing the rules after I was hired because I sure as heck would never apply for a job where I have to violate another man i would never want touching me the way I was required to touch him. Absolutely PATHETIC!

(b)(6)

(b)(6)

Honorable discharge

I am an Oath Keeper and hope anyone reading this letter would look up that non profit organization and join them, quit the tsa and protect the US constitution rather than your financial comfort.

6/5/2015 8:12:30 AM

REASON for the call: Caller had an incident at Newark and she had on a money belt and one of the agents blurted out she had on a money belt several times and she needed a female to pat her down. The TSO announced it in front of the whole world with a hundred people around her. She doesn t mind the patdown but that wasn t necessary to be saying that in front of everyone and it was extremely unprofessional. Announcing she was wearing a money belt is not the brightest thing to do. There was a TSA agent named (b)(6) and she called over her friend and she was a thin black woman who told her some spots had showed up on the x-ray and that she had glitter on but she didn t have any glitter on her skirt. The TSO said they needed to check it and at that point the caller told her she was wearing a money belt. At that point she blurted out in front of everyone she was wearing a money belt and they took it off and they counted her money. It was very disrespectful the way she was treated. They did a private screening but the way she blurted out about the money belt there was no decorum involved. The caller is short, gray hair, 72 years old and wearing a black top and black skirt crocheted with flowers and leaves. She was carrying under 200 dollars . These people need to use more discretion because the incident was out of context to be making a public announcement.

Date Time: June 3 2015, 0745 am
Gate Terminal: Gate 16
Airport: Newark
Airline: JetBlue
Flight #: 1519
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
Special Notes: N A

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 6/5/2015 1:01:22 AM
Airport : FAT - Fresno Yosemite International Date/Time of Travel : 06/04/2015 1:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) :
Comment : I was pat down while going through security by a TSA employee.my shirt was tucked in, and he claimed I had something hidden by my back. I untucked my shirt to show nothing was there, and the employee claimed that I had removed whatever I had hidden (in front of everyone, without anyone noticing) and that I had to be thoroughly checked in a private room.

In the private room, this man began to extremely thoroughly pat my ENTIRE body down multiple times over the course of several minutes while another coworker watched. The entire time I kept saying there was nothing on me. He left the room to briefly, came back to question me about what I was hiding and that he felt I had something hidden in my groin area. This is where I got extremely frustrated.

6/5/2015 8:22:27 AM

The only reason I was brought aside was because he felt something (nothing) on my back. Now I was supposedly was able to magician the object from behind my back to my groin area, in front of all of the tsa employees at the security checkpoint without anyone noticing. I explained the ridiculousness of this to the employee, but he was adamant in his search. He then had a police officer enter the room and I was forced to remove my pants.

At this point, it should have been clearly obvious I was not hiding anything, but to not be swayed, he proceeded to thoroughly pat down my rear and groin areas AGAIN, as well as thoroughly search my pants. His entire story was ridiculous. I felt extremely violated throughout this entire process.

After I was able to dress, I just wanted to get out of the room, so I didn't get his name or badge number. The TSA worker is an older Caucasian male, light hair, balding, and overweight. His logic for searching me was flawed, and I was extremely violated.
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:
Address: Brooklyn ny

6/5/2015 8:22:43 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? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

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

What was the date and approximate time of the incident?

The caller was traveling last night on a red eye flight. The caller went through screening at LAX and was randomly selected for a patdown and the TSA agent stuck her thumbs in her vagina. The caller was wearing stretch pants that were tight and the caller states that going in her vagina is inappropriate and the caller is not ok with that. The caller states the incident was traumatic. The caller wants to know if there are cameras at the airport. The caller wants to be contacted by the CSM at LAX. The caller wants to know if it is normal for TSA to stick their fingers in someone s vagina.

6/5/2015 1:32:40 PM

Date and Time: 6-4-15 and went through security around 11:30pm.
Gate Terminal: United Airlines terminal gate 76 terminal 7.
Airport: LAX
Airline: United
Flight #: UA910.

The officer in question was African American, around mid age, hair was in a pony tail, medium build, and around 5ft 5in or less. The caller was wearing black stretch pants and an olive colored shirt.
On a recent trip from Ontario airport in California to Seattle, Washington I was shocked at the lack of security. You can walk right up to any ticket counter, after checking in there is no agent at the bottom of the stairway leading to security checkin and gates. Just one girl checking ID's and boarding passes. I did not have to take off shoes or jacket. They did pat me down, but my sister, right behind me just breezed through no pat down no nothing.

6/5/2015 4:09:51 PM

Upon returning through SeaTAc – again a total lack of security. I went through security in a wheelchair – my sister again no pat down no shoes off and no jacket off.

What is going on? Have we gotten so lax that we have forgotten 911? Even going through to the plane there used to be agents there looking to pull you out of line and pat you down again. All in all, very disappointing and actually scary at the total lack of security. So what is going on? Please don't say lack of funds -

Location: MKE

Time: Approximately 1335

Date: 24May2015

Agent: (b)(6)

6/5/2015 6:07:30 PM

Badge Number: (b)(6)

Agent performed pat-down not in compliance with TSA pat-down procedures. Agent s hands were approximately one half of an inch from zipper during groin area pat-down and directly on the space between the buttocks during buttock pat-down. When asked if the agent s hands should be at least two inches from the zipper, the agent admitted that he did not know the pat-down protocol. When asked for name and badge number, agent attempted to conceal that information. Agent refused to allow a photograph of his badge.

Online submission of this complaint resulted in a webpage error. Please acknowledge receipt of this complaint.

(b)(6)

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/6/2015 8:29:35 PM Airport : DEN - Denver International Date/Time of Travel : 06/06/2015 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) (b)(6) Comment : I asked to opt out. Officer westerfield told me to push my things through as opposed to wait until the female assist officer came. I asked explicitly because I have always been told to hold into my things in other airports. He insisted.

6/7/2015 9:12:46 AM

My things went through but no officer was ready to do the pat down until 8 minutes later (I watched clock). I asked officer (b)(6) no less than four times to see if someone would check on my things bc I couldn't see them. I asked her to put them aside. She reluctantly asked another officer to look. He walked over there and got distracted!! He didn't look or make eye contact w me or (b)(6) He just moved on. I pointed that out to (b)(6) She honestly did not care an ounce. Fine that she's busy but I found her rude and the system was inefficient and ineffective.

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

6/7/2015 3:07:08 PM

Feedback Type : Security Issue
Categories : Other; Carry-on Property Out of View During Screening Current Date/Time : 6/7/2015 12:41:52 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/01/2015 11:45 AM Airline & Flight Number : vx 0406 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : My laptop was mistakenly picked up by another passenger with the same make/model. I had requested a pat-down and, apparently, you have a new screening for laptops - they are removed from the main belt for further testing? The other passenger grabbed the first macbook air that came back to the main belt. It was fellow passenger error.

What I find ridiculous is that - after the very helpful Airport Police went off to find a culprit wrongly identified by TSA on the security footage - I suggested the TSA employees open the computer and look for his/her email address information. We found the guy's name and they made an over-head announcement in the terminal to no avail. The ridiculous/worrying part of this, the part I think needs to be noted, is that even with a name the TSA cannot tell which flight a person is leaving on?! You have to be kidding me. Given the stringent security precautions we, as flying passengers, happily agree to for our public safety, this seems to be a very serious lapse in information sharing and accountability. I can hardly even believe it, to be perfectly honest. Makes me wonder how you're on top of anything outside of the menially performed x-ray screening of hand luggage that I witness when I travel.

I would certainly like to hear your point of view.

Faithfully,

(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

6/8/2015 8:29:58 AM

To whom it may concern.

I am a 62-year-old American citizen who has never had any trouble with the law. I truly feel that I am being punished by the TSA for having a breast cancer scare and not wanting any more radiation on my body.
The last time I went through the TSA line I was made to stand in front of the machine throwing out radiation for about four minutes until a TSA agent was available to do an embarrassing patdown on my body.
The TSA agent who did the part down on my body suggested I seemed nervous, as if any decent person would like a stranger touching their body without their true consent. I found this comment insulting and degrading.
This is truly unacceptable behavior to any person especially a decent American citizen and the TSA needs a better solution for this problem.
This punishment needs to stop.

(b)(6)
Portland, Oregon

6/8/2015 2:33:47 PM

Feedback Type : Complaint
Categories : Lost and Found
Current Date/Time : 6/8/2015 12:45:57 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/02/2015 11:45 AM Airline & Flight Number : AC798 Checkpoint/Area of Airport : TSA terminal 2 TSA Employee: (If Known) :
Comment : I am a senior and have a pacemaker. I had to wait for a very long time for a pat down.I had to leave my credit card holder in the bucket with my purse, shoes, etc. When I retrieved everything I did not see my credit card holder there but didn't notice the absence until after I arrived in Montreal YUL. I did email on 6-3-15 and received a control # (b)(6) with a promise of a reply.I offered email (b)(6) and phone (b)(6) I will also offer you another email address today.
Would you like a response? : True
Passenger's Name (b)(6)
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 the Department of Homeland Security and Transportation Security Administration,

As of Monday, June 8th, I will no longer be flying in the United States after the mistreatment I had to deal with by TSA on two different occasions this past weekend.

In one instance, I was forced to stand and wait, without shoes or a belt, for several minutes while waiting for a pat-down at Chicago Midway due to a "shift change," when in fact, three males were standing around talking on the other side of the checkpoint, doing absolutely nothing. During this time, my personal belongings were out of my sight (a violation of your own protocols) for an extended period. Included in these belongings were my ID, credit and debit cards, cash, and electronic devices, including a personal laptop and cell phone, all of which could have easily been taken at any point by an agent or another passenger.

6/8/2015 9:09:10 PM

In the second instance, my checked bag was broken into at Orlando International by TSA personnel. Contrary to what TSA and the federal government believe, the Fourth Amendment of the Constitution of the United States prohibits, without probable cause, agents going through my personal belonging without a warrant or without notifying me in advance of the invasion of my privacy. Nothing illegal was found and I was given no reason for my LOCKED bag to be broken into and searched. Just circling the word "law" is not probable cause. As we all learned in Social Studies class, no law supersedes the Constitution.

After this weekend's events, it is little wonder why the agency has a 96% failure rate when it comes to finding security issues. Not only are my belongings not safe from TSA agents (and a waste of time when they know there is nothing in my bags), but clearly my safety is of little concern when it comes to the rest of the process. For that reason, I will no longer fly in the United States, which I know means nothing to the people pretending to read this letter. If the purpose of the agency is to eventually destroy the airline industry, you all are doing a fantastic job.

I'm glad to know this country now prides itself on following the same principles as those in 1930s-40s Germany, a period that ended in failure for those people. Using that benchmark, I guess a 96% failure rate is actually a success.

(b)(6) former customer of the U.S. airline industry

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/8/2015 10:52:39 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 06/08/2015 9:00 PM Airline & Flight Number : DL1264 Checkpoint/Area of Airport : terminal 2 TSA Employee: (If Known) :
Comment : I was with my three year old daughter and we all are TSA prechecked. I was carrying less than 200 ml of drinking water in a clear bottle and a tetrapack of milk. I was asked to throw away the water and the milk was opened for testing. How am i expected to carry the milk if it is opened.
I have traveled extensively in the US and have never faced any issues. Even in JFK I had a smooth checkin with almost 10 tetrapack of milk.

6/9/2015 9:00:50 AM

This time not only was the milk opened but all my bags were pat down along with myself. Also i had to take out my laptop which shouldn't be required.

Absolute unprofessionalism and unnecessary specially when you are traveling with a three year old.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager

REASON for the call: Caller flew out of Richmond and she was treated badly at the check point. At 10:15 a Pakistani lady TSO was rude to the passenger in front of her. She said that she treated roughly during the patdown. She thinks that TSA generally treats people well but this lady did not. She is about 5 6 with black hair and dark skin. About 180 pounds
Date Time: 11:31 AM on 6-8-2015 This happened around 10:15 AM

6/9/2015 2:16:57 PM

Gate Terminal: ?
Airport: RIC
Airline: American airline
Flight #: ?
Special Notes:

Disability Description: The caller has an atrophied leg which is paralyzed. The caller has crutches that she utilizes too.

Incident Details: The caller was traveling through LAX from an international trip. The caller went to security and her crutches were taken from her and not returned until after the screening process was completed. She was left standing alone. The caller stated that her belongings including her money belt were removed.

The caller was then told to take off her shoes and to go stand in the AIT unit. She stated that it was very humiliating as she was having a great amount of difficulty trying to stand. She stated that she has never had to have a patdown after going through AIT.

She stated that after standing in the AIT unit, she was told that she had to get a patdown. Her hands were swabbed as well. The caller stated that she was treated very nasty during this process and that not one time did anyone offer to help her stand or even offer her a cane or a chair.

6/9/2015 2:38:07 PM

She stated that the woman who performed the patdown turned her back to her while she was going through her belongings.

The details of the flight is listed below:

Date Time: 6 8 15 5:00PM
Gate Terminal: T4
Airport: LAX
Airline: American Eagle
Flight #: 2855

The caller feels as though she was discriminated against due to her disability. She also feels that she was treated very ugly.

From: (b)(6)
Sent: Tuesday, June 09, 2015 3:23 PM
To: TSA-ContactCenter@dhs.gov
Subject: Requesting Assistance in a Case.

Dear TSA officer,

I would like TSA help in the resolution of this case.

I served as the vice president of (b)(6) up till a few months ago. I have experienced significant troubles even with local flights inside the states since they returned from medical mission and medical conference in Turkey last year.

6/9/2015 6:43:43 PM

I have not been able to check in online and print my ticket unless I go to the airline desk in the airport and wait for 1 hour on average with one airline agent to be able to print the ticket since I came back from Turkey where I attended SAMS international conference in June 2014. After that, my ticket has been always flagged with SSSS sign and a comprehensive search including pat down has been always performed.

This has made travel as a nightmare that I started to avoid as much as possible even though I served as the vice president of the organization that receive USAID grant money to do such humanitarian work and medical mission overseas. . I already missed a meeting with CBP deputy Commissioner (b)(6) in DC due to being unable to print my ticket in time before the flight left a few months ago. I was about to miss my flight to DC this past Fri to meet with USCIS (b)(6) for the same reason and they had to delay the flight 10 minutes to solve the problem even though I was in the airport 3 hours before the time of the flight.

I sent redress request and I received a response ~ 2 months ago that I attached to this email. It basically said that if I use the redress number I was provided with (b)(6) it should help. Unfortunately, I tried it during this recent trip to DC to meet with USCIS leadership and it still didn't work and I had to go through the same hassle which is also causing delays to the airline as they have to designate an agent to work for me for almost an hour every time.

I hope you can help in resolving this issue. Thank you very much for your assistance.

(b)(6)

(b)(6)

From (b)(6)
Sent: Tuesday, June 09, 2015 4:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

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

---

Remote Client IP: (b)(6)
Date Time: 6/9/2015 4:46:49 PM

6/9/2015 8:02:13 PM

Name:

(b)(6)

Email:

HYPERLIN (b)(6)

Brief Description of Inquiry:

Sexual contact during TSA pat down

Comments:

6/9/2015 10:37:34 PM

I have been traumatized today when a female agent touched my genital area multiple times during a pat down at the precheck line today at the American Airlines terminal of DFW Airport. I did not set off the alarm. She said it was a random check. I Caller just went through Chicago O Hare checkpoint screening. She described a humiliating experience. Felt like she like it was a nasty patdown twice, and then in a room again in front of her 4 year old. The 2 Female officers, one black about 5ft 2 with reddish brown, short barbered hair cut was approximately 180 pounds and the other was possibly 5ft 7- 5ft 8, maybe mixed or Hispanic. She felt the patdown was not normal, as it was aggressive especially on her sensitive areas. This took place at Terminal 3 at the checkpoint at 9:06 pm on 06 09 2015. She went back to the checkpoint to get the names of the officers.

From: (b)(6)
Sent: Tuesday, June 09, 2015 11:42 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Disabled passenger 6\9\15 - Letter to K. Walton

June 9, 2015

(b)(6)
Columbia, MD 21044

6/10/2015 8:34:43 AM (b)(6)
(b)(6)
United Airlines
PO Box 66100
Chicago, IL 60666

Ms. Kimberly Walton
Assistant Administrator For the Office of Civil Rights and Liberties, Ombudsman, and Travel Engagement
Transportation Security Administration
601 12th Street South
Arlington, VA 22202

RE: CHICAGO O'HARE AIRPORT, JUNE 8, 2015 - DISABLED PASSENGER

Dear (b)(6) and Ms. Walton:

I am writing to relate to you my experience at Chicago's O'Hare Airport last night. I was returning home from a last minute, one-week trip to visit my elderly mother and get medical treatment. I am physically disabled: I have a severe and rare chronic

Caller requested to speak with a supervisor immediately.

6/10/2015 12:50:47 PM (b)(6) notes:
She is upset because she has to be patted down every time she goes through the scanner. She feels as though the agents are trained well when it comes to a breast prosthesis. She doesn t inform them before she goes through because it s usually a man and they call a woman over to the checkpoint to do her patdown. She asked if PreCheck would help her screening and not have to go through that. She has heard that at PHX, which is her home airport, that women have been made to remove their prosthesis before screening and she doesn t want to do that.

I am in a wheelchair flying from SFO, Wednesday June 10, 2015 to gate 52. I require a pat down to clear security due to mobility constraints.

The TSA agent patting me down asked me to move so she could feel the back of my thighs. I felt she had already done so and repeating was physically difficult. She said a supervisor was necessary. (b)(6) had to restart the pat down. I explained I was going to miss my flight and would have been happy to have my original pat down continue.

She explained
- I had to arrive 3 hours early if I want to be on time for my flight and make it through security.
- I have to be treated like everyone else
- her grandfather is in a chair and does not act this way

I explained that I am always delayed initially because I have to be patted down. I also felt her actions toward me were inappropriate. That my civil rights are protected under the ACAA.

She said
- I don't care what civil rights group you're part of. You have to be treated like everyone else.

6/11/2015 8:55:24 AM

She then asked for my name so she could file a complaint against me.

During this interaction, her coworker asked her to calm down several times.

I, in fact, don't have to be treated like everyone else and do not have to arrive at the airport 3 hours early to clear through security. I am part of a protected group. The standard of care for most passengers does not work for me so I have to be patted down using a different standard of care. I arrived in plenty of time to make my flight if the pat down had gone normally.

(b)(6) was discriminating against me and does not know the law. Yelling at someone and telling them false information based related to their disability, telling me I am essentially a bad and angry disabled person because I wanted to make my flight is harassment based on my disability.

Sincerely
(b)(6)

Sent from my iPhone

The caller was injured at the airport going through the checkpoint. She has a fractured shoulder, and sprang her left foot. She said she filed a claim but, they told her they forwarded it to TCC for review and response. She tripped over the mat at TSA. She said a screener was rude to her after she fell. The screener told her that she was fine. The caller was subjected to additional screening including a patdown.

6/11/2015 2:50:33 PM

Date Time: 04 30 15 6:15 AM Departure
Gate Terminal: Terminal 6
Airport: Memphis
Airline: United Airlines
I have flown at least 6 times this year and the wave detector at tulsa is 100% wrong. requiring a pat down. quite frankly I am getting tired of getting mugged everytime I fly. the other airports dont seem to have that issue.

today the line to go through the wave detector is longer than the line to unpack your bags.

tulsa tsa is the least efficient of all of the other destinations that I go through. at least 5 supervisors standing around. long lines and only two lines open with only one wave detector in use.

6/11/2015 6:13:19 PM

honestly put automatic weapons in their hands it is exactly like going through a third world countries security. or when I use to travel into the former soviet union.

all of this mess and then to read how ineffective the organization is.

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

Submitted on Friday, June 12, 2015 - 08:44 Submitted by anonymous user: (b)(6) Submitted values are::

Feedback Type: Complaint
State: Washington
Airport: WASHINGTON - SEA - Seattle-Tacoma International
Date of Travel: 06/10/2015
Time of Travel: 4:05 pm
Airline & Flight Number: Arrival on Delta from Amsterdam Checkpoint / Area of Airport: Secutiry down stairs by C Train Station TSA Employee: (b)(6)
==Complaints==
Complaint Feedback: Other
Complaint:

6/12/2015 10:09:18 AM

My wife and i have traveled all over the world. (b)(6) was the most intelleratn, rude and unpleasant member of TSA that we have ever met. My wife left her boarding passes in her purse. She went through the detector as she has two metal knees and it went off. (b)(6) asked for her boarding pass and she said it was in her purse and turns to get it off the belt. It had not gone through. (b)(6) grabbed her by her sweater and roughly pulled her back. We could see her purse on the belt. Here voice was loud, "You have alarmed, stay put!" She pulled her off to the side and made her wait for almost 10 minutes while she did other passengers. The purse came through and I tried to get the boarding pass for my wife. (b)(6) said "if that is not your purse don't touch it!" I told her it was my wife's and it had my boarding pass in it. She yelled, "move on" and just glared at me. Finally my wife was taken to a pat down area and searched. After a few minutes of watching the purse on the belt (after it went through) I got both our boarding passes our and took them to the other agent and showed them to him. He was most pleasant. I also complained on the spot to the supervisor.

It was heart stopping that this is the reception US citizens receive after coming home and even worse, was foreign tourists.

6/12/2015 11:42:37 AM

(b)(6) called to inform that the Tulsa Oklahoma Air Port always gives him a difficult time when it comes to screening. They screeners always give him smart remarks towards his medical card. His doctor states that he can not go through the machines. (b)(6) knows about the screening process and always gets pat downs. He simply does not like how the TSO gave him negative remarks, saying We are doctors.

Submitted on Friday, June 12, 2015 - 10:31 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Request for Information
Date of Travel: 06/09/2015
Time of Travel: 8:45 am
Airline & Flight Number: US airways Flight 1735 Checkpoint / Area of Airport: Airport screening area TSA Employee:
==Request for Information==
Information Feedback:
- Other
- Civil Rights / Civil Liberties

6/12/2015 12:17:50 PM

Request for Information: My daughter is in college in North Carolina and on her flight back to school from Orlando, the TSA officers performed a pat down after she went through the body scan. The pat down included lifting and searching through her hair. I have heard that this is a routine practice of TSA but have never witnessed it or had it happen to me or anyone I personally know. I don't understand this practice, when there are people with more hair and longer hair that are not inspected. There are women with large chignons (buns), women with wigs, women with long hair, etc that don't have this problem. A bun can hold the same thing braids hold. My daughter's braids are loose, like a free-flowing hairstyle. She couldn't have anything in her hair, just like someone that wears their hair down and free cannot hold or hide anything under their hair. I'm concerned that this practice unjustly targets a group based on an ignorance about hair and braids.

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6) passenger/ (b)(6) mother
Phone Number:

Submitted on Saturday, June 13, 2015 - 05:01 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Compliment
State: New Mexico
Airport: TEXAS - DAL - Dallas Love Field
Date of Travel: 06\12\2015
Time of Travel: 3:30 pm
Airline Flight Number: WN 36
Checkpoint \ Area of Airport: Lane 9
TSA Employee:
==Compliments==
Compliment Feedback:
- Pat-down
- Professionalism\Customer Service

6/13/2015 9:17:02 AM

Compliment: Unnecessary and Excessive force was used during the pat down by (b)(6), a TSA agent on lane #9. I cautioned him regarding my body s response to his excessive force during the pat down . As a paraplegic my lower body, including my limbs, has significant involuntary contractions (Spasticity) when too much force is applied and was applied my (b)(6) He continued his repeated aggressive pat down causing my body great pain. After checking my legs several times he attempted to recheck my legs again and I refused. I requested a manager and explained the problem. I filed a Dallas Police complaint following the episode. (b)(6)

Would you like a response? Yes, I would like a response.
==Passenger Info==
Passenger Name: (b)(6)
Phone Number: (b)(6)
Email Address: (b)(6)

Hello,

I returned home to Seattle on a flight from SFO on June 11, 2015. I flew on Alaska Airlines flight 303.

My wife and I joined CLEAR a couple of months ago. Their CLEAR system failed to verify my fingerprints a month ago when I flew from SJC to SEA.

Yesterday when I went through the CLEAR line their system again failed to verify my fingerprints. That was merely an inconvenience. What was extremely disturbing was the following.

6/13/2015 9:17:47 AM

1. After the CLEAR system failed to verify my fingerprints, the CLEAR employee said "Never mind" and took me to the head of the TSA Security Screening line.

2. I was never asked for a photo ID. All I had ever shown was my boarding pass.

3. When I spoke to the TSA agent (Covenant Aviation Security?) and tried to show my photo ID I was told that the CLEAR agent had already cleared me. So without ever seeing a photo ID, having the system REJECT my fingerprint as a match to my CLEAR profile and showing nothing more than a boarding pass, the CLEAR agent told the TSA agent that I was "cleared to fly".

4. This is an absolute insult to the citizens that have been duped into thinking that the security procedures are keeping us safe when flying.

5. CLEAR is a worthless scam and the CLEAR employees are risking the lives of every person flying. The CLEAR program should be immediately suspended and not allowed to operate unless and until there is independent and competent verification that the system works and the CLEAR employees are properly trained and follow all proper procedures.

6. When I got through the security screening I reported this problem to the TSA Supervisor. He gave me a form that had the email address of Covenant Aviation Security. I have decided to send this complaint to TSA instead, as I suspect that Covenant Aviation Security would just bury the complaint.

7. This is the second time that I have had a problem with the security screening at SFO. Last year when I flew from SFO to SEA I was selected for "additional screening" even though I did not set off any scanner alarms. I thought that this was a bit unusual but occasional random pat-downs definitely make sense. But the overtly gay security screener pushed his hands up into my genitals and started moving them back and forth. I told him that I would punch him if he ever did that again. He just got a wispy little smile on his face and let me go. So please explain to me how having a gay man patting down a male passenger is any different from a heterosexual man patting down a female passenger. Why should gay security agents be allowed to